



Housing Services Portal

Bespoke care management application

Care management at your fingertips

The Housing Services Portal is a pioneering scheme management application that runs on a Windows 7 tablet PC.

It connects over a wired or wireless connection to your Communicall Vi or Vi IP system to give you a live view of residents' activities as they happen, and enables you to interrelate various factors in order to prioritise and manage their care.

Key benefits

- Optimises care management time
- Improves operational efficiency
- Facilitates risk assessment and reassessment
- Reduces administration costs



"HSP is fantastic, it makes my job so much easier. You just have to glance at it and the information is there for you. It's so simple to use and it gives you an instant snapshot of everything that's happening on the scheme; the information comes to you rather than me having to spend time checking."

Kathy Mahon, Scheme Manager, Riverside ECHG

Technology you can trust

We've developed the Housing Services Portal to help make supporting the health and wellbeing of your clients a little easier.

The innovative combination of live and historical data provides an accurate, insightful synopsis of people's changing needs, enabling you to prioritise, plan and protect.

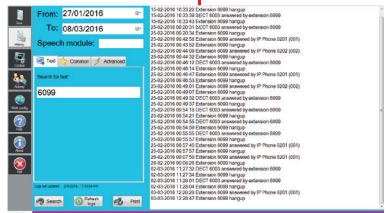
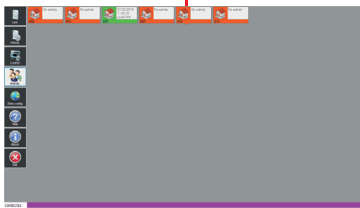
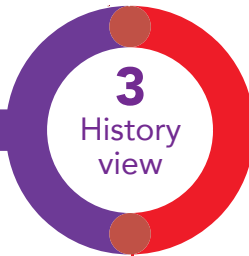
If you'd like further information, or to see a demonstration of the Housing Services Portal in action, visit: tunstall.co.uk or call: **01977 661234**



User friendly and functional

The Housing Services Portal contains the following built-in features:

- Portable SCP
- Graphical resident activity
- Paperless print log
- Historical print log view
- Easy to access standard web interface
- Inbuilt HSP User Manual

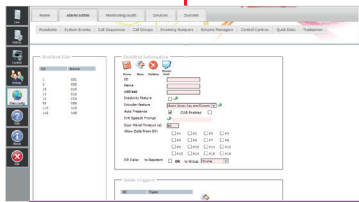
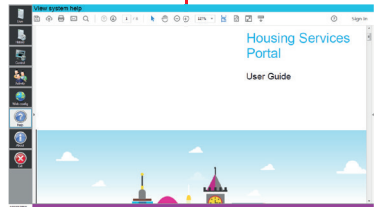
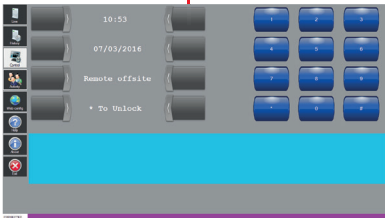


The application offers a number of functions, depending on your site's configuration. All are accessed by the touchscreen. An onscreen keyboard icon is displayed when you need to enter text.

4
Portable
SCP

5
Web
configuration

6
Help

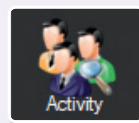




Activity View

Simply touch the 'Activity' button to reveal a 'real-time' picture of the activity levels of residents being monitored via the system.

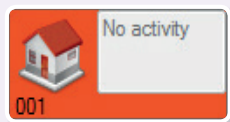
See at a glance which residents are active, away from home or remain inactive – necessitating a call.



Benefits

- Instant assessment of the current situation
- Calls can be prioritised, improving efficiency

Three different coloured icons are displayed:



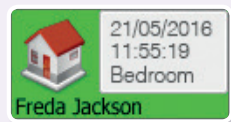
No Activity

Red indicates that no activity has been detected since the timer was reset.



Away

Yellow indicates that the resident's speech module has been set to 'Away', usually meaning they are absent from the property.



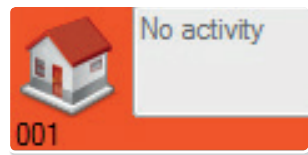
Activity

Green shows the residents that the system has detected activity for.

Activity View in action

Mrs Jackson is 83 years old and has recently been experiencing frequent falls, as well as becoming more forgetful. She's very frail and suffers from COPD. (Chronic Obstructive Pulmonary Disease)

Her activity view shows no activity this morning, prompting a call from her designated carer.





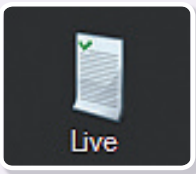
Live View

Simply touch the 'Live' button to reveal a live view of events as they happen, right across your system.

As you can see from the example below, the screen displays the time and nature of the incident, the radio ID of the device that raised the alarm and the ID of the receiver picking up the transmission.

Benefits

- Potential issues are detected early
- Emergency situations can be dealt with
- Paperless print log
- Real time events



Time and incident

Radio ID

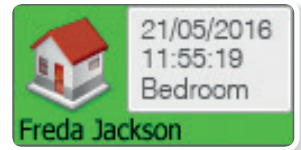
Receiver ID

The screenshot shows a software interface with a navigation menu on the left and a list of events on the right. The navigation menu includes icons for Live, History, Config, Activity, Web config, Help, and About. The event list displays the following data:

Time	Incident	Radio ID	Receiver ID
11:54 21/05/12	Rxs detected	17879	0
11:54 21/05/12	...		
11:54 21/05/12	Personal Trigger activation	Resident 1	SM 100
11:54 21/05/12	Line 3 Off Hook		
11:54 21/05/12	SELECTED	100	CH2
11:54 21/05/12	CLEARED	100	CH2
11:55 21/05/12	Line 3 On Hook		
11:55 21/05/12	Line 3 Off Hook		
11:55 21/05/12	Line 3 On Hook		
11:55 21/05/12	Line 3 Off Hook		
11:55 21/05/12	Line 3 On Hook		
11:55 21/05/12	Line 3 Off Hook		
11:55 21/05/12	Line 3 On Hook		
11:55 21/05/12	Line 3 Off Hook		
11:55 21/05/12	Line 3 On Hook		
11:55 21/05/12	Line 3 Off Hook		
11:55 21/05/12	Line 3 On Hook		
11:55 21/05/12	Line 3 Off Hook		
11:55 21/05/12	Line 3 On Hook		
11:55 21/05/12	Line 3 Off Hook		
11:58 21/05/12	...		
11:58 21/05/12	Red Button	Local Unit	SM 100
11:58 21/05/12	Line 3 Off Hook		
11:58 21/05/12	SELECTED	100	CH2

Live View in action

The live view shows that Mrs Jackson is now up and about, however the flood detector has been triggered in her bathroom. She has received a phone call and the situation, an overflowing bathroom sink, is now being rectified.



27-04-2016 08:39:07 CLEARED :100 CH2
27-04-2016 08:39:16 Rxs detected 29239: 0
27-04-2016 08:39:16 ...
Flood Detector activation | Bathroom/WC | SM 100
27-04-2016 08:39:20 Line 3 Off Hook
27-04-2016 08:39:22 SELECTED:100 CH2
27-04-2016 08:39:27 CLEARED :100 CH2



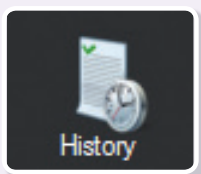
History View

Touching the 'History' button allows you to examine past calls from a particular resident or alarm type.

You can search across a range of dates, enter key words such as 'Flood Detector' and select as many alarm types as you wish. Results are displayed on the right hand side of the tablet screen.

Benefits

- Early identification of client issues
- Ongoing assessment of appropriate care package
- Can be used to identify trends



Search dates
Results

From: 01/02/2012 To: 21/05/2012

Speech module:

Text Common Advanced

- Mains Fail (JA)
- Mains Restore (Ja)
- Medication Dispenser ALB (E4)
- Medication Dispenser Dose Missed (C)
- Medication Dispenser Dose Missed (LE)
- Natural Gas Detector activation (CN)
- Natural Gas Detector activation (LB) (Cr)
- Natural Gas Detector ALB (D4)
- Nursecall Terminal - Assist (DQ)
- Nursecall Terminal - Assist (LB) (Dq)
- Nursecall Terminal - Call (DP)
- Nursecall Terminal - Call (LB) (Dp)
- Nursecall Terminal - Cancel (DS)

Select all Select none

Log last updated: 21/05/2012: 11:41:24

Search Refresh logs Print

Flood Detector activation | Downstairs WC | SM 100
12-04-2012 08:53:50
Flood Detector ALB | Downstairs WC | SM 100
12-04-2012 08:55:06
Smoke Detector activation | Bedroom | SM 100
12-04-2012 08:55:53
Fall Detector fall | Resident 2 | SM 100
12-04-2012 08:56:58
Epilepsy Sensor activation | Bedroom | SM 100
13-04-2012 10:04:45
Personal Trigger activation | Not Set | SM 100
13-04-2012 10:07:48
Personal Trigger activation | Resident 1 | SM 100
13-04-2012 10:08:40
Personal Trigger activation | Resident 1 | SM 100
24-04-2012 00:59:53
Inactivity Alarm | Local Unit | SM 302
24-04-2012 03:54:59
Inactivity Alarm | Local Unit | SM 302
24-04-2012 09:04:59
Inactivity Alarm | Local Unit | SM 014
24-04-2012 09:25:54
24-04-2012 10:07:55
Personal Trigger activation | Resident 3 | SM 014
24-04-2012 10:14:58
Personal Trigger activation | Resident 3 | SM 014
24-04-2012 10:26:46
Personal Trigger activation | Resident 3 | SM 014
24-04-2012 10:35:47
Personal Trigger activation | Resident 3 | SM 014
24-04-2012 10:42:28
Personal Trigger activation | Resident 3 | SM 014
24-04-2012 11:21:47

History View in action

Mrs Jackson was issued with a fall detector two months ago. Historical data shows that she has been staying in bed more frequently and for longer periods, indicating that she might be feeling frail and less stable. This, coupled with the overflowing sink accident, indicates that she may need further support. A visit will be arranged for further assessment.

- Door Usage ALB (B0)
- Door Usage closing (AR)
- Door Usage closing (LB) (Ar)
- Door Usage opening (AQ)
- Door Usage opening (LB) (Aq)
- Electrical Usage Sensor ALB (E2)
- Enuresis Sensor activation (AX)
- Enuresis Sensor activation (LB) (Ax)
- Enuresis Sensor ALB (B6)
- Epilepsy Sensor activation (DH)
- Epilepsy Sensor activation (LB) (Dh)
- Epilepsy Sensor ALB (E8)

- Fall Detector Activation Cancelled (LL)
- Fall Detector Activation Cancelled (LB)
- Fall Detector ALB (C2)
- Fall Detector button (BN)
- Fall Detector button (LB) (Bn)
- Fall Detector fall (BO)
- Fall Detector fall (LB) (Bo)
- Fall Detector Not Worn (LK)
- Fall Detector Not Worn (LB) (Lk)
- Fault - Poll Failure (JG)
- Fault - Radio System (Jf)
- Flood Detector activation (AH)

About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for over 60 years. Its pioneering software, hardware and services enable new delivery models which can transform community-based health and social care, and enable people to live independently and with an improved quality of life.

Tunstall's Connected Health and Care solutions are underpinned by IP enabled platforms and infrastructure, supporting the innovative use of technology including IoT, SaaS and cellular communications. It offers an end-to-end solution, including training and consultancy, service and maintenance, and monitoring services which make more proactive and personalised models of care possible, and focus health and care teams where they are most required.

Tunstall works with social care providers, healthcare services, retirement living providers, and nursing and care organisations in 38 countries, improving the lives of millions of people, including those living with dementia, learning disabilities, physical disabilities and long term health conditions.

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The Tunstall logo consists of the word "Tunstall" in a white, bold, sans-serif font, centered within a red rounded rectangular background.