

Mystery Shopping Report

An assessment of access to social care advice,
information & support at Hull City Council See &
Solve Hub

November 2024

Commissioned by ADASS
Yorkshire and Humber

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1. Introduction to ADASS and Healthwatch

What is ADASS?

A voice for adult social care. We are a membership organisation for those working in adult social care.

As a charity we work with professionals, other organisations and people with lived experience to influence decision makers, policy and legislation – from the local to regional and national level.

We raise awareness of the benefits social care can bring to individuals and communities and aim to ensure all of us who need care and support can live the lives we want regardless of age, ability and background.

What is Healthwatch?

Healthwatch is the independent champion for people who use Health and Social Care services which exist to make sure that people are at the heart of care.

We listen to what people like about services and what could be improved, then share their views with those who have the power to make change happen. Helping people find the information they need about services in their area is another of our priorities.

In summary, the main aims of Healthwatch are to:

- Help people find out about local care.
- Listen to what people think of services.
- Help improve the quality of services by letting those running services and the government know what people want from care.
- Encourage people running services to involve people in changes to care.

What is 'Mystery Shopping'?

Mystery shopping for adult social care is a quality assessment method where trained individuals pose as potential service users to evaluate care services. They assess factors like staff friendliness, response times, communication, cleanliness, and overall user experience. Findings are reported to help providers improve service quality, making care settings safer and more supportive for clients. This proactive feedback helps maintain high standards and improves the user experience in adult social care.

2. Disclaimer

This report relates to the findings by the Healthwatch Kingston Upon Hull Representatives during the Mystery Shop at See and Solve Hub within Bransholme Health Centre, Hull as well as phone calls and website enquiries, week commencing 4th November 2024. This report is not a representative portrayal of the experiences of all service users and is only a representation of those spoken to and observations made on the day.

3. Acknowledgements

Healthwatch Hull would like to thank See and Solve at Bransholme Health Centre, and staff who answered the phone calls and emails, for taking part. We would also like to thank ADASS for commissioning us to undertake this piece of work.

4. Background




ADASS commissioned Healthwatch Kingston Upon Hull to conduct a mystery shopping exercise at the See and Solve Hub in Hull to assess the service's effectiveness. Healthwatch Hull collaborated with Healthwatch York to review the ADASS-provided documents and potential scenarios for the assessment. Between August and November, multiple meetings were held between ADASS, Healthwatch Hull, and Healthwatch York to discuss the project. Since Healthwatch York had already completed a similar



mystery shopping exercise, they shared insights on best practices and suggested improvements. Healthwatch Hull then agreed to test this updated information pack, providing feedback on the materials' effectiveness along with their findings on the service at the See and Solve Hub and over the phone.

5. Details of Activity

Details of Activity	
Service address	Bransholme Health Centre, See and Solve Hub Goodhart Road, Hull, HU7 4DW
Service Provider	Community See and Solve Team Telephone 01482 300300 Email see&solve@hullcc.gov.uk
Date and Timings	In-Person: Wednesday 6 th November 2024 at 1pm Telephone: Wednesday 6 th November 2024 at 1pm Email: Thursday 7 th November 2024 at 10am Out of Hours: Wednesday 13 th November 2024 at 6pm
Healthwatch Representatives	Olivia Stevenson Adult Social Care Project Officer Liz Frost Volunteer Hadeel Ahmad Volunteer

6. Rating Descriptions

	<p>Excellent</p>	<p>The service you received exceeded your expectations.</p> <p>Lots of useful information – accessible/jargon free. Excellent, easy to navigate website, which provided more information than you thought you needed. Knowledgeable, polite and very helpful staff who gave you more information than you needed. You felt valued and respected as a customer, enquiry dealt with in a timely manner, informed where further information and advice could be accessed.</p>
	<p>Good</p>	<p>The service you received met your expectations.</p> <p>Adequate information accessible/jargon free information. Website was good and you found information easily. Knowledgeable and helpful staff. You were satisfied with the service you received, felt valued and your enquiry dealt with in a timely manner.</p>
	<p>OK</p>	<p>The service you received partly met your expectations.</p> <p>Limited/basic information that was accessible. Website was as expected and you could find some information, but could only find everything you needed with some effort/or you couldn't find everything you needed. You were fairly satisfied with the service. The staff were pleasant but not overly helpful. Your enquiry could have been dealt with quicker, staff had some knowledge and answered most, but not all, of your questions or signposted you to the appropriate organisations.</p>

	<p>Poor</p>	<p>The service you received didn't really meet your expectations.</p> <p>Very little information provided. Any information was not accessible or included jargon, so not easily understood. The website was difficult to navigate and it took time to find the right page where the limited information was. It took staff a long time to respond. The staff had very little knowledge and if they tried to help, it wasn't very useful. If they signposted you, they left you to go and find more information and follow up yourself. You were fairly unsatisfied with the experience.</p>
	<p>Awful</p>	<p>The service you received fell very short of your expectations.</p> <p>No answer despite several attempts, no information given/available. The website was very poor and you couldn't find anything even after trying a number of times and looking at a number of pages. Poor customer experience. You did not feel valued as a customer, enquiry not dealt with in a reasonable time. Very dissatisfied with the information/conversation. No information provided or information difficult to understand. Unknowledgeable and unhelpful staff.</p>

7. Methodology

There were 4 parts to the mystery shop: in-person (See and Solve), telephone call (See and Solve), email/ online form (See and Solve) and out of hours telephone call (Hull City Council Out of Hours Number).

Healthwatch Hull asked some of their volunteers to carry out the activities.

The volunteers came into our office to be debriefed and given the documents to take away and study. There were 11 scenarios to choose from and 3 were chosen that the volunteers felt were relevant to their lived experience. The scenarios were chosen between the volunteer and Healthwatch Project Officer based on their personal experience and what they felt comfortable with.

The volunteers carried out the face to face mystery shop and in hours telephone call. However, a Healthwatch Hull Project Officer carried out the website enquiry and out of hours telephone call. We felt this was more appropriate because we didn't want our volunteers having to provide their personal details for the online form or using their personal telephone number. Furthermore, out of hours phone calls would have meant no support for the volunteer from the Healthwatch staff.

Once the volunteers had carried out their mystery shop, they completed the feedback straight away to ensure factual accuracy and sufficient detail.

8. Findings/ Observations

General

The overall access to social care advice, information and services has been rated as ok with 3.125/5 rating. Please refer to the rating descriptions for better understanding.

Our mystery shoppers had a varied experience of the service at See and Solve in Hull. Where the service was better it was reflected in ease of access, customer service and quality of information given. Whereas the

methods of contact with less than good ratings were more difficult to access and the information given was not as comprehensive.

Scenario Ratings	
Scenario	2024 Rating (out of 5)
Face to Face	4.5
Telephone	2
Website	3
Out of Hours	3

Face to Face Mystery Shop

Date and time of the visit: 12:50pm on 6th November 2024

Scenario used: 1. Self funding (home care) (See Appendix 1)

"You want to know what services are available locally to help your sister who is living at home but has started to struggle with some things. You don't live locally, but want some advice on how to find someone/people to help her with personal washing (helping her shower), cleaning, a bit of shopping and cooking a meal. You don't want to make a referral, just want to know where you can find more information and what the process is to put support in place."

Overall rating out of 5: Excellent ★★★★★

Approximately how long did you have to wait before someone spoke to you?

2 mins

How friendly were the reception/ other staff?

Very friendly, approached me to assist and introduced me to see and solve lady.

Did you only speak to a member of reception staff or did they get someone from adult social care to come and talk to you/ refer you on to someone else?

Took me to adult social care officer.

Did you get the information you were looking for?

Yes

What information did you get?

Overview of see and solve, explanation of referral process, of what to expect and limitations of available support provided by council given financial circumstances. Description of home-care agencies, checks etc.

Was there any information missing/ things you wanted to know?

No

Did they tell you where else to find information if they weren't able to provide it? E.g. did they signpost you to other council departments, the voluntary sector or other local organisations or information? If they provided further information did they offer online and offline options?

Provided council phone number, and leaflet for livewellhull.org. Offered further face to face sessions as required.

Was the information clear and easy to follow? If not why not?

Yes

Do you feel they managed your expectations? E.g. did they explain how long things might take like an assessment and/ or what the council can and cannot provide?

Yes, good explanation and advice regarding initial assessment, and thresholds (financial). Explained an adult social worker may not be assigned, but that registered care providers list available.

Was there anything that was particularly good about the experience?

Made me feel at ease. No pressure to rush, well informed and friendly.

Is there anything that could have been better?

No

Would you recommend the service to other people?

Yes

What was your overall rating of the building and reception area?

Good ★★★★★

Was it a welcoming place to visit?

Well signed, and welcoming reception.

Was there clear signage? E.g. large, good colour contrast and at a height everyone, including wheelchair users, can see.

Yes, needs more directional signage on all sides of exterior to building.

Was it an easy building to navigate?

Ground floor was fine.

Was the building accessible for everyone? E.g. flat access and easily opened doors, ramps provided or clear signage to an accessible entrance that isn't too far away.

Yes, in the main entrance. Only comment is exterior signage could be clearer to state council entrance, arrow all round building.

Was there a clear easily identified, reception area?

Yes.

Were staff approachable and ready to help?

Yes

Was it easy to talk at the reception area, e.g. not too noisy, not distracting?

Yes

Was there anything particularly good about the building/ reception area?

Modern and clean.

Was there anything that could be improved?

N/A

Any other comments?

N/A

Improvement Recommendations for the See & Solve Hub

- Improve signage to exterior of the building when the See and Solve Clinic are at Bransholme Health Centre.

In Hours Telephone Call Mystery Shop

Date and time of the call: 13:30pm on 6th November 2024 to 01482 300300 as detailed on the Live Well Hull page for Accessing Adult Social Care through the See and Solve Team.

Scenario used: 10a Advice for someone who is speaker of another language (See Appendix 1)

"Your friend/relative does speak some limited English, but you want to arrange care / a care home which will support them through being able to speak (add appropriate language)."

Overall rating out of 5: POOR ★★

Approximately how long did you have to wait before someone spoke to you?

25 mins

How friendly were the reception/ other staff?

Attentive and supportive

Did you get the information you were looking for?

No

What information did you get?

The only information I got was that my mother needs to have a social care worker come visit her at least 2 weeks before giving her a referral to home care.

Was there any information missing/ things you wanted to know?

The key information about the care homes was missing and I found myself needing to repeat my question to try to get clearer answers.

Did they tell you where else to find information if they weren't able to provide it? E.g. did they signpost you to other council departments, the voluntary sector or other local organisations or information?

No they only asked to provide personal details in order to get a call back from the social team.

If they provided further information did they offer online and offline options?

No they didn't mention any service I can go to collect the information from.

Was the information clear and easy to follow? If not why not?

No, they didn't seem fully engaged or interested in addressing any of my concerns or providing any available information that could help me. I only got one step, no to register, but only to collect information.

Do you feel they managed your expectations? E.g. did they explain how long things might take like an assessment and/ or what the council can and cannot provide?

The answers did not meet my expectations. I felt that the experience lacked professionalism and I came away feeling disappointed and unsatisfied.

Was there anything that was particularly good about the experience?

No

Is there anything that could have been better?

Provide the call agent with some information or a number who can assist to provide the required guidance.

Would you recommend the service to other people?

No they probably won't get the assistance they need and will not be satisfied with the service.

Any other comments?

Dealing with local people and answering their enquiries is the main job of the call handler and the only thing provided to me was a warm welcome which was not enough.

Improvement Recommendations for the See & Solve Hub

- ❶ Consider giving information about what care homes are available for someone who is the speaker of another language.
- ❷ Consider taking a number to call back but not requesting all personal details when someone is just enquiring.
- ❸ Signpost to other services if the See and Solve clinic is not appropriate for this scenario.

Website/ Email Mystery Shop

Date and time of the call: 10:00am on 7th November 2024

Scenario used: 9b Telecare/ equipment (See Appendix 1)

"Your mum has dementia and is getting frailer. She has had a fall at home recently and you only found out when you found her on the bedroom floor when you went round the next day. Thankfully it was warm as she thought she might have been there for quite a few hours. As well as having falls, your mum has got lost when she went out of the house twice recently and other people have had to help her get home. You wonder if there is anything or anyone who could help her."

Overall rating out of 5: OK ★★☆☆

Approximately how long did you have to wait before someone answered your enquiry?

50 mins

First impression of the website –

When you type in See and Solve it takes you through the Live Well Hull site so it's not directly clear if it is the right service, especially if you don't know

what Live Well Hull is. I was not able to complete an online form as it required an account to be created and could not contact the team anonymously so had to use the Healthwatch enquiry email.

How easy was it to use (the website)?

Poor = 2/5 ★★ There are several different links when you search for See and Solve which give you different bits of info about the service.

How would you rate the look and feel of the site?

Good = 4/5 ★★★★★

Did you find the information you were looking for?

Yes

What information did you find?

I was sent an old scanned in version of a flyer (see Appendix 2). It was in black and white, very grainy and had some bits scribbled out in black ink. The email did provide a number and email for telecare however and I was also given the contact number for lifeline.

How easy was it to find that information?

Provided by email so that was fine.

Did you find all the information you wanted? If no, what was missing?

Yes I feel like I was signposted to the right people. I also discovered that there was a section on the website about telecare and equipment when I did some digging.

Was there a self-service option available online? This could have been an online form to complete or a referral form. If yes, could you see the whole form without having to fill anything in? Any other comments?

An online form could be submitted however, I would have had to create an account which becomes a hassle. Not everyone wants to provide all their personal details.

**Was there information about where to go if you still had questions/
wanted more information? If yes, where did they signpost you?**

No, just given the 2 options and told, "hope this helps."

How could the website be improved?

There are at least 2 different links when you search for the See and Solve Team. One provided contact information and another provided leaflets about the drop in hubs and a bit more information about See and Solve. It was unclear which link I needed to choose though.

Would you recommend the website to other people?

I would as long as they're competent with technology and being online.

Any other comments?

After emailing See and Solve about the scenario I then came across links to telecare/ lifeline etc on the website but each page had so many different links to follow, I got a bit lost with where I'd been and what I'd looked at.

Improvement Recommendations for the See & Solve Hub

- ❶ The information flyer sent over could be revised to look more modern and professional and therefore, easier to read.
- ❷ Consider looking at the layout of the information regarding the See and Solve clinic so that it all sits on one webpage and is clear where to find the service.
- ❸ Advise that the information which was signposted to in the email is also available on the website.
- ❹ Ask if the service user is able to access the website and information.

Out of Hours Telephone Call Mystery Shop

Date and time of the call: 20:15pm on 13th November 2024

Scenario used: 11 Out of Hours Phone Call – Safeguarding (See Appendix 1)

"I live in Hull and I know councils can help with problems in care homes. I am not calling about Hull CC area, but as I live here I thought it best to call

my local council for advice. My grandma is in a care home in Derbyshire and I have power of attorney. When I spoke to her earlier today she said that some of her money has gone missing, that she keeps getting shouted at and that she is really scared that people are trying to hurt her. My grandma does have dementia and I don't know what to do or whether to believe her. I am very concerned about what is happening but can't go and visit for a couple of weeks and can't wait until then to do something. I just want some advice on what I should do as I don't know what to do and I am worried."

Overall rating out of 5: Ok ★★☆☆

Approximately how long did you have to wait before someone spoke to you?

1 min

How friendly was the person who answered the phone?

Fairly friendly. She introduced herself with her name and asked how she could help.

Did you get the information you were looking for?

Yes and no

What information did you get?

Told that Hull City Council would not interfere with a care home in a different council region. Told that I could contact Citizens Advice via Hull CC website to complete a form so that they could get in touch to arrange to come see us.

Was there any information missing?

I didn't give full details of the scenario initially. I said the situation was regarding my grandma who I was concerned about because she had reported things happening at the care home. I explained it was not in Hull and that I appreciated this may not be the right time, but that I had just got in from work. No further questions were asked by the call handler regarding the details. I felt she could have asked what the issues were to

potentially provide some more information or reassurance. This could have also led to her to provide information about the safeguarding protocols in Hull which would have been good information to provide.

Did they tell you where else to find information if they weren't able to provide it? E.g. did they signpost you to other council departments, the voluntary sector or other local organisations or information?

She signposted me to Citizen's Advice to fill out a form on their webpage.

If they provided further information did they offer online and offline options?

Only online.

Was the information clear and easy to follow? If not why not?

I felt like she assumed I would know how to navigate the Hull CC webpage.

Do you feel they managed your expectations? E.g. did they explain how long things might take like an assessment and/ or what the council can and cannot provide?

No they said they couldn't give advice on behalf of a different council.

Was there anything that was particularly good about the experience?

The lady was pleasant even though it maybe wasn't an emergency call.

Is there anything that could have been better?

She could have provided a number for Citizen's Advice or asked a couple of follow up questions. She could have given brief details on the safeguarding protocols in Hull in case that happened here. Finally, a suggestion could have been made to contact within normal working hours to speak to the See and Solve team who may have been able to help further.

Would you recommend the service to other people?

Yes

Any other comments?

N/A

Improvement Recommendations for Hull CC Out of Hours

- Consider specifying on the website that the contact number is an out of hours contact number for clarity and in what situations this number should be used to avoid influx of unnecessary calls.
- Consider providing a phone number that the caller could ring as well as a webpage i.e. Citizens Advice and check with the service user if they are able to use a webpage.
- Consider giving information as to what the caller could do if that situation happened to arise in this area.
- Consider suggesting that it may be more appropriate to call back to speak to the See & Solve team, in hours.

9. Conclusion

The mystery shopping exercise conducted at the See and Solve Hub at Bransholme Health Centre and partly the Hull CC out of hours revealed varying levels of service quality across different contact methods. The overall service was rated as "OK," with significant differences between in-person and other forms of contact.

Strengths -

The face-to-face service received an "Excellent" rating (4.5/5), demonstrating exceptional customer service, comprehensive information, and a welcoming environment. The physical location was found to be modern, clean, and generally accessible. Staff were notably friendly and approachable during in-person visits.

Areas for Improvement -

Telephone service was rated as "Poor" (2/5), with long wait times and insufficient information.

Website accessibility received an "OK" rating (3/5), with navigation issues and scattered information.

Out-of-hours service showed limitations in providing comprehensive support and alternative contact options.

The difference in service quality between in-person and other service delivery methods suggests an opportunity to standardise across all channels. By implementing these recommendations, the See and Solve Hub could work toward providing consistently excellent service regardless of how users choose to access it.

10. Distribution

The report is for distribution to the following:

- See and Solve Team
- Hull City Council – Adult Social Care Team
- Hull Integrated Care Board (ICB)
- ADASS
- Healthwatch England and the Healthwatch Hull Website

Published on <https://www.healthwatch.co.uk/reports-library> and <https://healthwatchkingstonuponhull.co.uk/>

11. Council Response

12. Appendix 1 – Scenarios

Mystery shopper scenarios

Scenarios

These scenarios can be used in any of the formats for the mystery shopping. The aim is to see what information and support you are offered.

Each scenario provides the question we want you to ask or information we'd like you to find out about as well as some background information that will hopefully help the mystery shopping experience.

Please record your feedback on the appropriate feedback form. This will include a rating for your experience, but also explanation of why you gave that rating.

Note scenario 11 is for out of hours. If possible, one person only should use this scenario to call the out of hours phone number for advice in response to this scenario.

Before you use the scenarios, please read the guidance and appropriate feedback form to support you in your mystery shop.

1. Carers' support

You are a carer for your sister who has a learning disability. You are starting to struggle to support her effectively and are beginning to feel overwhelmed and that you need some help. You want to know what help is

available locally, what the council can do and what you need to do to get the help you both need. You want to continue to live together.

Background:

You and your sister live in the same home. It is just the two of you. You are both in your 50s. You had some health issues earlier this year, which has made it more difficult for you, particularly as your sister is starting to need more help as her health is up and down. You don't want your sister to move out, but you realise that you will need help if you are going to continue to live together.

You currently work from home, so it is easier to help your sister. But supporting her is starting to make it difficult for you to work effectively. But you need to work.

Neither you nor your sister are in touch with any support organisations. Until this year you both managed really well. Your sister is in touch with a couple of local groups and goes out on outings and to occasional coffee mornings and activities for people with a learning disability. But they have started to say that they may not be able to help if she needs more support with personal hygiene, toileting etc.

2. Telecare/equipment

Your mum has dementia and is getting frailer. She has had a fall at home recently and you only found out when you found her on the bedroom floor when you went round the next day. Thankfully it was warm as she thought she might have been there for quite a few hours.

As well as having falls, your mum has got lost when she went out of the house twice recently and other people have had to help her get home.

You wonder if there is anything or anyone who could help her.

9b. Background

Your mum has never really used technology. She does have a mobile phone, but it is old style and not smart. Often she switches it off or forgets to take it with her, so you can never rely on it to contact her.

You have tried to get her to use your smart phone/ipad, but she finds it very challenging and is worried she will break it. When you have encouraged her to try using one, she does for a few minutes, but then goes back to watching the TV.

You are now resigned to the fact that she won't ever use technology and have given up trying.

3. Advice for someone ...

These scenarios are all connected, they are about you wanting some advice about someone who has particular needs due to a protected characteristic. So, the scenario is similar, but the information you need will be different depending on the protected characteristic.

In all these scenarios, you want advice on what services are available to support your friend/relative at home or in a care home.

You can select if the person is a friend or relative and how old they are (where appropriate) as well as any other circumstances that you think should be included. But in all instances that heading is the main issue that you are seeking help with.

10a. Speaker of another language

Your friend/relative does speak some limited English, but you want to arrange care / a care home which will support them through being able to speak (add appropriate language).

As the carer/care home will also need to help them with food, you need to know that they understand the different foods that your friend/relative will eat. They don't eat sandwiches and generally the ready meals available are not ideal and often your friend/relative would rather not eat than eat them.

(If appropriate you can include that your friend/relative will only eat halal/kosher/vegan/other food or explain about food allergies if that is appropriate).

Your friend/relative doesn't have a lot of family nearby. This is the first time you have looked for care/help for someone so you need advice on what is available and appropriate to help your friend/relative.

You want to know what information the council can provide and/or if they can signpost you to any organisations that can help.

In this scenario, you can live locally or live somewhere else and be trying to help from a distance (particularly if seeking help via the phone, although you might be visiting and have called in to the council to seek advice if a face to face mystery shop).

4. Out of hours phone call – safeguarding (one call only)

This scenario should only be used for once for an out of hours call.

You should apologise for calling out of hours. But you work and you want some advice and this is the only time you could call.

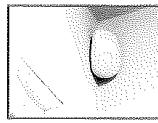
I live in Hull and I know councils can help with problems in care homes. I am not calling about Hull CC area, but as I live here I thought it best to call my local council for advice. My grandma is in a care home in Derbyshire

and I have power of attorney. When I spoke to them earlier today they said that some of their money has gone missing, that they keep getting shouted at and that they are really scared that people are trying to hurt them. My grandma does have dementia and I don't know what to do or whether to believe them. I am very concerned about what is happening but can't go and visit for a couple of weeks and can't wait until then to do something.

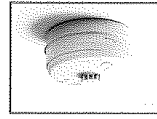
I just want some advice on what I should do as I don't know what to do and I am worried.

I am really sorry if I am wasting your time, but can you advise me on what I should do next.

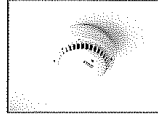
13. Appendix 2 – Telecare Flyer



Movement Detector (PIR) - detects movement and raises an alert, providing the 24 hour monitoring centre with the ability to audibly verify and record the presence of an intruder or alternatively detect for long periods of inactivity



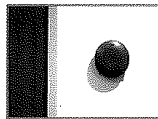
Heat Detector - provides additional protection against the risks of fires in rooms where smoke detectors are unsuitable e.g. kitchen



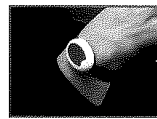
Smoke Detector - the radio smoke detector raises an instant alarm call if it detects smoke, ensuring any potential fire situations are always responded to



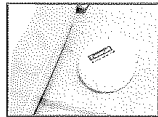
Property Exit Sensor - provides an early warning by alerting that the user has left their home and not returned within a predetermined time parameter. Ideal for people with dementia and their carers



Bogus Caller Button - fitted near a door, this discreet button can be used to call for assistance when a stranger requests entry into a home



MyAmie Pendant - personal radio triggers that allow an alarm call to be raised within a radius of up to 50 metres from the Lifeline unit



Flood Detector - provides an early warning by raising an alert of potential flood situations in the home



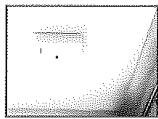
Hearing Aid - provides an early warning by alerting that the user has left their home and not returned within a predetermined time parameter. Ideal for people with dementia and their carers



Pressure Mat - 24 hour monitoring of inactivity or intruders, dependent on individual needs



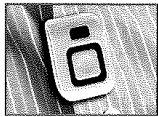
Bed/Chair Occupancy Sensor - provides an early warning by alerting that the user has left their bed/chair and not returned within a predetermined time period



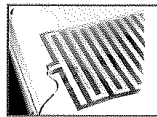
Temperature Extremes Sensor - detects low, high or rapid rate of rise of temperature within a property and raises appropriate alert



Enuresis Sensor - placed between a mattress and a sheet, this sensor provides immediate warning on detection of moisture to allow effective action to be taken



iVi Intelligent Pendant - provides the wearer with a means of calling for help from anywhere in their home, 24 hours a day and automatically generates a call for assistance if a fall is detected



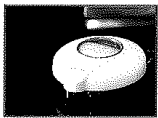
CareAssist - a portable telecare alarm for onsite carers that can receive telecare alerts and display not only the type of sensor activated but also either the location of the sensor or the name of the person the sensor has been assigned to



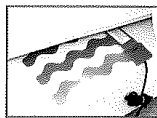
Medication Reminder/Dispenser - provides effective solutions to support medication compliance. Can be used to provide other reminders if required



Epilepsy Sensor - provides warning of epileptic attack whilst in bed



Pillow Alert - vibrates to alert a sleeping user to a potentially dangerous situation e.g. smoke alarm



Lifeline Vi home unit - receives alerts from sensors placed around the home and notifies a monitoring centre if it detects a problem

HU3 1XL

For further information on telecare

please phone **01482 300 300** or email **telecare@hullcc.gov.uk**

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