

Tunstall

Enabling independent living



Transforming today,
taking care of tomorrow



About Tunstall

Our vision:
A world where people have the freedom to live their lives to the full in a place of their choice.

Over the last sixty years, Tunstall has pioneered the use of technology to enable independent living, creating the Connected Healthcare industry as we know it today, and supporting more than five million people and their families across the world. Tunstall was the first to develop alarm systems for older people, and has continued to lead the market ever since, remaining at the forefront of developments such as telecare and telehealth, right up to the present day where we are harnessing the power of digital technology.

We blend British design and manufacturing with externally sourced innovation to create a cost effective portfolio of services, underpinned by our global experience of enhancing care in the home for people in more than fifty countries. As the digital opportunity accelerates the speed of change, we continue to work in partnership with our customers to develop more ground-breaking, life-changing solutions.

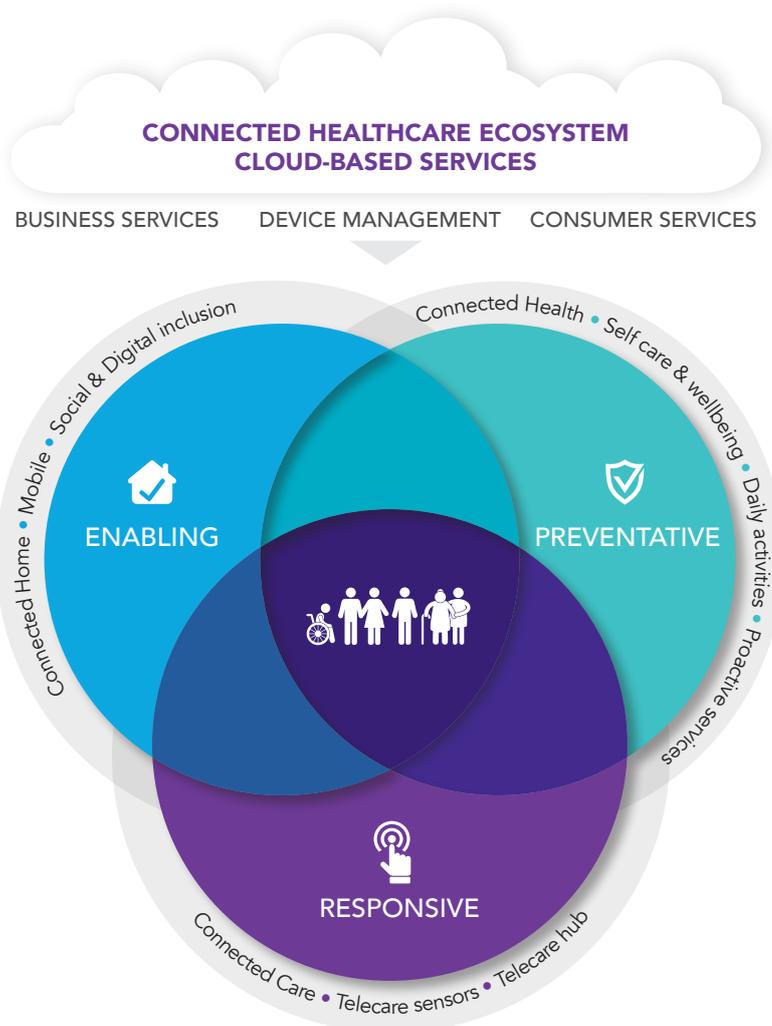
Connected Healthcare

Tunstall Healthcare offers a range of Connected Healthcare solutions designed to help older people and those with long term needs to live more independently, and with an improved quality of life. We have pioneered the use of technology to enable new models of care, working in partnership with our customers to manage demand and improve outcomes across the health, housing and social care landscape. The latest generation of digital technologies opens up a new world of possibilities for the provision of health and care, changing lives and transforming services.

Our focus is on developing solutions that enable the delivery of efficient, preventative and coordinated care in the community. As these solutions become increasingly digital and cloud-based, they are creating a more connected and intelligent world that can:

- monitor health, safety and wellbeing
- empower and enable as well as safeguard and support
- increase confidence and encourage mobility
- improve quality of life
- dramatically increase the choices available to enable people to thrive in their own homes as they age
- enable people to self-help without the need for statutory services
- make it easier for formal and informal carers to support independence and provide the right level of care

As the world moves towards an ever more digital future, Tunstall aims to lead the change by realising the potential of technology to bring patients, users, social care, healthcare and housing providers closer, significantly enhancing the cost-effectiveness and quality of care provided in the home.



Solutions for social care

Our Connected Care solutions have been designed to support a wide range of people, including older people, people at risk of falls, people with limited mobility, people with learning disabilities, people with dementia and people with conditions such as epilepsy.

Connected Care services combine a range of unobtrusive alarms and sensors which detect events such as smoke, gas or a person falling, with a 24 hour response centre. Should a sensor be activated, either automatically or by the user, an alert will be immediately received at the monitoring centre where the operator will contact family members, response teams or the emergency services to provide help. This rapid response minimises the consequences of events, and provides reassurance to users and their families that risks are being managed effectively. The systems can also monitor changes in daily activity over time, providing proactive support based on individual behaviour and aiding effective care planning. Mobile solutions can be used to support people away from home, and tailored technology is available which promotes social inclusion, enabling people to feel part of their communities.

Connected Care provides efficient, 24 hour safeguarding, which provides a platform for the right amount of care to be delivered at the right time. This coordinated approach reduces demand on care providers and improves the individual's quality of life as people stay where they want to be, in their own home. Because the service is easy to access and simple to install it can be signposted as part of a range of support options, including for those not receiving statutory services.

Services including Connected Care take an asset-based approach, empowering individuals to maintain their independence and reduce reliance on home care, and supporting the transition from traditional care delivery to a new culture of self-management.

The latest evolution of Tunstall Connected Care is underpinned by the digital technology, providing data and insight to enable more personalised services and predictive solutions. They enable services across health, housing and social care to become more integrated, delivering greater efficiencies and better outcomes. As technology advances, services continue to expand, bringing the possibilities presented by the Internet of Things into the homes of people with long-term care needs.

Approximately **30%** of people use some form of **local authority funded social care** in the last year of life.



Falls are the largest cause of emergency hospital admissions for older people; **4,984 people** aged **65+** died from **having a fall** in 2016.



421,557

There were **421,557** delayed discharge days attributable to a **lack of social care** in place (England, 2014/15).



There has been a **£160m** cut in total **spending on older people's social care** since 2010/11.

Solutions for health

Connected Health is a model for the delivery of healthcare that includes technology in pathways to help make more efficient use of resources, by enabling healthcare to be provided in the community and empowering patients to take an active role in managing their own health.

As demands continue to rise due to the increasing number of people with chronic and complex conditions such as COPD, heart disease and diabetes, new ways of working must be found in order to deliver care that is safe and efficient, while reducing reliance on hospital and institutional based care.

As well as enabling people to remain safe at home, Tunstall's solutions also help people to become more knowledgeable about their condition and the effects of their behaviours. Connected Health enables the remote capture of vital signs and symptoms by patients in their own home utilising technology including apps and mobile devices. Results out of the parameters set for that patient will raise an alert on the system, and information is reviewed remotely by clinicians, reducing the number of face-to-face interactions required and providing valuable insight into trends over time. Exacerbations can be detected at an earlier stage, avoiding more complex interventions and reducing the need for home visits, GP appointments and hospital admissions. This aids caseload management and helps care to be targeted where it is needed most, reducing cost, improving outcomes and enhancing the patient experience.

We have a range of tools and resources available to support the redesign of services, including dedicated project management and specialist software, and

Hospital admissions in England rose to record levels during 2015/16, with 16.2m admissions, up from 12.7m ten years ago. **Patients aged 65 to 69** made up the single largest group of patients, with some 1.3m admissions.¹



The number of hospital beds in England has more than halved over the last three decades, from 297,364 in 1987/88 to 130,404.²



our solutions include secure integration into GP systems. Devices such as tablets and peripherals can be provisioned, and/or patients can use their own devices, such as glucometers and smart phones.

Connected Health services can be configured according to local and national commissioning priorities, including elements such as:

- Clinical Triage Monitoring Service
- Track and Trend Monitoring Service
- Family Carer and Support/Service Solutions
- Supported Self Care Services/Solutions
- E-Consultation Solutions
- Digital Pathway Design Service
- Online GP Service
- Data Analytics Service
- Education, Coaching and Consultancy and Training Services

¹<https://digital.nhs.uk/article/943/Hospital-admissions-hit-record-high-as-population-ages>. ² <http://www.bbc.co.uk/news/health-38302731>.

Solutions for housing

Tunstall's Connected Healthcare solutions can be tailored to suit the full spectrum of housing options, from general needs, to supported and sheltered housing, extra care, retirement developments and care homes. The aim is to balance independence with reassurance, and provide tailored support which meets individuals' needs, now and in the future.

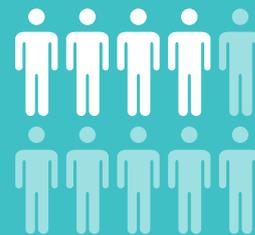
By providing 24 hour access to assistance, either by manual or automatic activation of sensors, Connected Care makes it possible for people to remain in their own homes and communities for longer. It provides an efficient platform for other services to be delivered according to individual need, minimising the consequences of events such as falls by enabling a rapid response, and reducing admissions to hospital and residential care. Mobile solutions can support people at risk of falling or with early dementia to continue to remain active by managing risks away from home.

In retirement housing, technology can offer social inclusion and access control, with option to expand the system to include telecare or telehealth should needs change over time, making homes for life a reality. Technology can also enable the effective deployment of staff, by removing the need for 'just in case' checks and waking night staff.

Our latest generation of digital solutions includes Communicall Vi IP, which enables advanced communication as well as providing a future proof platform for the delivery of a wide range of services. Stylish, contemporary touchscreen IP phones in each dwelling can be used to make free on-site calls to other residents and on-site services, as well as providing video door entry and speech communication in the event of an alarm call. The systems also support pendants and a wide range of telecare devices which can be configured on a

resident by resident basis, managing individual risks and enabling independence and freedom according to the user's ability and wishes. Communicall Vi IP's digital infrastructure enables ultra-fast alarm reporting and multiple alarm calls to be managed at the same time, and the system has the capability to evolve as technology advances, ensuring that providers' investment will work for residents today and for many years into the future.

The number of people aged **65+** is projected to rise by over **40%** in the next **17 years** to over **16 million**.¹



25% of over 60s would be interested in buying a retirement property – equating to **3.5 million** people nationally.¹

Nearly **6 million** households are headed by a person aged **65 or over** in England, expected to **increase to over 7 million by 2021**.¹



¹Later Life in the UK, Age UK, January 2018.

Service transformation



Connected Healthcare services and solutions such as telecare and telehealth can enable more people to be supported at home, helping to delay or avoid the need for more costly interventions. However, to be most effective, such technologies need to be embedded into provision, and form part of mainstream service delivery.

Tunstall has a range of support services which can be combined to provide a structure for transforming healthcare provision, helping to integrate support and reduce future costs by shifting the focus to prevention and self-care using technology as an enabler.

We work in collaboration with customers to understand their particular challenges and develop a strategy to address them, using Connected

Healthcare solutions to underpin system redesign and culture change. The approach is modular, meaning customers can choose support with specific areas or to partner with Tunstall for the whole service.

With years of experience working across the health, housing and social care landscape around the world, Tunstall is uniquely placed to help its customers redesign their services, maximising the potential of Connected Care and Connected Health to support the delivery of integrated, efficient care and support which improves outcomes for users. This experience, along with our significant ongoing investment in Innovation and Development, ensures that we have the expertise and resources to help our customers navigate the digital evolution, and provide a futureproof infrastructure to meet market challenges and service user needs.

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