



**Service and maintenance
planned and responsive**

We've got you covered

Tunstall's community alarm, warden call and Connected Care solutions are the most widely used in the UK.

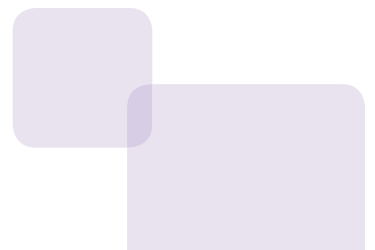
We've also made them future-proof, ensuring the people who use them can live independently and safely, with their changing needs met – and enabling care staff to work effectively and provide the best support possible.

We offer a range of service contracts, designed to meet your needs and deliver the highest quality in planned and responsive maintenance. As well as Tunstall equipment we can also cover third party products, giving you cost effective, integrated services from a single provider.

We provide individual system or full site contracts for a range of equipment, including:

- Warden call/community alarm systems
- Telecare and telehealth solutions
- Fire systems and smoke detectors
- Access control and CCTV
- Emergency lighting
- Weekly, monthly, quarterly, six monthly or annual testing



Our experience, resources and infrastructure are here for you 24 hours a day, seven days a week. We have dedicated service managers and offer regular performance reports based on agreed KPIs; we can even measure your customer satisfaction levels (NPS) as part of our standard service at no extra cost. With us on board you can get on with your job, knowing your service and maintenance needs are in safe hands.



Your service options

We can create bespoke service and maintenance agreements, tailored to your individual requirements. You can find out more about bespoke contracts by reading the case study about our work with Stonewater here uk.tunstall.com/stonewater

We also offer a range of excellent standard service levels for schemes:

 BRONZE <p>A Monday-Friday 48 hour onsite response service. Equipment may be returned to our Product Repair Centre, where it is cleaned, repaired and updated to the latest manufactured revisions, before being tested.</p>	 SILVER <p>Our around the-clock, rapid response service, in which our engineers check and repair the equipment onsite within 24 hours, seven days a week. In the unlikely event that an onsite repair is not possible, where possible, equipment will be sent to our Product Repair Centre, with alternative equipment provided to ensure the ongoing safety of service users.</p>	 GOLD <p>Our Gold contract is exclusive to PNC customers. Equipment is repaired onsite, with a guaranteed four hour response, seven days a week. A quarterly comprehensive system assessment is included in the contract, along with ongoing business development advice.</p>
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We also offer a range of back-to-base service support for dispersed equipment, such as Lifeline units.

Additional services available for all contracts include:

- Emergency call out with four hour response
- Dedicated engineers for specific schemes
- Battery maintenance
- Scheme maintenance
- Remote diagnostics
- BAFE accreditation engineers for fire systems
- Specialist, in-house trained engineers for telecare and telehealth

Our people

We have a national network of over 160 specially trained service engineers – more than double that of any other service provider in the industry.

All Tunstall engineers attend an internal product training school and are instructed to the very highest standards by the company's dedicated engineer training officer. This ongoing process includes a number of modules covering products of varying manufacture, age and complexity. The course covers all Tunstall manufactured products, past and present, and commonly used products from other manufacturers.

Tunstall engineers are trained to go the extra mile, and will never leave a service user unprotected.

Our engineers:

- Are accredited to NICEIC and FIA standards
- Hold CSCS (Construction Skills Certification Scheme) cards
- Are subject to DBS (Disclosure and Barring Service) checks
- Undergo regular assessments and frequently attend refresher courses
- Are comprehensively trained in customer care including tenant/resident liaison
- Hold stock in their vehicles profiled to suit the equipment in their areas
- Can receive overnight stock deliveries to ensure they have the right parts for the job
- Operate a Call Ahead policy, increasing efficiency and providing reassurance
- Are Health and Safety trained and practice Safe Systems of Work
- Dispose of and recycle equipment in line with WEEE regulations
- Adhere to the company's policy to minimise CO2 emissions
- Receive monthly technical and health and safety briefings

Our dedicated Customer Service Team has over 230 people, and our Customer Satisfaction Centre is on hand 24 hours a day, 365 days a year providing a friendly and professional service. We also have a Help Desk, with a team of experienced advisors available day and night to answer technical queries.

Our engineers have an average of over 20 years' experience in servicing and commissioning.



Case Study

Background

Rochdale Boroughwide Housing's (RBH) Supported Housing Team provides a range of services, including community alarms, to older and potentially vulnerable people across Rochdale to support them to live safely and independently.

Solution

RBH and Tunstall have been working together for 20 years, installing and servicing community alarm systems and telecare solutions throughout the community.

Tunstall provides a dedicated engineer service, whereby whenever possible, the same engineer will visit each scheme, enabling them to gain a thorough understanding of the scheme, its equipment and needs of the customer. The contract includes a maximum response time, where engineers will attend site within 24 hours to address any faults with the community alarm or door entry systems, except in the case of high priority faults, which are responded to within 4 hours.

“ The safety and wellbeing of our tenants is of paramount importance to us. In my view the best way of protecting this is to place the care of our community alarm systems in the hands of the people who made them. No one else can offer the same level of expertise, ensuring any faults are repaired as quickly as possible, safeguarding our tenants.

Peter Smith, Support and Independence Manager, Rochdale Boroughwide Housing



Results

Strong working relationships have been established at management and operational levels throughout both organisations. Wardens and engineers have developed a good rapport, and the management of the contract is approached in a spirit of honesty and cooperation which ensures any issues are resolved swiftly and praise is given where it's due. Tunstall's performance is measured monthly, with Key Performance Indicators for Contract Met are consistently at 95%, and the organisations are working together to improve this standard even further. RBH undertakes an annual tenant survey, which shows tenant satisfaction with the community alarm service at 97% (2012/13).

As original manufacturer of the community alarm equipment, Tunstall engineers have the advantage of a high level of knowledge of the system from end to end, enabling them to resolve faults wherever they originate. Engineers undertake repairs and maintenance using genuine, new Tunstall parts, and have access to the latest software upgrades. We also ensure stocks carried by engineers are profiled to match the RBH schemes in their local area, supporting a high level of first time fix.

Case Study

Background

Kingsdale Group is an independent property management company established in 1994, which specialises in the management of sheltered and traditional retirement developments.

Solution

In 2012, Tunstall won the contract to provide the service and maintenance of the community alarm equipment on 34 Kingsdale Group schemes, or Courts in Kingsdale's terminology. Most of these Courts also have contracts in place for fire systems, emergency lighting and CCTV which have also been placed with Tunstall, ensuring cost-effective, integrated services from a single provider. The contract was based on a schedule of rates, providing transparent pricing and ensuring Kingsdale has visibility and is able to control costs effectively throughout the duration of the contract.

Throughout the life of the contract regular meetings have been held at Kingsdale Head Office and at Courts throughout the UK to discuss the ongoing management and delivery of the contract. These meetings enable information and ideas to be shared and ensure the continued improvement and development of Tunstall products and services in response to customer feedback.

“ 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 who always do their but most to fix any problems as quickly as possible, even if it means working out of hours. You really feel the enhineers have the best interest of our owners at heart.”

Sue Richards, Court Manager, Kingsdale Group



Queen Anne Court

Results

Prior to the awarding of the service contract to Tunstall, maintenance had been provided by various suppliers and in some cases local handymen. Introducing an organisationwide service agreement from a specialist supplier has resulted in a standardised, quality approach to maintenance of Court equipment. Tunstall's dedicated engineer policy means the same engineers respond to calls from schemes whenever possible, so becoming familiar with the equipment and building relationships with staff. As part of the contract, Key Performance Indicators have been put in place to ensure service performance. Tunstall has achieved 98.9% contract met, and 100% of all proactive maintenance visits have been completed on time. A Net Promoter Score system, which records customer satisfaction levels immediately after each site visit, is also in place.

Testimonials

“ Tunstall has been providing service and maintenance for our warden call/community alarm systems for many years, and I have always found them to be an excellent partner. Their engineers are specialists in the truest sense, and have an amazing depth of knowledge.

We have a wide mix of equipment, of varying ages and brands and Tunstall has the parts and expertise to maintain and fix them all. The engineers are always happy to give advice whenever it's needed, and work with us to find solutions to any issues we might have. These are potentially life saving systems and it's essential to us that they are in the hands of people we trust.

Deborah Gregory, Project Officer, Moat

“ We are normally sent Sean to do our emergency alarm repairs and he always does a very good job and is polite and helpful. Today we had to collect all the existing fobs in from tenants, deprogramme them and then reprogramme them (the system was full and we didn't know who had what fob). Sean was punctual, organised, efficient and informative. What I was imagining might be a bit of a nightmare to organise went extremely smoothly. I'd appreciate it if you could let Sean's manager know what a consistently high standard of service he provides and how grateful we are that he is our assigned engineer.

Alexis Collins, Facilities Administrator, Mossclare Housing Ltd

“ I had to communicate with you to commend the service we have received from your engineer, Spencer, today. We were in a very tricky situation with our phone line fault for 3 days and vulnerable people relying on this service. Understandably people were anxious and the only way to manage was for me to be onsite all the time and able to take calls. Today Spencer was able to get around this and give us all peace of mind. It is always a pleasure to have Spencer onsite, he is always courteous and respectful to our owners and happy to help wherever he can.

Sarah Crowther, Bude Host, PegasusLife

About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for over 60 years. Its pioneering software, hardware and services enable new delivery models which can transform community-based health and social care, and enable people to live independently and with an improved quality of life.

Tunstall's Connected Health and Care solutions are underpinned by IP enabled platforms and infrastructure, supporting the innovative use of technology including IoT, SaaS and cellular communications. It offers an end-to-end solution, including training and consultancy, service and maintenance, and monitoring services which make more proactive and personalised models of care possible, and focus health and care teams where they are most required.

Tunstall works with social care providers, healthcare services, retirement living providers, and nursing and care organisations in 38 countries, improving the lives of millions of people, including those living with dementia, learning disabilities, physical disabilities and long term health conditions.

Our Accreditations



Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and or omissions contained within this document. This document should not be relied upon for product details, and reference should be made to current specifications.

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t: 01977 661234 e: enquiries@tunstall.com w: tunstall.co.uk @TunstallHealth

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