

ConnectiON

Welcome

Welcome to the first 2019 issue of ConnectiON. It's the first in my role as Managing Director, and so I'd like to take the opportunity to introduce myself, and share my priorities for Tunstall.

I have over 27 years' experience in healthcare, most recently as Head of the EMEA and APAC businesses of Hermes Medical Solutions, a lead player in the diagnostic imaging reconstruction software industry. Prior to this I worked at Cutera Inc., and over a 20 year period held various leadership roles within GE Healthcare.



I joined Tunstall in November, and my focus is on continuing to shape the business to meet the evolving needs of our customers. The traditional telehealthcare market is going through transformational change. An ageing population, Government austerity and the digital shift have coincided to create a catalyst for questioning traditional models of care delivery. Technology is key to this change, enabling person-centred and proactive models of care which both improve quality of life and deliver efficiency gains. As consumer adoption of IoT gathers pace and policies such as the NHS Long Term Plan drive the increased use of technology and greater integration, a more strategic approach is required that realises short term benefits but also sets the foundation for a digital future.

We recognise there remains some uncertainty around what this digital future will look like, and with the analogue switch off five years away at most, we are committed to working in partnership with our customers to help them manage the transition effectively. Together, we can ensure the digital opportunity delivers the most it can for both organisations and the people they support. You can read more about how we can help on page two.

These are exciting times, and Tunstall will lead the way in ensuring that the potential of technology to revolutionise the way people experience health, housing and social care in the UK is fully realised.

Gavin Bashir
Managing Director



New Movii remote door entry

We're pleased to announce that the Movii remote door entry device is now available. Designed for use with Communicall Vi IP systems it allows users to answer door calls, speak to callers and control access wherever they are onsite. Movii devices connect to the scheme's DECT system, and calls will be received both on the Movii and on the user's apartment hub.

When the Movii receives a door call, it flashes and emits a loud, distinctive doorbell tone, making it suitable for use by people with sensory impairments. Users can answer the call by pressing the large button on top of the device, opening up high quality two-way speech. They can then open the door by pressing the button again, or end the call without opening the door by pressing and holding the button.

Lightweight and robust, the Movii has a long battery life and is easily charged overnight by placing it in its charging dock.

To order or find out more please call 01977 660479 or visit uk.tunstall.com/movi

IP Days



Every day takes us closer to the completion of the UK's transition to a digital communications infrastructure. However, there is a lack of clarity around the timing of key milestones along the digital journey. Tunstall has been working closely with communications providers including BT and Virgin Media, and developing solutions to help our customers manage the transition to digital effectively. We're also working with industry bodies on a UK and European basis. We are represented on both the European Committee for Electrotechnical Standardization (CENELEC) and the British Standards Institution (BSI) NOWIP Working Group, influencing the development of new standards for the digital age. Tunstall is also represented on the TEC Services Association's (TSA) Technical Standards Committee/Technical Advisory Group and its TEC Service Advisory Group.

Here's the latest news on the digital transformation:

The digital roll out

We know that BT expects to have changed all UK phone lines from analogue signalling to "IP Voice", which is an IP/digital connection, by 2025. BT has also stated that new analogue lines for business and ISDN lines will no longer be available for sale after 2020, and it also proposes to cease selling all analogue phone lines in 2023 with a complete withdrawal by 2025. The full roll out programme is not yet clear, but we currently understand that 40 towns, cities and boroughs covering 10 million homes are expected to be connected by mid-2020.

Tunstall has been working with BT at its digital services lab at Adastral Park since July 2018, as well as with Virgin Media, to test its existing equipment in this new digital world. We are therefore able offer our customers expert guidance on upgrade and replacement programmes in both independent and group living environments.

Independent living solutions

All home units from Lifeline 400 onwards (including Lifeline Vi/Vi+ units) will work with a BT digital hub in the home to a BT monitoring centre. However, BT has yet to announce how long its transition solution will remain available for, and so we would advise that ultimately analogue units are replaced with digital, to ensure continued operation in the new IP environment and the ability to take full advantage of the digital opportunity. Smart Hubs can operate on

an analogue basis, with digital operation activated once the wider infrastructure is in place, giving flexibility in deployment.



Group living solutions

More recent Communicall systems (Communicall with DECT, Vision, Connect, Vi and Vi IP) are expected to operate using a BT digital hub on the scheme, subject to various 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) may require replacement to ensure continued operation, please contact us for advice.



We'll continue to keep you updated, but if you'd like some advice on how to manage the digital transition, contact your Tunstall Account Manager or email hello@tunstall.com. You can ensure you get the latest news by registering to receive our Digital Updates at uk.tunstall.com/digital-journey

	CONTROL UNIT SOFTWARE	NEW PBX	NEW ATA	NEW CONTROL UNIT HARDWARE
COMMUNICALL VI IP	✓			
COMMUNICALL VI	✓	✓	✓	
COMMUNICALL CONNECT	✓	✓	✓	
COMMUNICALL VISION	✓	✓	✓	✓
COMMUNICALL WITH DECT	✓	✓	✓	✓

Kevin Anderson
Marketing Director

Double Take

Two Tunstall customers won prestigious national awards recently, in recognition of their innovative deployment of technology in service delivery.

Lancashire Telecare Service wins LaingBuisson award



The Lancashire Telecare Service, which is provided by Lancashire County Council in partnership with Tunstall and Progress Housing Group, has been presented with a LaingBuisson Public-Private Partnership Award.

County Councillor Graham Gooch, Cabinet Member for Adult Services at Lancashire County Council, said: "Telecare is a fantastic service and I'm pleased this has been recognised with a LaingBuisson Award. Telecare is an important part of our plans to address the health and social care challenges we face."

Martin Jeffries, Chief Marketing Officer at Tunstall commented:

“ We are immensely proud that the partnership has won this award, recognising the focus on outcomes, value for money and care transforming innovation. ”



Calderdale CCG wins Health Business Awards



NHS Calderdale Clinical Commissioning Group's Quest for Quality in Care Homes, which is supported by Tunstall, has been recognised with a Health Business Award. The programme beat three other finalists to win the Telehealth category. The awards strive to identify examples of excellence and best practice in all areas of the National Health Service, and recognise the many examples of innovation and excellence that happen every day.

The Quest for Quality in Care Homes initiative has involved 1,300 care home residents over the past five years, and combines a multi-disciplinary team with technology to enable a more preventative and integrated approach. Evaluation of the first two years of the programme showed emergency hospital admissions from care homes reduced by 33%, cost of hospital stays reduced by £1,255,727 and GP care home visits reduced by 45%. Emergency admissions relating to falls have decreased by 7.7% which has resulted in an annual saving through the Quest programme of more than £200,000.

Developing a digital ready workforce

Digital TEC is the future without doubt. However, the kit isn't the essence of a workable solution. A key priority for any application of care technology is the appropriate approach to assessing an individual's needs. Another is ensuring that care givers are fully trained in how systems operate within the context of each application.

The TSA continues to work closely with training providers and the care sector to embed learning and workforce development across TEC. For instance, by using the TSA Core Competency tool to help assess training needs, a provider can then fulfil these needs via TSA's specifically developed CPD courses in Assessing for Telecare, Call Handling or Dementia Awareness, or implement an eLearning program via TSA's Learning Curve partnership.

This type of approach is core to TSA's Quality Standards Framework too – and it's easy to see the benefits of this

approach within organisations that undergo certification. QSF can enable better provision as it provides a framework for outcome based solutions supported by an empowered, well trained workforce.



The voice of technology enabled care

Further developments are in the pipeline. TSA is currently assessing the demand for a TEC specific level 2 qualification which will be distance learning based, provided by FE colleges. With GDPR and the need for permission based data processing TSA is developing a course to enable better understanding around power of attorney within care settings as well.

If you want to know more about the TSA, its QSF standards and training provision then please email admin@tsa-voice.org.uk

Tunstall appointed lead technology partner in Scotland



We are delighted to announce Tunstall's appointment as a lead partner in the Next Generation Solutions for Healthy Ageing cluster, which is being led by Digital Health & Care Institute Scotland as part of its activities to support the Scottish Government's TEC Programme and the Digital Telecare Workstream, being led by the Digital Office for Local Government.

The cluster brings together corporate, SME, academic, health and care providers to enable them to co-design digital solutions to some of Scotland's biggest health and care challenges. The project aims to develop personalised and

preventative solutions and services fit for the 21st century, helping the Scottish population to live longer and healthier lives, while creating new jobs for the economy.

Moira Mackenzie, Deputy Chief Executive, Digital Health & Care Institute said: "Digital solutions and services offer new opportunities to positively disrupt traditional models of care by empowering our citizens through more personalised and preventative approaches."

You can find out more at dhi-scotland.com/healthy-ageing-innovation-cluster

Technology and the future of adult social care: a roundtable discussion



Tunstall and the Association of Directors of Adult Social Services (ADASS) recently hosted a roundtable discussion about the impact of technology on the future of adult social care services and the people who use them. Sixteen senior figures from the social care and health sector were brought together to explore the potential, challenges and pitfalls that may lie ahead. Glen Garrod, Executive Director of Adult Care and Community Wellbeing at Lincolnshire County Council and President of ADASS, began the discussion by asking what benefits digital technology might bring to social care. An interesting debate followed: you can read the full report at adass.org.uk/media/6806/adass-tunstall-round-table.pdf

NEW National digital event dates announced

Join us at an exclusive event near you to find out more about the expert resources we have available to help you manage the transition and maximise the digital opportunity.

Discover the potential of technology to transform health, housing and social care

- Be among the first to see our new range of digital solutions
- Find out the latest news on the UK's digital switch
- Hear from industry experts, industry bodies and communication providers

PLACES ARE LIMITED!

To register your place, please visit tunstall-healthcare.eventbrite.com

1 May	Coventry
2 May	Huntingdon
8 May	Livingston
14 May	Bury
15 May	Conwy
16 May	Durham
21 May	Ilminster
22 May	Newport
4 June	London