

Originally built as a maternity ward in 1924, Matamata Country Lodge now houses over 120 residents from independent chalets to the full high care Medical Geriatric Hospital.

Matamata Country Lodge first opened its doors as a care facility in 1992 with 18 residents. Many of the residents were originally born at the lodge, including Nurse Manager, Jan.

Now, with over 120 residents, Jan said it was becoming increasingly difficult to service the rest home when staff were being called out to assist chalet residents in emergency situations.

### The solution

Tunstall medical alarms were installed in all of the independent living chalets, along with six of the assisted living units.

This solution assists the residents to maintain independence in their homes, ensuring they're able to stay in the chalets and units for longer than they otherwise may be able to.

The personal medical alarm can be used to quickly and easily make contact with Tunstall's local 24 hour response centre at the press of a button, providing peace of mind that help is never far away.

## Case Study Matamata Country Lodge



With 24/7 monitoring, residents are able to nominate neighbours, friends or family members to respond in an emergency situation.

### How it works

To raise an alarm, residents simply press the red button either on their pendant or on the alarm unit. The alarm calls Tunstall's local 24 hour response centre and one of our friendly response operators will assist the resident straight away via a two-way speech function on the alarm.

When a client raises an alarm, an operator will speak directly to them over the alarm to identify the problem and what is needed, be it emergency services, an after-hours GP, or in some cases assistance from a carer, family member or friend.

The operator will then wait on the line with the resident until help arrives.



You feel secure with the alarm when you're on your own. I think it's a wonderful thing for people in the chalets, living on their own."

-Margaret

## Margaret's Story

### Matamata Country Lodge chalet resident



Margaret with Nurse Manager, Jan

Margaret is in her late 80's and lives on her own in a chalet at Matamata Country Lodge. With five grandchildren who love to visit, Margaret values her freedom and independence.

"My chalet has a lovely view, and my grandchildren love to come and stay; I have five," said Margaret.

"The Tunstall alarm system has been installed in my chalet now for around 12 months. Thankfully I have only had to use it once.

"Recently I tripped over my rocker and fell to the ground. I lay there for a while thinking about how I could get up and I couldn't work it out.

**"I pressed my pendant and the Tunstall operator called the staff to come and help me up.**

"It was very quick; they were here within five minutes," she said.

Simple and easy to use, Margaret said the alarm is wonderful and the Tunstall operators are always very nice and prompt.

"You feel secure with the alarm when you're on your own. I think it's a wonderful thing for people in the chalets, living on their own," Margaret said.

**For further information  
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