

ConnectiON

Welcome

Welcome to the latest issue of ConnectiON, bringing you all the news from Tunstall, including how you can try our digital Lifeline Smart Hub for free. We're also bringing you up to date on changes to fire system requirements, enhancements to our product range, and our new apprenticeship scheme.

I've been fortunate enough to meet many Tunstall customers, particularly in May and June when we held a series of Digital Roadshows across the UK, to update our customers on the digital transition. With support from BT, Virgin Media, Housing LIN and TSA, our nine events attracted approximately 500 delegates. We recognised that across the social care and housing sector there is still real need for clarity on what the transition to a digital platform actually means. We also wanted to explore the way digital technologies can make new models of care achievable, and outline the various resources we have

available to help customers manage the transition effectively.

We've had some great feedback on how valuable the events were, but for those of you who weren't able to attend, you can find an overview of the key points discussed on page 5. I hope you enjoy reading.



Kevin Anderson
UK & Ireland Marketing Director

Fire protection What you need to know

An update to BS 5839-6:2019 Fire detection and fire alarm systems for buildings code of practice has just been introduced in the UK.

The Housing (Scotland) Act was also amended earlier this year. Both recommend an increase to the level of protection provided in homes, including sheltered housing, recognising the increased risk of fire for older people. Tunstall designs, installs, commissions and maintains fire detection and fire alarm systems in accordance with the current requirements of BS 5839-6:2019 and BAFE SP023-1.

If you'd like guidance on what systems should be specified to meet the new standards, please contact us on hello@tunstall.com.



The TEC Services Association's (TSA's) International Technology Enabled Care (ITEC) Conference is taking place on October 15th and 16th at the ICC in Birmingham, with over 55 exhibitors and 850 delegates expected. The theme for this years' conference is: Citizen Powered Communities. The conference features a wide range of speakers, including Prof Martin Green OBE, Chief Executive, Care England; Prof Mahmood Adil, Medical Director, NHS National Services Scotland; and Jeremy Hughes CBE, CEO, Alzheimer's Society.

In order to help support the development of knowledge around Technology Enabled Care, TSA is offering free passes to Commissioners and Transformation Leads of health, care or housing services. Further details can be found at itecconf.org.uk/commissioner-free-places.



To book a place or find out more, visit itecconf.org.uk/

Product News

Smoke and Heat Alarms

Our next generation of smoke and heat alarms are now available.

Operating on the 869MHz social alarm frequency, both devices create a local audible alarm as well as automatically raising an alarm through the Lifeline home unit or Tunstall telecare enabled system to a 24 hour response centre.

Features include:

- 10 year non-replacement battery with auto low reporting for easy management and efficient service delivery.
- Safety lock design to prevent easy removal, ensuring safety of users.
- Smoke alarm accredited to EN 14604:2009 for assurance of robust operation.
- Heat alarm accredited to BS 5446-2:2003.
- Category 1 radio transmitter for signal reliability.
- Contemporary, unobtrusive design for service user appeal.



Motion Sensor

Our new motion sensor is smaller, more discreet and easier to install and maintain than any of our previous PIRs. It also has a host of great new features:

- Can be fitted flat to the wall or in a corner.
- The battery can be replaced without removing the sensor from the wall.
- Reports on movement within the room sent every 30 seconds.
- Can be used for inactivity monitoring using the home unit.
- With built-in fall zone.
- Minimum detector beam of 5x5m.



To order or find out more about any of the products on this page, please call 01977 660479, email hello@tunstall.com, or visit tunstall.co.uk/products.

Tunstall is launching a new product line in the UK

Carecom is a nurse call system designed for residential and nursing care homes, which uses wireless and digital technology to enable care to be more efficient, flexible and responsive. The system moves beyond traditional, fixed callpoints to a wireless system better suited to the demands of modern care delivery, allowing care to become person-centred, rather than room-centred. It enables care to be delivered where and when it is needed most, alerting staff not just to events, but letting them know the nature of the event, who needs assistance and their location.



New Nurse Call System Launched in UK

Carecom is built on a flexible, scalable and nearly invisible IP (digital) infrastructure. The majority of the system is wireless. Receivers and beacons are placed around the building, which interact with smart pendants worn by residents. The pendants not only allow users to raise alarm calls but can also offer location reporting, cancel at source, access control, and geofencing. The system also supports a wide array of telecare sensors. Caregivers are able to manage the system on a number of devices, including a mobile app, and calls from

individual residents can be routed to specific carers, enabling rapid response to events and efficient care delivery. Managers can access an intuitive, GDPR compliant online care planning and reporting platform.

Carecom is already established in the Nordics, and following successful field trials in the UK we see a huge opportunity for this unique solution in the UK. [Email hello@tunstall.com to receive further information once it becomes available.](mailto:hello@tunstall.com)

Tunstall Service Platform

Tunstall Service Platform is a best-in-class collection of software modules that provide a powerful platform for the delivery of effective care and support services, enabling new models of care which are more efficient, proactive and integrated.

Tunstall Service Platform has been developed to underpin the end-to-end delivery of telecare services across four main areas:

- **Call and alarm handling**
- **Back office telecare service delivery**
- **Service provisioning and job scheduling**
- **Proactive services**

Tunstall Service Platform can be delivered on-premise, with hardware purchased and maintained by the customer, or accessed via Software as a Service, a subscription-based model which dramatically reduces the need for onsite infrastructure and IT support, as well as providing ongoing software updates, 24-hour technical support and business continuity.

Features and benefits:

- Easy to use** – intuitive user interface and task automation for speed, accuracy and efficiency
- Scalable** – modern micro service-based architecture allows for unlimited customer and service user growth
- Flexible** – allows for rapid cloud-based deployment on industry standard clouds (Azure and AWS)
- Interoperable** – with a wide range of protocols and allowing seamless integration to 3rd party systems via industry standard APIs
- Proactive** – enables a preventative approach using proactive calling campaigns e.g. loneliness, public health
- Future proof** – IP ready and secure by design
- Trusted** – number one customer choice in the UK, with tailored support and back-up

Find out more about how Tunstall Service Platform can increase your centre's efficiency today, and provide the foundation for future service growth and new ways of working.

Planning for the digital transition

Digital diallers

The UK's transition to a digital communications network doesn't just affect community alarm/ telecare services and group living communication systems, but will also impact upon ancillary equipment such as scheme diallers. This includes diallers such as those operating as part of a fire system, door entry/access control systems, intruder alarms or lift alarms.



Pulse diallers will no longer function when the local communications infrastructure becomes digital, and DTMF diallers are at risk of communication issues with the monitoring centre once the infrastructure becomes digital due to DTMF compression. Both will need to be replaced prior to the infrastructure change.

For more advice contact your Tunstall account manager or email hello@tunstall.com

THE BEST THINGS IN LIFE ARE *free!*



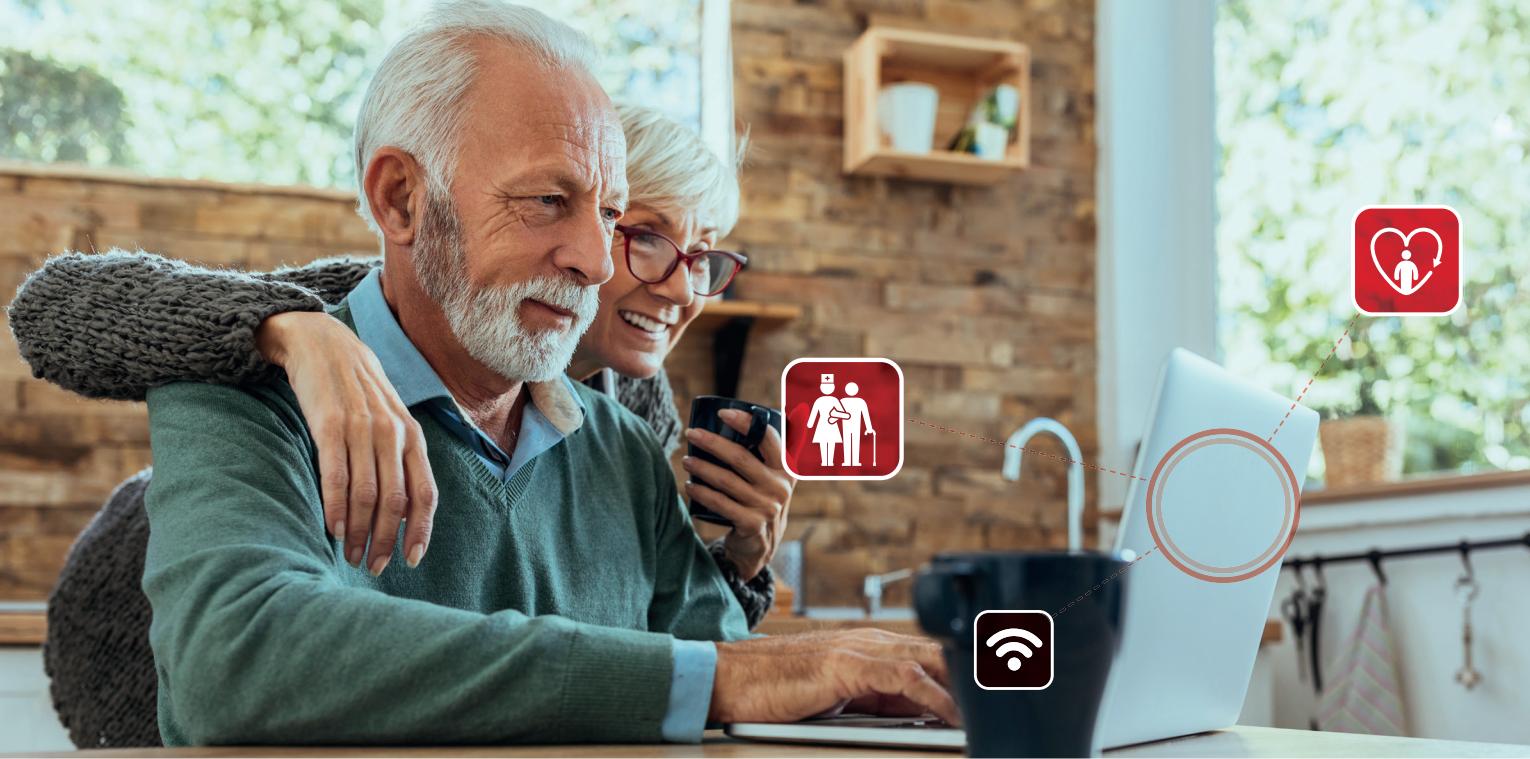
To help our customers prepare for the UK's transition to a digital communications network, we're offering customers a FREE one month trial of our new Lifeline Smart Hub.

The Smart Hub is Tunstall's latest IP home unit, opening up a new world of possibilities for the provision of care in the home. With digital connectivity and Tunstall's new Device Management Platform (DMP), the Smart Hub provides a ground-breaking, future-proof foundation for the delivery of data rich digital care. Available at the same price as a Lifeline GSM, and featuring a five year warranty, the Smart Hub features extra functionality and is IP enabled. It can operate as an analogue unit today and switch to digital when you're ready.

The Smart Hub comes with the Tunstall Connectivity Pack, which includes:

- The SIM – a multi network, low cost SIM
- Over the air software updates – so you're always using the latest software, without you having to do a thing
- Access to the DMP – which means you can programme the units remotely

There are a limited number of trial units available, so please contact us on **01977 660479** or contact your account manager to find out more or email hello@tunstall.com.



Digital Update from BT and Virgin Media

During our recent Digital Roadshows, we amassed in excess of 200 questions. We have taken the opportunity to collate some of the most common questions asked by customers and asked BT and Virgin Media to respond. Here are just a few of the most frequently asked questions and their answers; you can read the full document and sign up for our digital updates to ensure you're kept up to date with the latest information on the digital transition at tunstall.co.uk/digital-journey.

How is the roll-out going to be carried out?

The roll out will vary depending upon the communication provider. However, it's expected that new service users will be the first to use IP Voice, followed by existing single service users who contact their provider (e.g. for faults or upgrades). Geographic migration is likely to be the final phase, and the only one that is tied to network equipment. These phases may overlap, but in most cases service users with more complex needs are likely to be migrated later in the transition. Migration of service users within a specific area will be carefully managed, and BT and Virgin Media intend to undertake trial migrations before finalising the migration process or timetable.

How are Communications Providers (CPs) identifying and protecting vulnerable service users?

All providers must identify vulnerable service users (known by CPs as special service users) under existing Ofcom regulations, and ensure that they are treated fairly and appropriately. This includes the provision of IP Voice services to these users. Ofcom has also published specific guidance on the provision of battery back-up for IP Voice services and requires providers to identify service users who are reliant on their landline phone service and provide them with a free back-up solution. Although solutions may vary, the guidance sets a minimum standard to which all providers must adhere.



What plans do Communications Providers (CPs) have in place to negate the risk of mains failure in addition to one-hour battery back-up?

Ofcom's guidance on General Condition A3.2(b) sets out a requirement where service users are using VoIP technology that CPs should have at least one solution available that enables access to emergency organisations for a minimum of one hour in the event of a power outage in the premises. Each CP will have their own solutions, so the actual length of battery back-up will vary by provider. The power limitation of VoIP technology will be clearly explained to service users to ensure they seek alternative solutions where the CP provided battery back-up is insufficient for their needs.

Tunstall has a range of BS EN 50134-compliant solutions available which can extend battery back-up. The options available depend upon the equipment being used; please contact us for further information.

Many service users are unable to afford their phone lines or broadband. Will there be newer, easily accessible packages for vulnerable service users?

New IP Voice services should not leave service users any worse off than they were on an existing telephone service, and equivalents to current social phone tariffs and rules on debt handling will be applied to future voice services. BT, as the Universal Service Provider, has a specific obligation to offer a tariff suitable for lower income households. Other providers have tariffs that are designed for vulnerable users.

If you'd like more advice on how we can help you to manage the transition and maximise the digital opportunity please email us on hello@tunstall.com.

Earning and learning: Tunstall launches new apprenticeship scheme

Tunstall Healthcare has announced the launch of its new apprenticeship scheme, designed to create the Tunstall engineers of the future. Six apprentices have been chosen from across the country: Bilaal Haider, Jack Griffiths, Joe Tadeo-Williams, Mark Moorcroft, Ethan Saunders and Harry Cheers.

The Tunstall apprentices will spend one day a week at college, studying over four years for a Level 3 BTEC Diploma in Electrical Engineering. The remainder of the week will be spent working in the field under the supervision of experienced Tunstall engineers, and at the company's head office in Yorkshire, to gain a thorough understanding of all aspects of the business. Each apprentice will have a dedicated mentor to support them as they train, and the Tunstall management team will also be taking a close interest in their progress.

Director of Customer Service and Support, Duncan Bennett, commented: "This is a significant investment in Tunstall's future. We have an ageing engineering workforce in an industry that is becoming more digital by the day, and it is vital for the business that we profile our employees to ensure we have the skills to meet our customers' changing needs."

Harry Cheers said: "This is a fantastic opportunity for me to earn and learn at the same time. I've always enjoyed fixing things, so engineering is the perfect career for me, and it's great to be able to combine studying with practical work, where I can benefit from the years of experience of professional engineers at a market-leading, innovative firm like Tunstall".



Left to right: Ethan Saunders, Bilaal Haider, Mark Moorcroft, Duncan Bennett, Joe Tadeo-Williams, Harry Cheers, Jack Griffiths

A new deal for people with learning disabilities

Tunstall has recently supported National learning disabilities charity, Hft, in the creation of a proposal document for the development of a Learning Disability Sector Deal. The report focuses on realising the potential of technology to boost investment and transform the way care is delivered.

The paper outlines the key arguments for an economic partnership with the Government as part of the UK Industrial Strategy – a long term plan for the future aimed at backing businesses to drive productivity through investment in skills, industries and infrastructure.

To mark the launch of the paper, more than 100 guests, including MPs, Peers and civil servants, as well as social care providers and telecare organisations, attended a reception in July at the House of Lords. Hosted by Hft Chair of Trustees and Liberal Democrat

Health and Social Care Spokesperson, Baroness Jolly; Hft Chief Executive, Robert Longley-Cook; Managing Director of Tunstall, Gavin Bashar spoke at the event. William, 22, who is supported by Hft, shared his personal experience of how technology has helped him to achieve his dream of living independently in the community.

Gavin Bashar, UK & Ireland Managing Director of Tunstall Healthcare commented: "Assistive technology can make a positive difference to people with all kinds of disabilities, and in a variety of living environments. As well as managing risks, technology can aid communication, deliver greater privacy and dignity, and give people more control over the way they live their lives. Tunstall is proud to support the Sector Deal proposal."

You can read the sector deal proposal and find out more at tunstall.co.uk/learning-disabilities