

## TSA Member case study

### Aid Call and Bushell House

#### Overview

Bushell House is one of the longest standing residential care homes in the UK, with a rich heritage that dates back to 1722. Situated in the beautiful village of Goosnargh, three miles north of Preston, Bushell House now homes up to 31 respite, convalescence and permanent residents, after opening its doors in 1743 as a charitable trust to care for the elderly.

The trustees of Bushell House maintain the Georgian retirement homes extensive history whilst ensuring its residents are still provided with the best possible care. Responsibility for that care largely falls to Sue Barr, the Registered Manager for Bushell House, who often attends healthcare conferences to keep up with the latest developments in carer technology.

As the care home has been using [Aid Call](#) products for over fifteen years, Sue frequently visits the Nurse Call providers' exhibition stand, which is where she was introduced to the new Touchsafe Pro wireless Nurse Call system. Having been considering an upgrade to the current Bushell House system for some time, Sue requested further information about the new system, which ultimately prompted her decision to upgrade.



## **Solution**

The renovation of any element of a residential care home is a delicate process, as there are often many elderly residents continuing their day-to-day activities during the installation. Aid Call promised Sue that there would be minimal disruption to her staff and residents while the new Nurse Call system was installed. The Touchsafe Pro system utilises wireless technology, which limits disruptive installation because there is no need for cables to be fitted.

Bushell House's local Nurse Call and Assistive Technology specialist, Stuart Barclay, worked closely with Sue to ensure the Touchsafe Pro Nurse Call system would meet the needs of all her staff and residents. The installation and maintenance of the system was carefully planned to accommodate the requirements of all the individuals that depend on the service.

## **Outcome**

Sue commented: "Although the upgrade was a necessity, it isn't easy for our residents to have any disruption to their normal routine or their home environment. Their happiness and safety is my main priority so I needed to make sure that neither of those things was compromised and I couldn't have been happier with the installation of the Aid Call system. The installers were so tidy and efficient, as well as being considerate of all our staff and residents. You could tell they were familiar with working in a care home environment because they knew exactly how to behave, and clearly understood the need for the installation to be completed quickly without compromising any quality."

Sue added: "Our previous system worked well for many years, but it was quite loud and my staff and I could continuously hear alarms going off throughout the residence, including in our break room which made the carers feel as though they didn't get a proper break.

"The Bluebell pagers also make very limited noise and the water proof feature is great for my staff since they no longer need to worry while they are bathing residents. They log in to the pagers with their own ID at the start of each shift and the Touchsafe Pro panel allows me to see where all of my staff is at any one time and how long certain tasks are taking. All that information is logged and readily available for me to review which has been great for monitoring purposes. The entire system is so easy to use and both the staff and residents are very pleased with the decision to upgrade."

## About TSA

TSA is the industry body for technology enabled care (TEC) services, representing organisations including telecare and telehealth service providers and suppliers, commissioners, digital health businesses, housing associations, emergency services, academics, charities and government bodies.

For further information about TSA services, our membership, quality standards, training and consultancy please contact us:

TEC Services Association  
Suite 8  
Wilmslow House  
Grove Way  
Wilmslow  
Cheshire  
SK9 5AG

[www.tsa-voice.org.uk](http://www.tsa-voice.org.uk)



Phone: 01625 520 320  
[admin@TSA-Voice.org.uk](mailto:admin@TSA-Voice.org.uk)