



Tunstall Sound Boost

We're amplifying care and boosting efficiencies



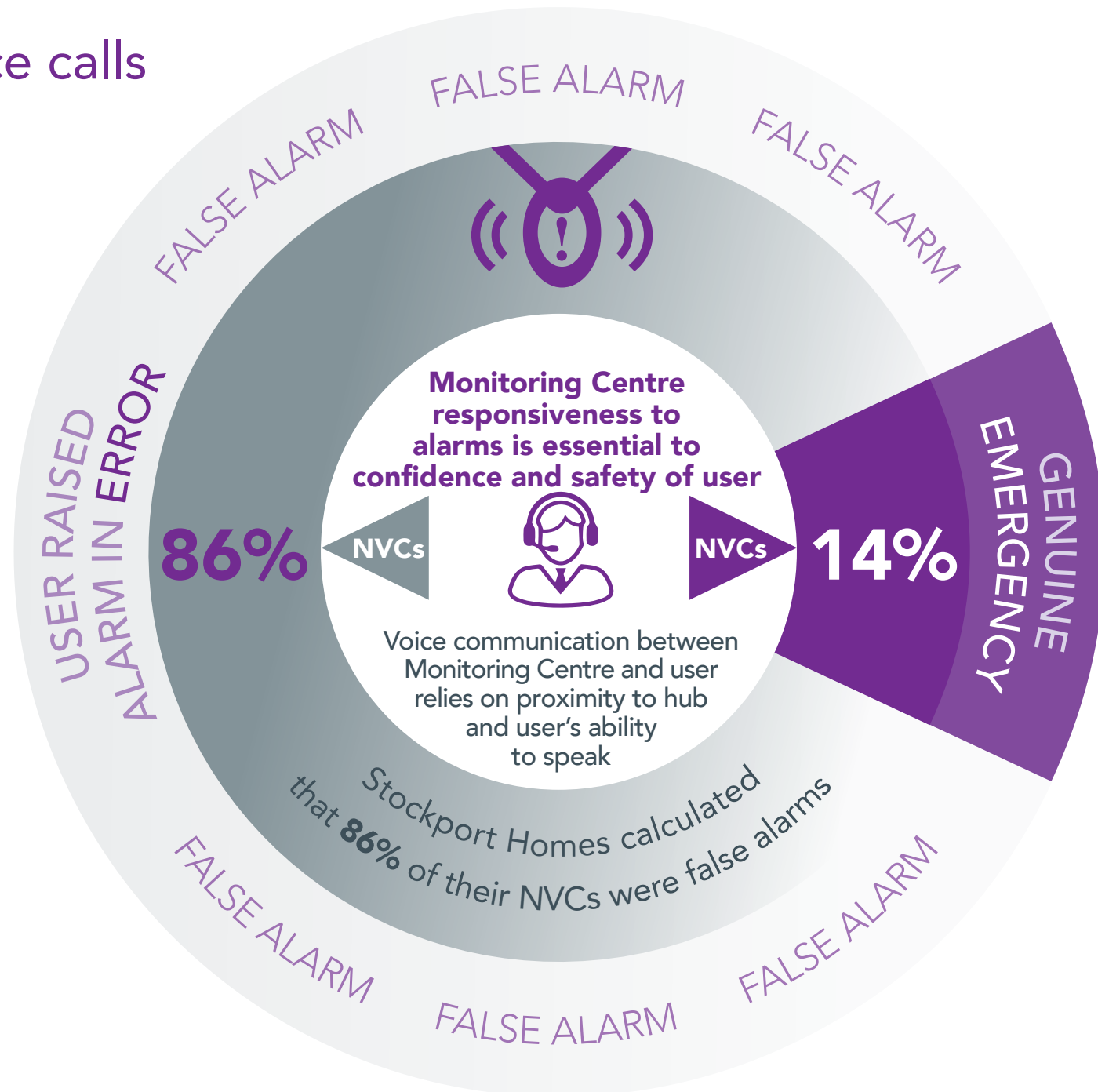
The challenge of no voice calls

Telecare services offer an invaluable means of keeping people independent in their own homes for longer. However, no voice calls (NVCs) are common, with each one needing to be responded to, despite a high likelihood of false alarm.

False alarms due to NVCs cause:

- Unnecessary cost
- Diversion of resources from genuine emergencies, putting other users at risk
- User anxiety and embarrassment

Tunstall Sound Boost has been developed to address the challenge of NVCs.



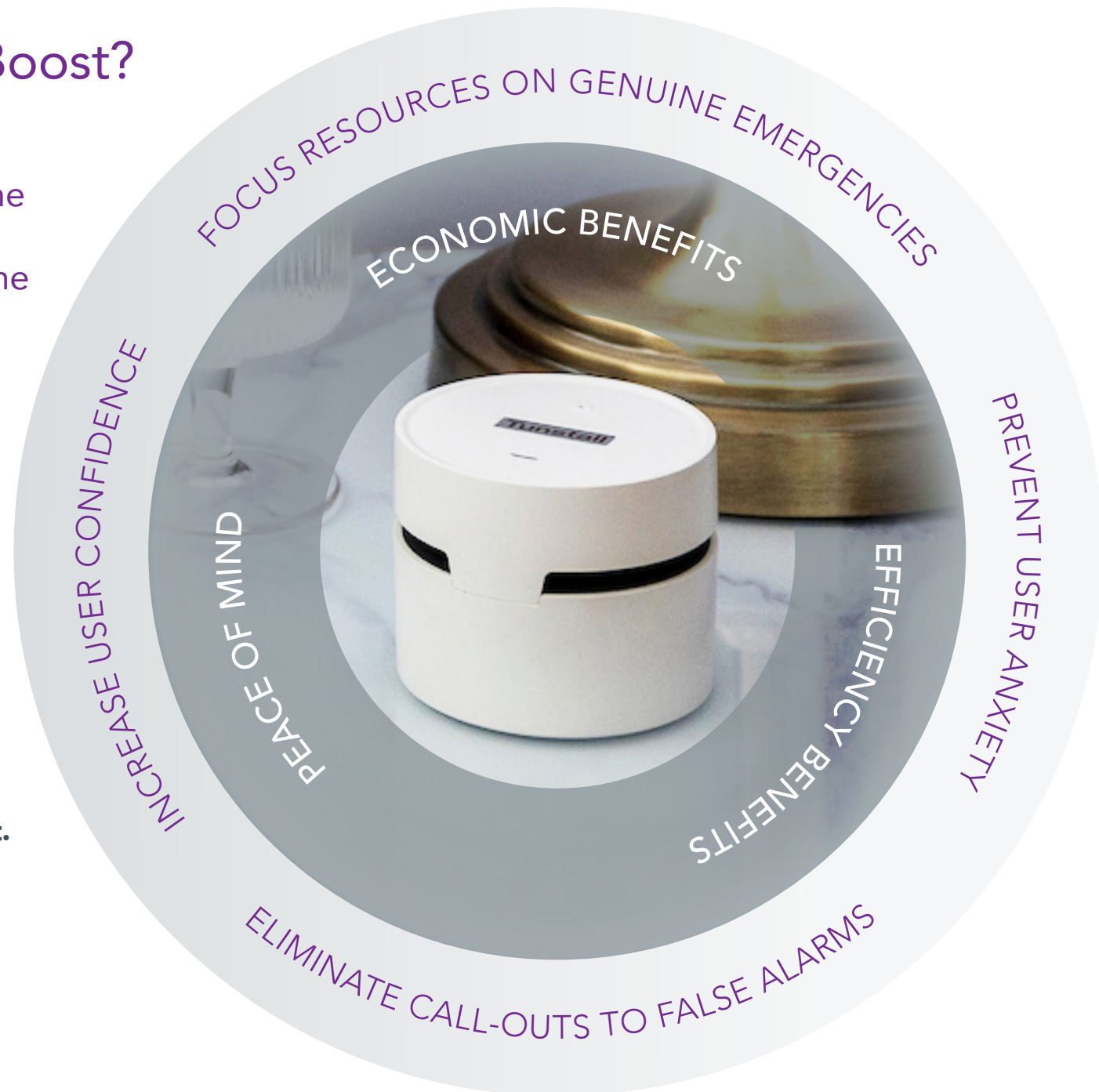
What is Tunstall Sound Boost?

Tunstall Sound Boost is a telecare device that wirelessly connects to the Lifeline home unit, providing extra audio coverage throughout the home to enable clearer communication between the end user and the monitoring centre.

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Tunstall Sound Boosts have been brilliant in enabling us to contact service users if we receive a No Voice Contact call. In all cases of the trial it has reduced the amount of times we have to ring or attend the property after an NVC. It makes our service more efficient and reduces anxiety for the people we support.

Aimee Teare, Senior Project Officer – Preventative Services & TEL, Stockport Metropolitan Borough Council



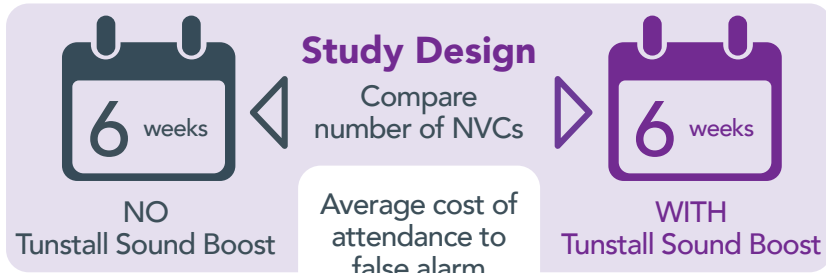
Case study: The economic impact of reducing no voice contact calls

Background: The Carecall telecare service run by Stockport Homes was experiencing a high volume of no voice contact calls (NVCs) of which 86% were false alarms, impacting costs and resources and potentially compromising response times to genuine emergencies.

86% of NVCs were false alarms prior to the study

Pilot study (n=4) to evaluate the impact of Tunstall Sound Boost technology on the number of no-voice contact calls (NVCs) received.

Study period 6-week period before Tunstall Sound Boost vs. 6-week period with Tunstall Sound Boost.



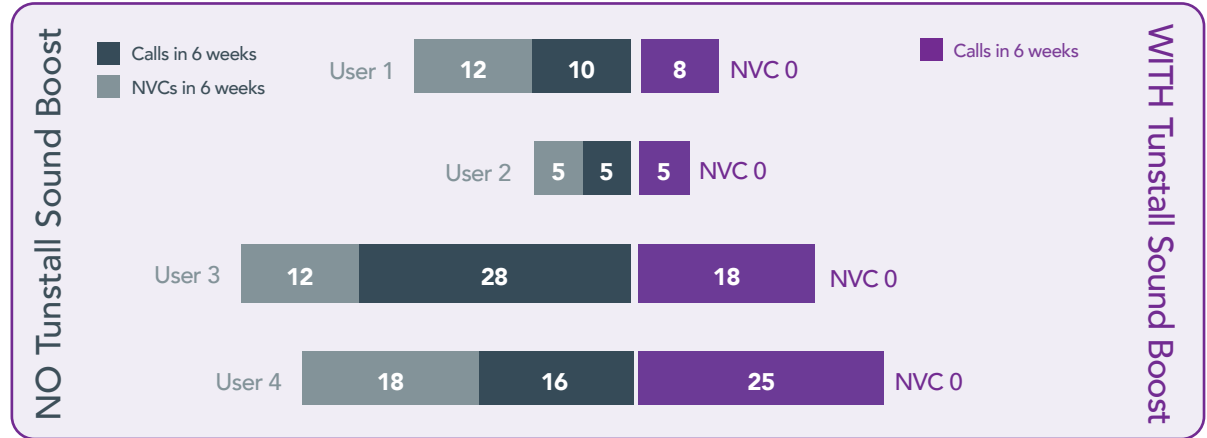
47 NVCs

£40

0 NVCs

Saving of £1,800 in 6 weeks

Average saving of £78 Per week per user



64% NO Tunstall Sound Boost

Service User Confidence in being able to communicate with Carecall from anywhere in the home

100% WITH Tunstall Sound Boost

Key finding: Tunstall Sound Boost can significantly reduce the challenge of NVCs, delivering considerable cost and efficiency benefits to providers and improved confidence in the telecare service to users and their families

Tunstall Sound Boost: Technical Specifications

TUNSTALL SOUND BOOST

Dimensions

73mm (D) x 60mm (H)

Weight

Device: 170g (excluding PSU)

Packaged: 320g (including PSU)

Radio frequency

2.4GHz

Power supply

Input: 100-240V

AC: 50/60Hz 0.5A (UK, EU)

Output: 5V DC 2A

Cable length: 2m

Speaker output

2w (max)

Battery life

N/A

Part number

57000/600

Standards

EMC: EN301 489-1
and EN301 489-17;
EN55035

Safety: EN 62368-1

CE: Compliant

Social Alarms: N/A



DONGLE

Dimensions

50mm (W) x 72mm (L) x 11mm (H)
+ 140mm cable

Weight

Device: 45g (excluding PSU)

Packaged: 220g (including PSU)

Radio frequency

2.4GHz

Power supply

Input: 100-240V

AC: 50/60Hz 0.2A (UK, EU)

Output: 5V DC 2A

Cable length: 2m

Backup battery

N/A

Part number

57000/601



Tunstall Sound Boost is compatible with the following Lifeline hubs:

Smart Hub 3G/4G

Lifeline Vi

(57000/320 – up to and including issue M1)

Lifeline Vi+

(57100/320 – up to and including issue N1)

Please note: In the event of a power cut, Tunstall Sound Boost will stop functioning to reserve battery power within the Hub.

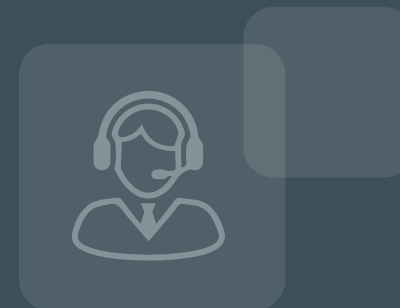


About Tunstall

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 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 22 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.



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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