

Developing a telecare service with fully-hosted monitoring

Rochdale Boroughwide Housing

Rochdale Boroughwide Housing (RBH) is the UK's first tenant and employee co-owned mutual housing society, with 14,000 homes throughout the local area.

By working together we provide better places for our members, tenants and employees to live and work.

Drawing on the area's rich co-operative heritage, our unique model places members at the heart of decision-making, allowing everyone to enjoy a sense of security and belonging in places we make great together.

The challenge

Assistive technology, or telecare, is one of the many services RBH provides to support its customers by offering reassurance and safety to residents who are elderly, suffer from dementia or have learning disabilities.

RBH's mutual values place great importance on building effective partnerships and the housing society has developed a highly effective relationship with Tunstall Response to deliver a seamless community alarm and telecare service and identify opportunities for future growth.

What we did

Tunstall Response has monitored RBH's community alarm connections for over 15 years under several contracts. Response monitors 1,567 scheme connections and 210 dispersed connections*, providing round-the-clock telecare monitoring.

The service supports RBH's wider teams and warden network around the clock providing reassurance and support when it's needed and helping to ensure the safety of lone workers.

RBH has remote access to its data, enabling professionals with relevant access permissions to view and edit information on the Tunstall PNC database 24/7. This remote access facility enables them to identify issues promptly and allows sensitive data to flow between organisations via a secure route.

*As at June 2014



We have a long-standing partnership with Tunstall Response. We have a like-minded approach and there's a great deal of trust on both sides. We can rely on Response to come with us as we grow.

Peter Smith, RBH Support and Independence Manager



RBH resident with telecare





RBH residents

Results

Tunstall Response and RBH enjoy an excellent working relationship. Day-to-day operational issues are addressed as and when they arise, with potential strategic developments being explored at regular review meetings.

These sessions provide a platform to review the service as a whole, serving as a forum to evaluate and update existing procedures.

Because Tunstall Response monitors on behalf of client organisations throughout the UK, it is able to share examples of best practice both with and from RBH. The reviews are also an opportunity to identify and develop new propositions, for example by using newly developed telecare solutions to enhance the services offered to customers and tenants and RBH stakeholders.

Information is shared in relation to future goals and upcoming ventures, such as the recent agreement to monitor 60 connections at RBH's first Extra Care scheme.

Tunstall Response and RBH are now evaluating the possibility of working together to deliver a response and responder service to a wider market in the future.



Both Tunstall Response and RBH have a strong 'can-do' approach and we work in partnership to provide a seamless service to our customers.

We both aim to continually improve the service we offer and collaborate to review and update the way we work together to achieve this. We have a healthy, open business relationship and this positive approach is the reason we've been successful over such a long period of time.

Peter Smith, RBH Support and Independence Manager

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