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McLean Care is an organisation based in the New England & North West region of New South Wales offering home care services and residential care to over 800 people. With a long history in the local Inverell community, McLean Care is now looking to the future with the help of Tunstall Healthcare's connected care solutions.

McLean Care has partnered with Tunstall Healthcare to offer a personal medical alarm solution, including a range of assistive technology care and activity sensors to support the independent lifestyles of its residents.

The beginning of the McLean legacy

McLean Care was first established back in 1953 at the bequest of Inverell businessman, Hector Neil McLean. In his will, McLean designated some of his land to be used for a convalescent home for women.

In a time when transport services in the region were poor, the home provided a sanctuary where women could rest and recuperate following the strains of illness, surgery or childbirth.

Case study McLean Care



Since these early days, McLean Care has continued to grow as an integral part of the New England and North West community, developing its offering to cater for a broad range of client needs.

Growing with the community

Now, McLean Care's clients are spread throughout an area of about 100,000 square kilometres. From an organisation that started out in the small town of Inverell, McLean Care has expanded into home care to service the broader region of New England and North West.

"Our mission statement is 'To enrich experiences beyond all boundaries,'" explains Nikole Fletcher, McLean Care.

"For us that means we'll go above and beyond to individualise services and care for each client regardless of their own personal boundaries.

One of the main attractions of employing a Tunstall connected care system for McLean Care is the opportunity to provide clients with medication monitoring and prompting.

Whatever it takes to ensure that our clients are comfortable and maintain their independence either in their own home or in our residential facilities.”

Catering for those 65 years and above, with a range of high and low care needs, McLean Care decided it was time to update its existing, out of date monitoring system.

A new chapter with Tunstall

“The Tunstall solutions are more suited to the modern home,” says Nikole.

“We want to utilise the technology available to support our clients in keeping as active and independent as possible.”

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“Our clients and lifestyle facilitators are very excited about the addition of telecare sensors,” says Nikole.

“We’re keen to implement the full suite of Tunstall products to help our clients remain as independent as possible in their own homes with solutions to suit individual lifestyles.”

All 31 units in Inverell used by McLean’s independent living clients have successfully transitioned onto the Tunstall system, with Nikole describing the installation as a smooth process.

“The Tunstall staff are very responsive and are more than happy to answer our questions,” she says. “I know that the clients were very impressed with the friendly technicians!”

“The value in independent living is that the client has control over their technology, and are involved in the decision making process. It’s critical to ensure that they understand how it all works and are also happy with it.”

With the roll out of additional technologies such as fall detectors and the new generation GPS watch, McLean Care is looking forward to benefiting from Tunstall’s range of products - allowing the organisation to continue its mission in supporting the region through quality care.

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Tunstall