

## **Freedom of Information Act 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

### **You asked:**

**What wearable device maker have you implemented for your service?  
[Liverpool City Council implemented Tunstall's equipment and supply telecare service with them]**

#### Nocturnal Hypoglycaemia Sensor

The hypoglycaemia supplied by the Council is the HA3 manufactured by Giant Sensor. This is a stand-alone device used to alert the user and prompt them to take necessary remedial action.

#### Fall Sensors (Waist worn)

The waist worn fall sensor supplied by the Council is manufactured by Tunstall Telecom. This is a telecare device, linked to the Council's in-house emergency alarm service, and used to alert the monitoring service to take prompt remedial action.

#### Fall Sensors (Wrist worn)

The wrist worn fall sensor supplied by the Council is manufactured by Tynetec. This is a telecare device, linked to the Council's in-house emergency alarm service, and used to alert the monitoring service to take prompt remedial action.

**Which is more common style for elderly person who prefer living independent or living with family/living in place such as a care house, residential house?**

The most common style of fall sensor issued by the Council is the waist worn device by Tunstall Telecom. Within the last couple of years the Council has offered the Tynetec wrist worn device as part of their overall telecare offering in order to meet the specific needs of service users.

The wrist worn device has proven popular with Care Management staff and service users. They are referred for in equal numbers to the Tunstall device. Furthermore, the Tynetec device offers compatibility with the Sheltered Housing (where the emergency alarm equipment also of Tynetec manufacture) and residential care homes (via a wireless to hardwired Altec Response adaptor by Tynetec).

The Council only offers one type of hypoglycaemia monitor.

**How do you expand your service from now on? Is there possibility of implementing wearable device? such as Fuelband By NIKE, iWatch By Apple and so on.**

With Nike apparently moving out of the wearable technology market and the Apple iWatch not yet released it is impractical to discuss those two specific devices. However, in principle, if wearable technology met a need of a service user and

provided a cost effective positive outcome then such devices may be considered in the future.

However, the technology would need to be proven as the Local Authority would only issue devices to vulnerable adults. There is therefore the expectation that any such device would be reliable and consistent.

There would also be a preference that the wearable device would be capable of alerting a third party should monitored events move outside of acceptable limits. For example, one rumoured feature of the Apple iWatch is to alert the user of a potential heart attack should they start to display any symptoms. In an ideal world a local carer or alarm receiving centre should also be alerted so that they may instigate assistance on behalf of the user.

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**  
**Information and Support**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**  
e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You may also seek independent advice from the Information Commissioner at:

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow SK9 5AF**  
**Telephone: 01625 545 700**  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.