WELCOME

Welcome to the second edition of our quarterly newsletter, keeping you up to date with the latest news from Tunstall. This edition is packed with content, including details on the two new frameworks we have been awarded, and an insight into Kettering resident’s ‘sparkling’ schemes. We’ve also got news on a new demonstration facility, Mary’s VIP Home, which showcases the ways in which some of the latest technologies, not just those from Tunstall, can be used to help older people live more independently.

As always, we’ll also be letting you know about our latest literature, and where we’ve been on the events circuit.

I hope you enjoy this edition of ConnectiON; if you would like to give us any feedback please email marketing@tunstall.com.

Kristoffer Axelsson
CEO NORTHERN EUROPE

TALKING SENSE

According to the UK Council on Deafness, 1 in 6 people in the UK are deaf or hard of hearing, with those affected facing communication barriers, potentially leading to lack of confidence, isolation and depression. Technology can help to change this and we’re taking the opportunity of this year’s Deaf Awareness Week (2-8 May) to highlight this.

Sensory impairment solutions can be added to telecare systems to support both visually and hearing impaired users to live safely at home. They include devices such as vibrating pagers, sounders and flashing beacons to ensure the user or carer is alerted when an alarm call is raised via the Lifeline home unit or other Tunstall telecare enabled system. This helps to provide added reassurance and protection to the user and carer both during the day and at night.

To mark Deaf Awareness Week we’re giving 5% off any DDA solution purchased during the whole of May. Simply quote the code DDA0516 when ordering to take advantage of this special offer.

For more information on our sensory impairment solutions, please visit uk.tunstall.com/sensory
Assistant Director of Health and Housing Partnerships at One Housing Neil Tryner revealed how including telecare in new, integrated models of care delivery has helped to reduce delayed discharges, delivering huge improvements in the journey to independence for many people, as well as achieving cashable financial savings for acute trusts, social care teams and the wider healthcare economy.

Ian Pattinson, Development Project Manager (Co-Design) - Commercial Services from C&C discussed how organisation-resident partnerships have contributed to creating highly aspirational home design that is adaptable for the future, and how technology, coupled with good design can help to re-vision the perception of age.

Later in the day Simon Arnold, Chief Customer Officer contributed to a second panel debate on delivering the housing and services that older people want, which saw the panellists discussing issues such as innovative housing models, making better use of existing stock, new technology and attracting investment to meet demand.

The conference also saw the launch of Technology Enabled Housing with Care Scenarios document, co-produced with the members of the South West Housing LIN Leadership Set. The report sets out a series of scenarios to demonstrate the improved outcomes from incorporating technology into the housing solution for different individual circumstances.

Kevin Alderson, UK Sales and Marketing Director said:

“Housing plays a vital role in the healthcare economy, and the conference helped us explore the many ways we can work together to address the challenges we face. As the possibilities presented by digital technologies expand, we have a great opportunity to collaborate and continue to improve housing options, finding ways to integrate as well as innovate.”
One of the first universities in the UK to open a hub equipped with the latest digital health and care technologies, the new space is fitted with a multitude of sensors and gadgets including chair and bed occupancy sensors, medication dispensers, movement sensors and also blood pressure monitors and glucometers.

Supported by Tunstall with the latest connected health and care innovations, the dedicated space is designed for students and health and social care professionals to learn how to use the latest remote care products and services and integrate them into their pathways of care. It will also help them prepare for how technology will change the face of modern medicine and health and social care.

With increasing economic pressure and the need to make efficiency savings, there is significant interest in the potential for technology to improve care along with reducing utilisation of health services in particular for people who have long-term conditions and social care needs. Around the world, healthcare systems are turning to telehealth and telecare to modernise their services and ease the burden on the health system.

Speaking about the new facilities, Stanton Newman, Professor of Health Psychology and Dean of the School of Health Sciences at City University London, said:

"Telehealth and care technologies have the potential to be a game-changer in terms of the delivery of healthcare and could make a significant difference to people’s lives. The new City TECS space will enable City University London to train future leaders of health and social care on how to use the latest technology and to deliver more effective healthcare in the future, enabling them to go on and become leaders in healthcare and policy."

Kevin Alderson, Sales and Marketing Director at Tunstall added:

"We are delighted to be a partner in this new facility which acts as a modern working demonstration of the art of the possible, coinciding well with our Yorkshire Innovations Centre which aims to look further into the future whilst giving visitors a chance to think differently about how Connected Care can support the challenges they are facing."

For more information about the facility, or to arrange a visit, please call 01977 660206 or email kerry.sharpe@tunstall.com
Tunstall has recently been awarded places on two new NHC (Northern Housing Consortium) buying frameworks:

1. Framework for Technology Enabled Care Solutions – services including Installation, Service, Monitoring and Software
2. Framework for Technology Enabled Care Solutions – Products

Each framework runs for four years to December 2020, and both provide a pre-approved, benchmarked and OJEU (Official Journal of the European Union) compliant route to market, for customers to procure goods and services. As the contracts were awarded under OJEU, NHC members are able to call off products directly under the Products framework, without the need to undergo further tendering processes. Under the Services framework, customers specify their requirement and invite Tunstall to bid for the work by way of further competition.

The awards follow a rigorous assessment to validate Tunstall’s financial standing, quality of offer and commercial offering, all of which are benchmarked against the market to demonstrate MEAT (Most Economically Advantageous Tender).

Kevin Alderson, UK Sales & Marketing Director commented:

“We have been working with the NHC for over twenty years, helping them to provide their members with a trusted, compliant and easy-to-access route to procure their telecare requirements. The latest award of two frameworks enables us to continue to develop our longstanding relationships with many NHC members, as well as providing further opportunities to work with new customers.”

In addition to NHC, Tunstall is also part of the following frameworks:

- ESPO (Eastern Shires Purchasing Organisation)
- Fusion 21
- Cirrus Purchasing
- Scotland Excel
- Procurement for All
- National Procurement Services (Welsh Government)
- Procurement for Housing
Kettering Residents Benefit from ‘Sparkle’ Treatment

Kettering Borough Council and Tunstall Healthcare are working together to futureproof ten sheltered housing schemes using Connected Care solutions as part of the Sparkle project.

The project is a five year programme that involves improving sheltered housing schemes across the borough. The council is using tailored Connected Care solutions to remove constraints on connectivity and enable residents to benefit from smart technology in a safe and secure environment.

Using Tunstall’s Communicall Vi, the council is providing residents with a secure and robust system to ensure residents feel safe in their homes, allowing them to have the freedom and ability to adapt their homes to meet their changing needs. Communicall Vi also provides a platform for telecare sensors, such as smoke, flood and fall detectors to help staff deliver better care and residents to feel safe and independent.

The renovation includes complete redecoration of communal areas including corridors, entrances and lounges with new carpets and lighting, in addition to a new integrated communications platform from Tunstall. Harry Potter House and The Lawns – which is the borough’s largest site - will be the first schemes to be given the Sparkle treatment in 2016.

Cllr James Burton, Kettering Borough Council’s Portfolio Holder for Housing, said:

“We’re delighted to be giving the ‘Sparkle’ treatment to our sheltered housing schemes to improve safety, security and comfort, whilst supporting better care for our residents.”

Let MEP See

In February, Tunstall welcomed Yorkshire and Humber MEP Timothy Kirkhope to see first-hand how Connected Care can make a big difference to people’s lives.

Timothy Kirkhope said:

“I visited Tunstall around 20 years ago and I must say I am impressed at how technology has moved on. As we enter the digital world, the use of data must be sensibly planned, particularly if it involves older or vulnerable people and my visit to Tunstall demonstrated how this is being carefully handled and indeed, how it will develop in the future. It’s important to do whatever we can, to make sure everyone is able to use the latest technologies to suit their needs.”

Accompanying the visit, Ali Rogan, Tunstall’s External Affairs Director added:

“It was great to have the opportunity to show Mr Kirkhope the breadth of services we provide from our Yorkshire base, from manufacturing, monitoring and response services to R&D, consumer research and Innovations Centre, but also to demonstrate our international experience throughout Europe and beyond.”

With a keen interest in rural areas and data protection, Mr Kirkhope visited Tunstall Response to see the amazing impact their services have on people’s lives. During his visit, Mr Kirkhope also took time to see the Innovations Centre to witness the art of the possible.
We have recently opened Mary's VIP Home, a flat at Halberg House sheltered housing scheme in Pontefract which has been equipped with a number of Connected Care solutions including Communicall Vi IP.

Mary's VIP Home has been developed to show how Connected Care can be used to enable people to remain living independently at home for longer. It will also explore how technology can help to improve quality of life, enhance digital and social inclusion and support friends and family, as well as making the provision of formal services more effective.

Mary is a fictional character created to bring technology solutions to life, demonstrating the ways products and services from Tunstall and a range of other suppliers can help people to address real life challenges. We've created a persona for her: she recently lost her husband after a long illness and her family live away. She is turning 80 this year and looks forward to her first Great Grandchild being born. She and her family face the challenges that so many others face, such as staying in touch, taking care of her health, ensuring she stays warm at home, has a good social life and feels safe and secure.

Her home provides a unique venue for discovering what is possible today, giving people an opportunity to explore how current products and services can be used in an assisted living environment. It will also help us to better understand the needs of a variety of stakeholders including potential users, their families and friends and health, housing and social care professionals.

Connected Care solutions at Mary's VIP Home include:

- **Communicall Vi IP** – room unit, onsite calls to residents, staff or other services, telecare sensors
- **Events and reminders** – scheduled messages to TV screen, spoken via tablet, recorded messages via her telephone
- **Heating control** – set heating schedules, boost setting etc, operate manually locally or via app remotely
- **Electricity usage and appliance monitoring** – electricity consumption displayed, family can view when major appliances, e.g. electric cooker, last used
- **Access to Mary's home** – connected doorbell with app, two way speech and video with visitor using an app on Mary's tablet, picture log of last 20 visitors. Bluetooth Carelock giving easy access to carers using an app on their phone
- **Health and wellbeing** – supporting medication adherence with reminders, alerts and connected medication dispenser, minimising consequences of falls
- **Supporting informal carers** – activity and temperature levels with optional alerts, heating controls, enhanced communications, shared calendar to record events and set reminders
- **Staying in touch with family and friends** – emails, SMS and images sent to Mary's TV screen, video calling, storytelling and sharing via app (Kinoke)
- **Digital Assistant** – Speech control to switch on/off lights, manage/send shopping list, listen to radio/music/audio books

To find out more about Mary's VIP Home, including how to plan a visit, please email marysviphome@tunstall.com, call 01977 660206 or contact your Account Manager.
Dacorum Borough Council is investing £600k over the next five years to futureproof its supported housing schemes using innovative services Tunstall Healthcare.

With 31 schemes situated across the borough, Dacorum and Tunstall are working together to deliver a bespoke solution for each site, creating digital services that meet the changing needs of residents living in an increasingly connected world.

The council is giving residents the choice to live securely and independently for as long as they are able, upgrading its existing, aged systems in preparation for a new model of care with technology at the centre.

Councillor Griffiths, Portfolio holder for Housing at Dacorum Borough Council said:

“The IP world is very different and having connected care in the home is something that is shared by both Dacorum and Tunstall. We are looking ahead to the future and building digital services around the needs of tomorrow’s users. We want to ensure that as technology moves on our services can adapt to give residents what they expect.”

Paul Eden, Senior Account Manager at Tunstall says:

“Dacorum is a progressive council that is moving into the digital age. We designed a scalable solution that gives them a pathway which means when funds become available or technology advances, they have the capacity to evolve.”

The tender included the replacement of the existing obsolete call systems with Tunstall’s Communicall Vi; a fully integrated platform that combines communication, telecare and access control. The system allows residents to live a secure and healthy life by providing access to on-site services as well as door entry and communication in the event of an alarm call. Dacorum will be rolling out new technologies at all sheltered housing schemes, which are a mixture of bungalows and single-block flats.
Take a look at all our latest case studies, evidence documents and brochures at uk.tunstall.com

Case studies

**PegasusLife** - Connected Care and digital platforms enabling homes for life How specialist developer PegasusLife has worked together with Tunstall to include Connected Care solutions in its developments, helping to realise its vision of creating caring, safe and secure environments, which promote healthy living and wellbeing. uk.tunstall.com/pegasuslife

**One Housing** - Reablement - integrating NHS, telecare, care and housing How including telecare in reablement services can help to find the right balance between managing risks and enabling independence, improving patients’ recovery and delivering clinically safe services at a reduced cost. uk.tunstall.com/onehousing

**Tameside and Glossop** - Improving patient care and making efficient use of resources using telehealth How Tameside and Glossop Community Healthcare has used telehealth to improve clinical outcomes and reduce healthcare costs. uk.tunstall.com/tameside

Industry Resources

Best Practice Review A comprehensive overview of some of the most pioneering and successful Connected Care services in the UK. To download a copy visit: bit.ly/23B1zuM