



Understanding
the possibilities





Training Services

Tunstall



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Introduction

Part of the Tunstall Academy, Tunstall's Training team works closely with customers to help them get the most out of technology for their own organisations and the people they support.

Our specialist team delivers a wide range of courses, from core modules to bespoke programmes, at standard, intermediate and advanced levels, many of which include remote learning options.

Courses are delivered by Training Accreditation Programme (TAP), CIPD accredited trainers and Project Managers with PRINCE2 methodology training, who have many years' experience of helping providers to successfully incorporate technology into service delivery.

Training packages can be configured to develop skill sets for particular job roles, as well as achieving broader organisational objectives, such as meeting TEC Services Association (TSA) standards.

Team members with specialist knowledge and expertise are dedicated to specific areas such as telecare, telehealth, software, independent living and group living environments, to ensure services benefit from proven best practice in the field.

As the UK continues its transition to a fully digital communications network by 2025, we can also help providers to ensure their staff and processes are ready to make the most of a more digital future.

Course areas

Tunstall's training courses have been designed to help participants acquire the relevant skills and knowledge, quickly and at a level appropriate to their role. All our courses are focused on enabling participants to apply learning into their everyday working environment, increasing confidence, improving productivity, and enhancing the customer experience.

Courses are designed for a range of learners, from beginners to advanced, and all levels in-between. We can create tailored courses according to the knowledge of the participants, equipment used, service delivery model and other specific requirements (e.g. real-life, scenario based, and problem solving).

Training is delivered flexibly to suit the needs of the customer, using methods such as face to face, online video, and e-learning.

Telecare: Independent Living

This range of courses gives participants an understanding of the solutions and products that are available, and how telecare can help mitigate risk, promote independence, choice and control.

Appropriate to their role and experience, participants will:

- Become confident in assessing, referring, and prescribing best options for telecare
- Gain improved knowledge of the features and benefits of telecare equipment
- Develop a detailed, working knowledge of the features and functions of dispensed devices, and the sensors and peripherals provided to service users
- Acquire necessary skills and best practice for the installation and maintenance of telecare sensors and peripherals
- Learn the required programming skills for dispersed devices
- Be able to apply this knowledge to problem-solve according to their role

Telecare: Group Living

These courses have been designed to help participants working in and with a range of environments, from supported living to sheltered housing, care homes and extra care to understand the ways technology can be effectively deployed to provide reliable support that enriches the lives of people using it.

Appropriate to their role, delegates can:

- Become confident in assessing, referring, and prescribing best options for telecare
- Gain improved knowledge of the features and benefits of telecare peripherals
- Develop a detailed, working knowledge of the features, operation and programming of Communicall, Nursecall and Carecom, and the sensors and peripherals provided to service users
- Acquire necessary skills and best practice for the installation and maintenance of telecare sensors and peripherals
- Understand the positive impact of telecare on working practices



Telehealth

This range of courses helps participants understand how telehealth works, its benefits, how it can be successfully deployed and which cohorts of patients can benefit most, as well as methods to successfully embed the service into organisations and care pathways.

Appropriate to their role, delegates can:

- Understand the benefits of using telehealth, and the patient journey
- Develop a working knowledge of equipment including myMobile, myKiosk and associated medical devices
- Become equipped to optimise the use of ICP triagemanager software, from deployment to task and patient management through to reporting
- Feel confident to install systems a patient's home and provide user training



Software Solutions Training

Our software training focuses on helping attendees to get the most out of our market-leading PNC software, whether from a calls handling, managerial or reporting perspective, helping to ensure not only are alarms responded to effectively, but making it easy to evidence relevant standards are being met.

Appropriate to their role, delegates can:

- Become familiar with PNC system structure
- Receive comprehensive calls handling training
- Learn how to manage ancillary systems such as lone worker, voice recorder, security dialler and PNC mobile
- Understand how to effectively use modules such as Case Manager, Service Manager and Equipment Database
- Enable effective management reporting



Digital Consultancy

Our experienced consultants can work with monitoring centres to support their transition from analogue to digital communications, covering hardware, software, business processes and reporting.

As the UK's infrastructure is set to become fully digital by 2025, all aspects of telecare service

delivery will be affected, and our training team, along with other colleagues, can offer a wide range of support to help organisations prepare for the changes ahead and make the most of the associated opportunities.



Benefits of training

People are the greatest asset of any organisation and, like any other asset, they need investment and maintenance. Tunstall Training can support you in making the most of your team to provide efficient and effective services; from training new staff to running refresher courses.

Tunstall Training can support you by:

- Increasing and/or maintaining your staff's level of understanding about products and services
- Measuring and unifying standards, and reinforcing organisational aims
- Helping staff to appreciate their professional role, increasing motivation
- Reassuring staff of the support available to them and identifying those requiring further support
- Providing an opportunity for feedback
- Providing an addition to professional training records

About our trainers

Training is delivered by a team of professional trainers who are all accredited following successful completion of Tunstall's robust trainer training and assessment programme.

All trainers have a structured on-going programme of development, including the award winning Training Accreditation Programme (TAP), widely used by the NHS and CIPD.

The quality of the training is continuously monitored to ensure it meets our very high standards. The training team is an experienced group of training professionals.

All members of the team have a wide range of skills and all are accredited Trainers for Tunstall Healthcare (UK) Ltd.

About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for 65 years. Its pioneering software, hardware and services enable new delivery models which can transform services across the care continuum and empower people to live independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 19 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

Tunstall's innovation-led, person-centred Connected Care and Health solutions connect people and integrate services, enabling early intervention to avoid or mitigate adverse events, and improve outcomes.

As technology advances, we have the capability to not just react to events, but to predict and even prevent them, using data-driven insights. The Tunstall Cognitive Care approach can help to create intelligent, personalised care programmes and effectively allocate resources, making sure those in need have the right levels of support and reassurance.



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