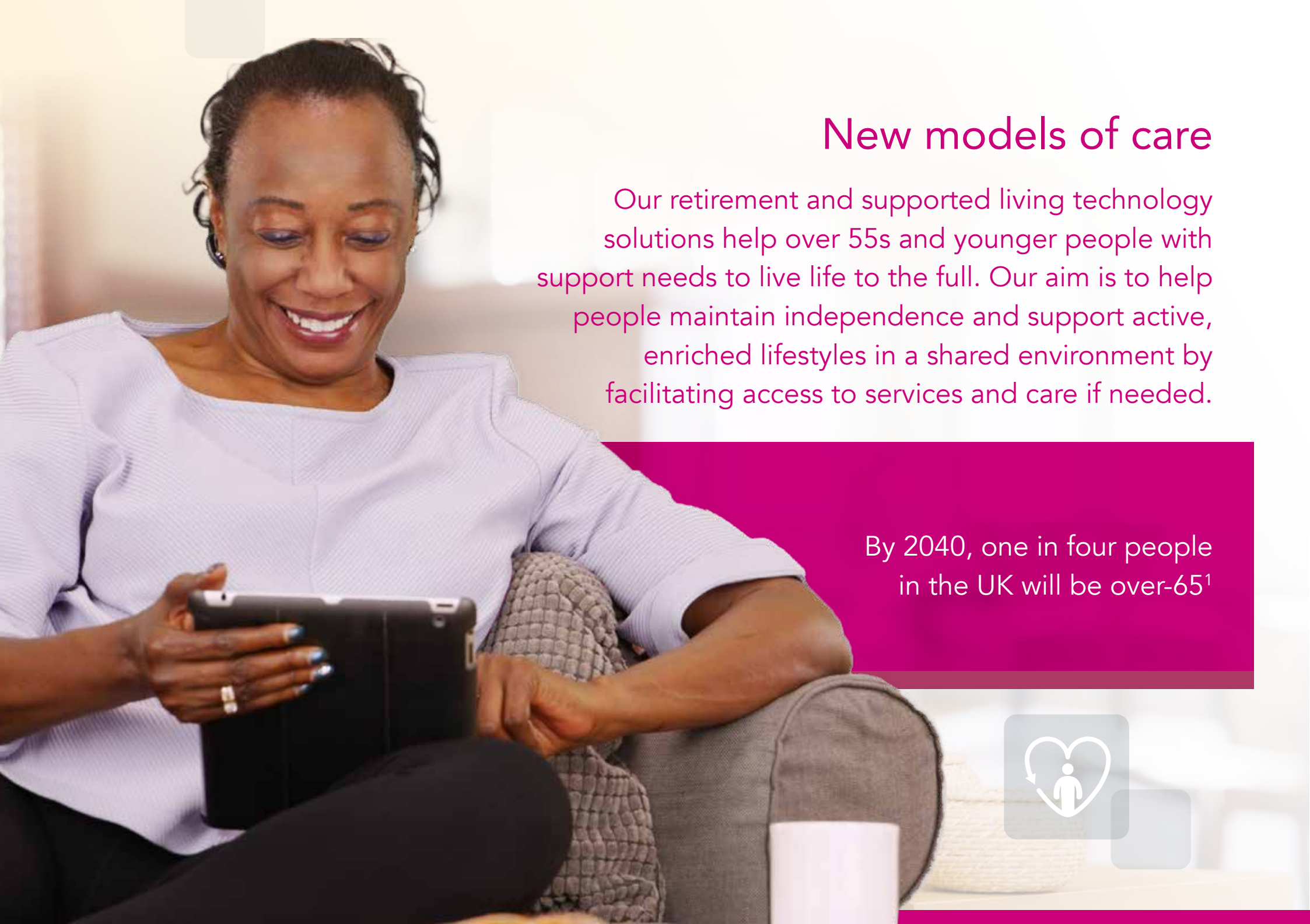




Retirement and supported living:

Enriching lifestyles, enabling independence





New models of care

Our retirement and supported living technology solutions help over 55s and younger people with support needs to live life to the full. Our aim is to help people maintain independence and support active, enriched lifestyles in a shared environment by facilitating access to services and care if needed.

By 2040, one in four people in the UK will be over-65¹





Technology enabled care

Technology has improved many areas of modern life, but has yet to realise its full potential in the housing sector, and related health and care services.

As BT has announced its intention to complete its upgrade of the nation's phone network from analogue to IP by 2025, providers have a limited timeframe to explore the exciting opportunities presented by digital technologies, and work with a technology partner who can offer trusted, best-in-class, future proof solutions.

Tunstall has been at the forefront of technology innovation for health, housing and social care for over 65 years, pioneering solutions which empower residents in a range of settings to live safer, more fulfilled lives. We deliver hundreds of developments every year, working with our customers from initial specification through project design, delivery, installation and ongoing maintenance. We provide a single point of contact for a full portfolio of standards-compliant technology and services.

Based on our industry-leading Communicall architecture, we help users maintain their independence while supporting active, enriched lifestyles in a shared environment.



Resilient IP architecture for peace of mind around life – critical alarm handling



Constantly evolving connected home capability – including video access control



Handy concierge assistance such as secure simple messaging, photo sharing and monitored access



Industry-leading health and wellbeing services that help residents get the most from their lifestyle



Simple connectivity via WiFi and VoIP telephony





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When technology is embedded seamlessly into care and support services, it can be transformative, helping people to live happy, fulfilled lives in their homes and communities.²

People at the Heart of Care: adult social care reform,
Department of Health & Social Care



Future proofing with a choice

The speed of technological advancement and consumer adoption continues to increase, and providers from across the housing spectrum need to consider the ways digital solutions can not only improve the quality and efficiency of the services they provide, but also deliver the homes their customers expect.

The move to a digital communications infrastructure in the UK further enables support to move from responsive to preventative and predictive, and whilst the UK accelerates its digital journey, it remains important to recognise people are also on their own digital journey, at differing speeds.

As these digital transitions continue, the Communicall Vi and Vi IP warden call systems offer providers future proofing with a choice:



Communicall Vi IP

Our Communicall Vi IP system with its IP apartment hub delivers ultra fast, compliant alarm raising in combination with digital benefits such as video calling and the integration of new apps and devices.



Communicall Vi

Communicall Vi can be installed on existing wiring or structured cabling for minimal site disruption whilst remaining future proof, operating over the upcoming IP network offering real value for money.

Communicall Vi IP

Our Communicall Vi IP system, a fully IP based system with a stylish touchscreen apartment hub, provides an exciting future proof platform for the delivery of a wide range of digital services.

The digital infrastructure, with a dedicated telecare overlay for EN50134-3 social alarm standards compliance, delivers ultra-fast alarm reporting and the ability to handle over 20 concurrent offsite alarm calls.

Supporting a wide range of telecare devices, which can be configured on a resident-by-resident basis, the Communicall Vi IP system also supports video door entry, resident to resident video calling and the integration of selected third party applications.



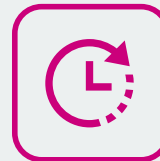
Industry leading technology

The Communicall Vi IP platform ensures providers and residents are at the forefront of technology, with continuous integration of value adding digital products and services such as Movi and Juno friends and family app.



Compliance-led system

Designed with the highest compliance standards in mind, including EN50134-3, Communicall Vi IP helps give residents' care networks crucial peace of mind.



Future proof

In line with the UK transition to a digital network by 2025, Communicall Vi IP is an IP solution delivering the additional speed and functionality we all come to expect from digital enhancements.



Multiple speech channels means multiple onsite or offsite staff can simultaneously handle alarm calls, increasing efficiency

Free onsite calls (including video calling) and WiFi internet access in each dwelling to enable social inclusion

Handset for user privacy, with alarm calls via the integral speaker

IP alarm transmission programmable to the monitoring centre, enabling true end-to-end IP in preparation for a more digital future

High quality speech and video for clear communication between residents and staff

Social alarm standard EN50134-3 (local unit and controller) and EN50134-2 (trigger devices) compliant for peace of mind

State-of-the-art touchscreen apartment hub with clear user interface for accessibility

Door entry on the move, anywhere onsite with two-way speech via the new Movi Device (optional extra)

GSM back up if IP network fails, ensuring system resilience

System configuration via web browser (onsite or online) for flexible management

'I'm OK' service using Housing Services Portal (HSP) enables prioritisation of morning calls to those who really need them

Communicall Vi

Communicall Vi is a social alarm standards compliant solution, providing effective delivery and management of communications, telecare, door entry and access control.

Designed to work on both the analogue and the new IP network, Communicall Vi is feature-rich, scalable and proven at scale nationwide across diverse retirement and supported living schemes.



Value for money

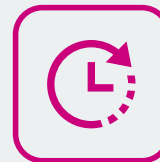
Communicall Vi is EN50134-3 social alarm standard compliant system, incorporating exciting digital integrations with high quality audio and easy to use tactile buttons.



Flexible and scalable

The Communicall Vi solution is completely scalable to suit the needs of each scheme and is designed to integrate the full Tunstall telecare range.

From the ability to provide video door entry to mobile alarm call handling, Communicall Vi is feature-packed for both residents and providers.



Future proof

Available on existing wiring or new structured cabling, Communicall Vi is designed to work on the new BT 2025 IP network.



Choice of mounting options and colour combinations, including flush mount for contemporary appearance

System configuration via web browser (onsite or online) for flexible management

High quality speech with hands free voice switching (HVS) for natural 'telephone like' conversations

Hybrid system, capable of working on both the analogue and IP network

Supports over 2,000 telecare devices for person-centred care and changing individual needs

Inactivity and/or intruder monitoring to protect resident wellbeing

'I'm OK' service using HSP enables prioritisation of morning calls to those who really need them

Dual speech channels allow two speech alarm calls to be handled at same time for speed of response

Broadcast speech option allows Scheme Manager to speak to all residents simultaneously, and voice message function allows message to be left for selected or all residents, enabling easy communication



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Tunstall has proved to us right from the start that they deliver a quality service and are experts at what they do. We get a great response from the engineers.

Scheme Manager



Installation and service

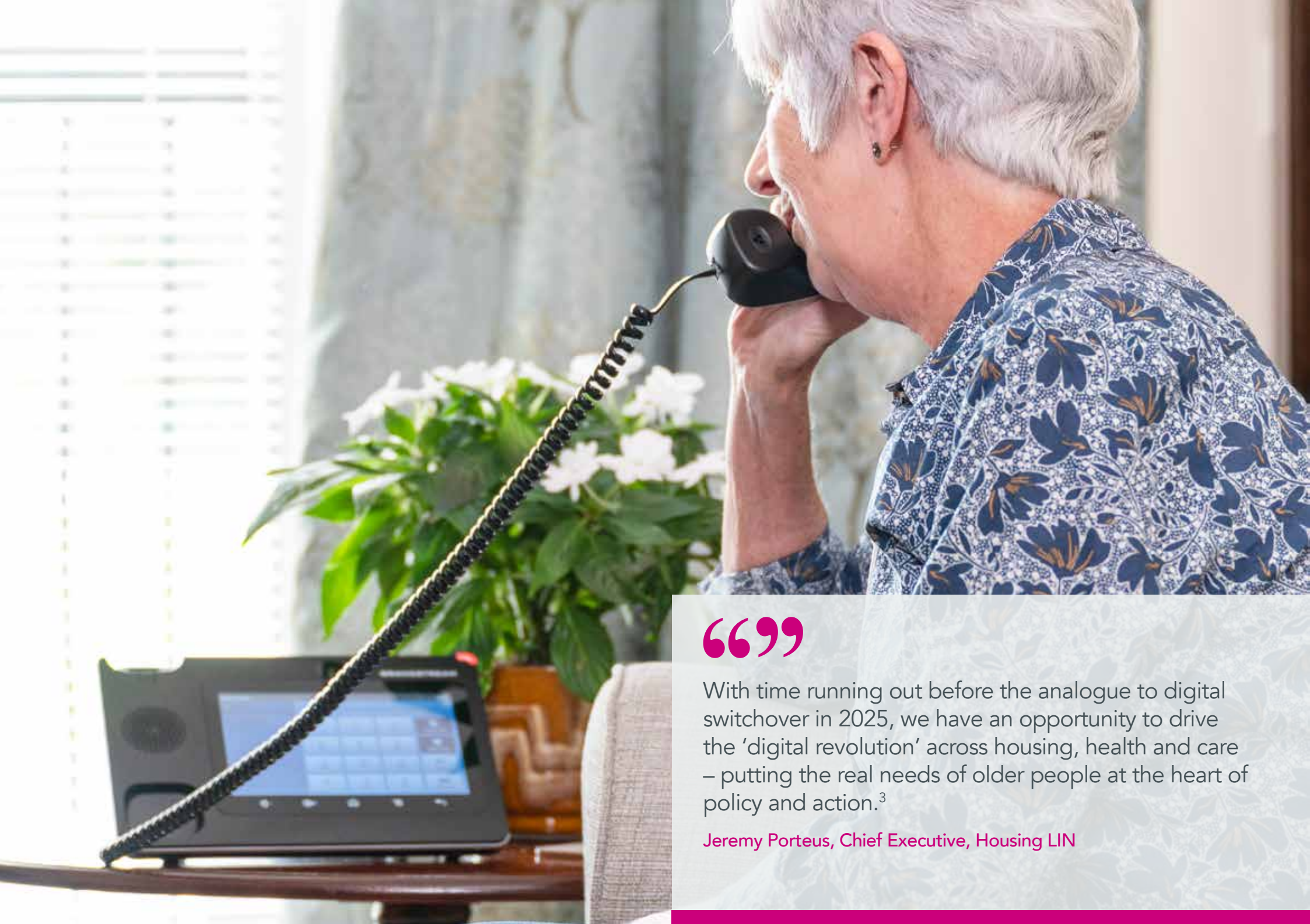
Tunstall has dedicated resources designed to meet our customers' installation and maintenance needs throughout the UK. Supported by specialist teams of Project and Contract Managers, and underpinned by robust training and ISO9001:2008 quality accreditation, our engineers provide expert support for Tunstall and third party equipment.

Key facts:

- Over 100 specialist engineers nationwide
- Customer Satisfaction Centre and technical support available 24 hours a day, 365 days a year
- Service repair centre; repairs to latest manufactured standard with OEM parts
- All engineers are Tunstall trained, DBS checked and CSCS carded
- Tunstall engineers have an average of over 20 years' experience
- A team of specialist fire engineers accredited to FIA standards
- Vehicle stocks are profiled to suit the equipment in their areas
- £1m engineer stock holding at our UK headquarters
- National 24 hour response, with emergency four-hour response contract option

Accreditations:





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With time running out before the analogue to digital switchover in 2025, we have an opportunity to drive the ‘digital revolution’ across housing, health and care – putting the real needs of older people at the heart of policy and action.³

Jeremy Porteus, Chief Executive, Housing LIN



Digital upgrades

Every day takes us closer to the completion of the UK's transition to a digital communications infrastructure. Tunstall has been working closely with BT and other communications providers, such as Virgin Media, TalkTalk, and Sky, testing equipment and developing solutions to help our customers manage the transition to digital effectively.

We have developed clear upgrade paths and our specialist staff are available to offer expert advice and guidance on the most effective way to upgrade existing systems.

More recent Communicall systems (Communicall with DECT, Vision, Connect, Vi and Vi IP) will operate on the IP network with minimal software and hardware upgrades depending on the system. Older Communicall systems (Communicall CT2 and EL, and Telecare Overlay) may need additional upgrade work; Tunstall Account Managers can advise on what may be required.

Systems over 25 years old (Piper Haven, Piper Group) will require replacement to ensure continued operation. Please contact us for advice.

The transition to digital presents both opportunities and challenges to all kinds of housing providers. Digital technology has the potential to transform service delivery, making it more person-centred, preventative, and efficient, as well as improving the quality of life of users. Technology can offer much richer benefits than just simply enabling help in a crisis, such as connecting people to their families and communities, health management, wellbeing monitoring and prompts for day-to-day activities such as appointments and socialising.

Excellence from design to decommissioning

Tunstall is an experienced technology partner, delivering a broad range of solutions.

We don't just provide specialist service and maintenance, we design, manufacture, install and support care technology in a variety of living environments.

Our expertise means we can add value throughout the development process, demonstrating our understanding of design requirements, legislation and resident needs. We balance attention to detail with the need to meet project timescales, and design systems which combine care with independence.

Our expertise covers:

- Coordinated delivery of full care and safety systems
- Integrated systems, coordinated installation, combined maintenance programme
- Single point of contact for the management of onsite technology
- Post completion support across all service elements
- World class technical support





Complete solutions from a single provider



Communication/call systems

A choice of digital systems, based on highly resilient architectures and offering flexibility, speed and integration.



Fire systems and emergency lighting

Tunstall can advise on, supply and service a wide range of fire detection and alarm systems to protect residents in homes of all sizes.



Intruder alarm systems

Tunstall can provide intruder alerts as part of group living communication systems, or stand alone systems for individual dwellings.



Door entry and access control

A range of door entry systems, both stand alone and combined with our Communicall Vi and Vi IP systems.



Structured cabling

Fully certificated structured cabling throughout buildings provided alongside our telecare and DECT infrastructures.



WiFi

A range of options to enable users to get online easily and safely at home.



Automated door systems

We can also provide fully integrated door entry solutions and complete building solutions for entrance control.



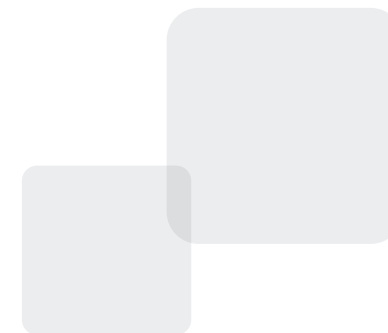
CCTV

We design, install, maintain and monitor a wide range of CCTV solutions, from complex IP systems through to simple single camera entrance monitoring.



Auto Smoke Ventilation Controls

Tunstall can offer full building fire protection, combining our in-house fire engineering expertise with specialist designers.



About Tunstall

The Tunstall logo consists of the word "Tunstall" in a white, bold, sans-serif font, centered within a red rounded rectangular background.

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for 65 years, growing to become a UK manufacturer with a global presence. Its pioneering software, hardware and services enable providers to deliver integrated, efficient and person-centred care in the community, and empower people to live more 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.

As technology advances and solutions become increasingly digital and cloud-based, we will work closely with our customers and partners to enable them not just react to events, but to predict and even prevent them, using data-driven insights. Our focus is on creating a more connected world that fulfils the potential of technology to offer intelligent care and support, and give people greater choice and control about how they live their lives.

References

1. Carterwood's Market Movers 2022
2. <https://www.gov.uk/government/publications/people-at-the-heart-of-care-adult-socialcare-reform-white-paper/people-at-the-heart-of-care-adult-social-care-reform>
3. www.housinglin.org.uk/tappi

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