

Tunstall

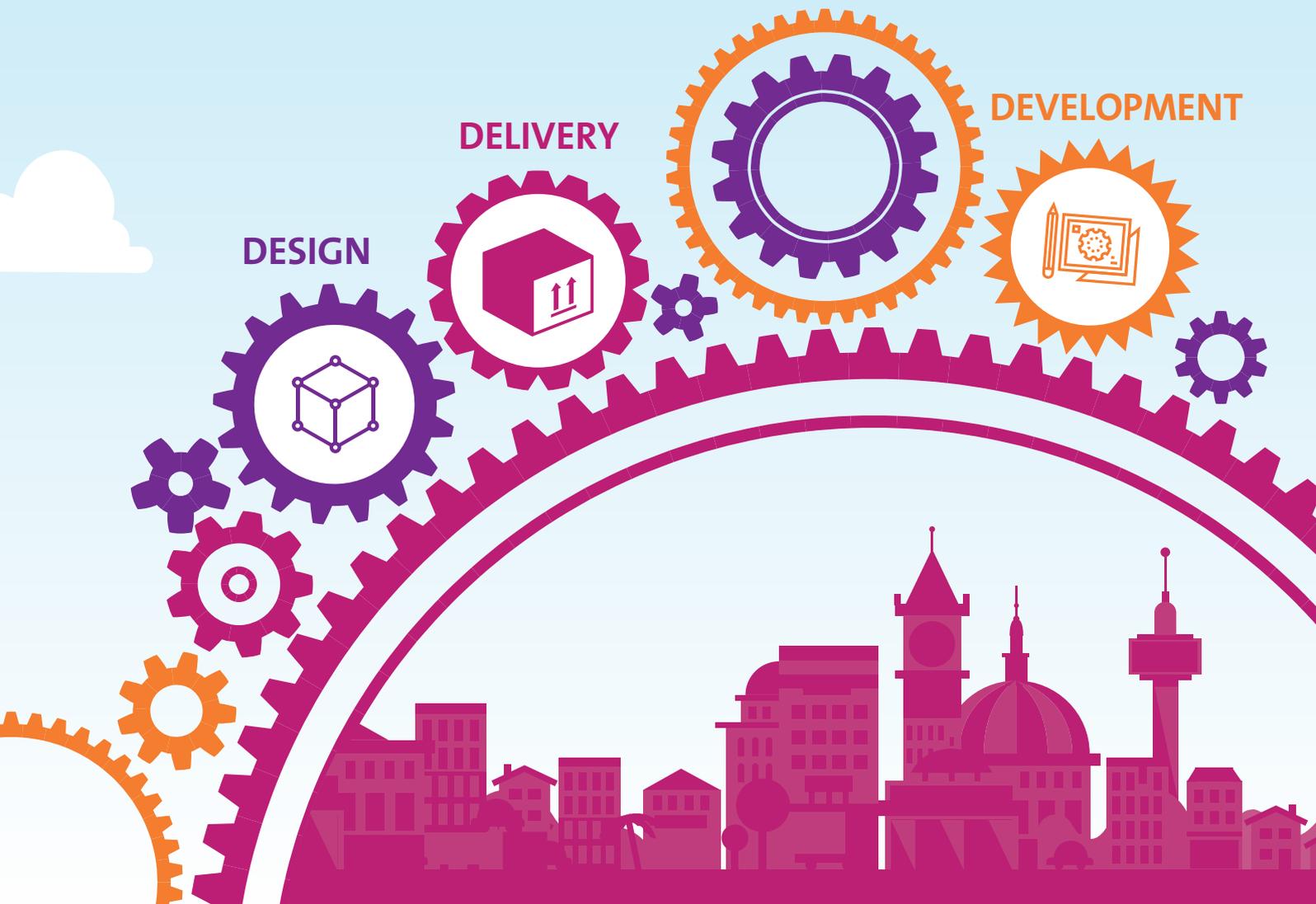
Tunstall LifeCare™

Creating **efficiencies**,
improving **care**

DESIGN

DELIVERY

DEVELOPMENT

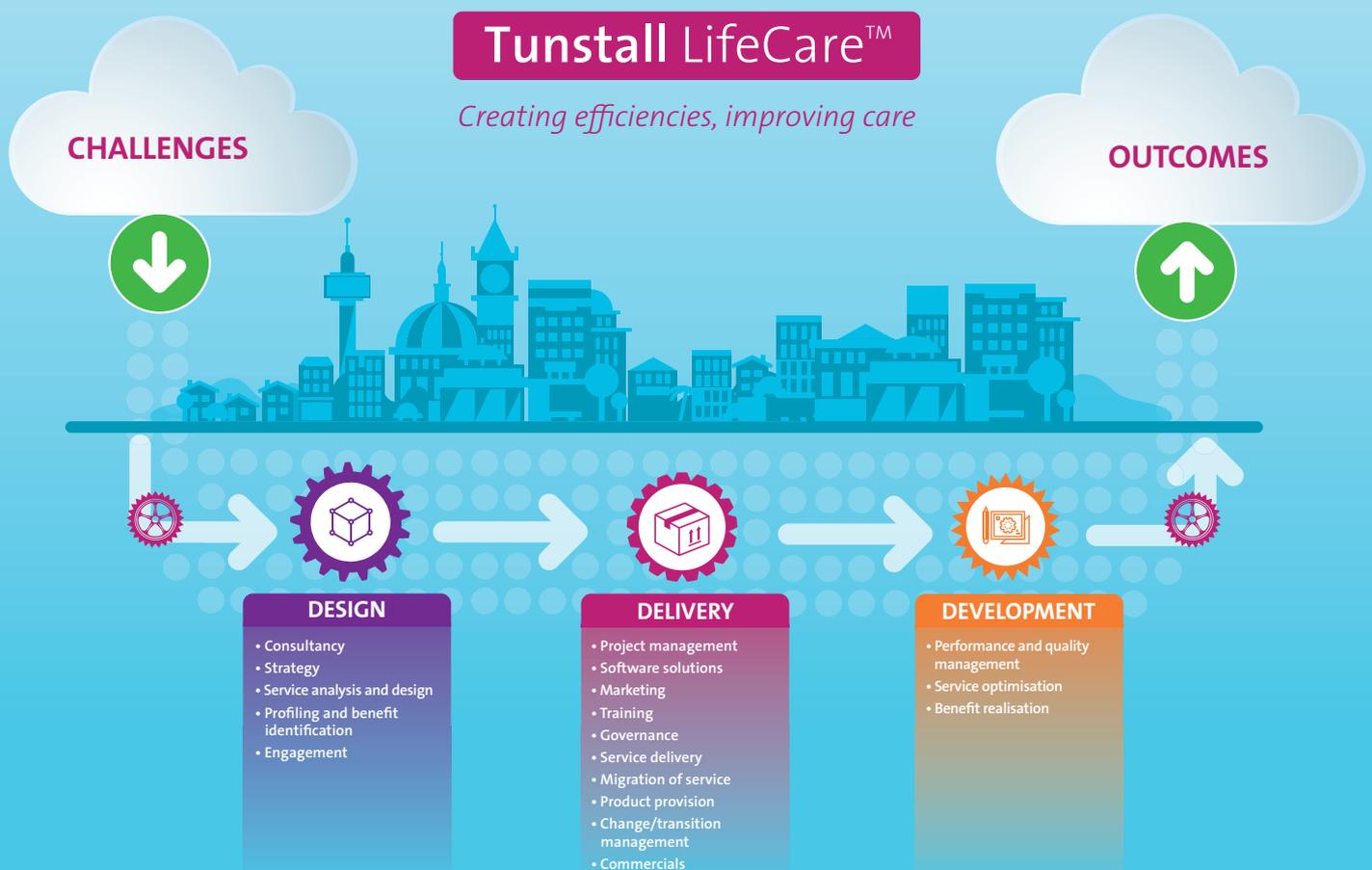


What is Tunstall LifeCare?

The Tunstall LifeCare approach has been developed to provide a framework for applying best practice to health, housing and social care services, helping to integrate support and manage demand by shifting the focus to community-based prevention strategies using technology as an enabler.

Using the three Ds of Design, Delivery and Development, our LifeCare team works in collaboration with customers to understand their particular challenges and develop a strategy to address them, transforming services in order to achieve their desired outcomes. **The approach is modular, meaning customers can choose support with specific areas or to partner with Tunstall for the whole service.**

With years of experience working across the health, housing and social care landscape, Tunstall is uniquely placed to help its customers redesign their services, maximising the potential of Connected Care and Connected Health to support the delivery of integrated, efficient care and support which achieves financial efficiencies and improves outcomes for users.



Connected Care and Connected Health Solutions



Tunstall LifeCare™ DESIGN

The design modules are fundamental for ensuring effective, efficient design and service set up. They can form the foundation for a full LifeCare programme, or be used as individual process and service improvement exercises.



Strategy

Evaluation of current services. Development of a strategic document, showing the desirable outcomes, for all aspects of connected care technologies and services.



Profiling and benefit identification

Analyses the market potential and produces a Service Development Plan to deliver financial benefits and customer focused outcomes.



Service analysis and design consultancy

- Analyses the current situation and develops a tailored local solution in line with best practice.
- Analysis of the existing 'As Is' service provision
- Facilitation of a 'visioning' stakeholder workshop
- Design of a tailored 'To Be' solution with recommendations for service improvement.
- Development of a change gap analysis and implementation plan for the delivery phase.



Engagement

Develops training and communication plans to increase awareness of connected care technologies and services.

- Design of bespoke training programmes
- Design of a marketing and communications plan in order to raise awareness and profile with stakeholders, the workforce and within the community





Tunstall LifeCare™ **DELIVERY**

The nine service delivery modules incorporate Tunstall's knowledge and experience of delivering Connected Care solutions over five decades.

Project management

Following PRINCE2 methodology and carried out by dedicated, accredited project managers.

- Project documentation, including project deliverables, objectives and implementation plan
- Defined project structure including project team and project board
- Effective issue and risk management
- Tracking of key project milestones

Software solutions

Defining and Implementing of technical solutions.

- Provision of infrastructure
- Training needs identification
- Data analysis and process consultation
- System validation and testing
- Guidance in industry standards

Marketing

A structured communications programme to raise awareness, engage stakeholders and promote the service. A comprehensive strategy will be developed including elements such as:

- Website content, social media
- Collateral for users, carers and professionals
- Events
- PR and internal communications

Training

Courses delivered by accredited trainers.

- Increasing/maintaining level of understanding about products and services
- Helping staff to appreciate their professional role, increasing motivation
- Measuring and unifying standards, and reinforcing organisational aims

Governance

Ensures and maintains the overall direction, effectiveness and accountability for delivery.

- Definition and implementation of organisational structure
- Ensures delivery of organisational purpose and effective working
- Exercises effective control

Service delivery

Provision of a range of prevention and intervention services including:

- Monitoring and outbound calling
- Installation, maintenance and decommissioning
- Referral management
- Help desk and support services

Migration of service

Transitioning of existing services or other business elements.

- Identification of any bespoke migration requirements
- Agree migration methods and testing requirements
- Implementation of required operational and reporting procedures
- Seamless transfer of services

Commercials

Commercial Management

- Identify risks
- Manage contract variations
- Adhere to agreed financial processes

Product provision

Supply and delivery of products

- Manage manufacture, purchase and delivery of required products
- Forecasting of future product requirements and stock management





Tunstall LifeCare™ DEVELOPMENT

Post implementation, the Development modules are essential to drive performance, service optimisation and benefits realisation.

Performance and quality management

Dedicated management of the contract performance and quality.

-  Management of actions and issues
-  Service development requests
-  Data analysis and reporting
-  Monitoring of SLAs and KPIs and governance standards

Benefit realisation

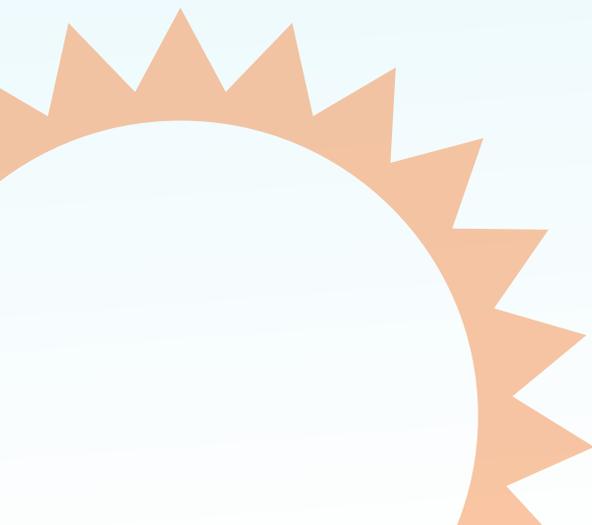
Driving the realisation of benefits throughout the life of the contract.

-  Monitoring of the Service Development Plan to ensure that the anticipated benefits and outcomes are realised

Service optimisation

Application of continuous improvement methodologies to ensure that efficient services and additional 'added value' offerings are reviewed.

-  Embeds Connected Care technologies and services within care pathways
-  Drives marketing and communications actions
-  Identifies and recommends system and process improvements





LifeCare Teams

Tunstall LifeCare is delivered by our qualified and experienced teams. Their specialist support helps commissioners and providers to utilise technology to underpin cost effective sustainable services which are outcome focused and tailored to the individual requirements of the locality.

Design

Our consultants and trainers have extensive experience of both challenges and solutions within the social care, housing and health sectors.

Key skills:

- Process analysis and design
- Business planning
- Benefits identification
- Training needs analysis
- Business case review and development
- Organisational transformation
- Service improvement
- Coaching and mentoring
- Change management
- Leadership
- Stakeholder engagement
- Customer insight and customer journey mapping

Delivery

Insight into the successful transformation and delivery of services, with hands-on support from a specialist team of Project Managers and trainers with PRINCE2 accreditation methodology.

Key skills:

- Project planning
- Coaching/upskilling
- Milestone tracking
- Specialist software knowledge
- TAP methodology
- Stakeholder engagement
- Risk management
- Governance
- Commercial management

Development

A highly qualified and experienced team of Service Development Managers and Data Analysts to drive performance, service optimisation and benefits realisation.

Key skills:

- Research, analysis and interpretation
- Data analysis/validation
- Business intelligence
- Management reporting
- Financial modelling
- Performance management
- Benefits management
- Outcomes review





About Tunstall

Tunstall Healthcare Group offers a range of Connected Care and Connected Health solutions across each of its main regions - UK, Nordics, Southern Europe, Central Europe, North America and Asia-Pacific. Through the use of smart technology underpinned by high quality, high touch services we support older people and those with long term needs to live as independently, securely, healthily and happily as they are able. As the market leading provider of technology-enabled care, we have been working with health, housing and social care partners for nearly 60 years. By effectively supporting health, independence and wellbeing, our Connected Care and Connected Health solutions improve outcomes and deliver efficiencies when compared to traditional models of hospital or residence-based care.

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