



## **Connected Care**

Delivering innovative solutions to support future social and residential care needs.

# Revolutionising Connected Care

Since 1957, Tunstall Healthcare has pioneered the use of connected technology to improve positive care outcomes in independent and group living environments.

## The facts:

**71k** more care home beds needed in the UK by 2025.<sup>1</sup>

**75m** people worldwide will be living with dementia by 2030.<sup>2</sup>

**6m** extra years of care will be required by Australia by 2050.<sup>3</sup>

**By adopting a technology-driven, patient-centred approach, it is possible to:**

- Support individuals seamlessly throughout their care journey
- Reduce pressure on social, residential and healthcare systems through more efficient, effective delivery
- Explore new individual-focused models of care which connect health, care and social sectors

<sup>1</sup>Is late-life dependency increasing or not? A comparison of the Cognitive Function and Ageing Studies (CFAS); The Lancet (2017).

<sup>2</sup>World Alzheimer Report 2015: The Global Impact of Dementia (2015).

<sup>3</sup>Demand vs. Supply: Australia's Aged Care Puzzle (2014).

# Delivering care differently

At Tunstall, our vision is to empower people through connected, preventative and proactive care to continue to live as independently, healthily and securely as they can.

## People-centred care to meet growing demands

As care demands continue to rise, we are constantly developing new Connected Care solutions. These reduce reliance on healthcare visits and institutional care – and are safe, secure and efficient.

## What can our Connected Care solutions do?

- Deliver greater unity to the health, care and housing sectors through new models of care
- Enable more proactive and preventative approaches
- Embrace new technology opportunities and accelerate data-enabled innovations

In the UK, delaying entry into care institutions by an average of 12 weeks per person would release circa 6 million hospital bed days and save nearly £0.5billion.<sup>4</sup>

**50%**

**of over-65s in the UK have a social media profile**

**58%**

**of Australians aged 80+ regularly access the internet**

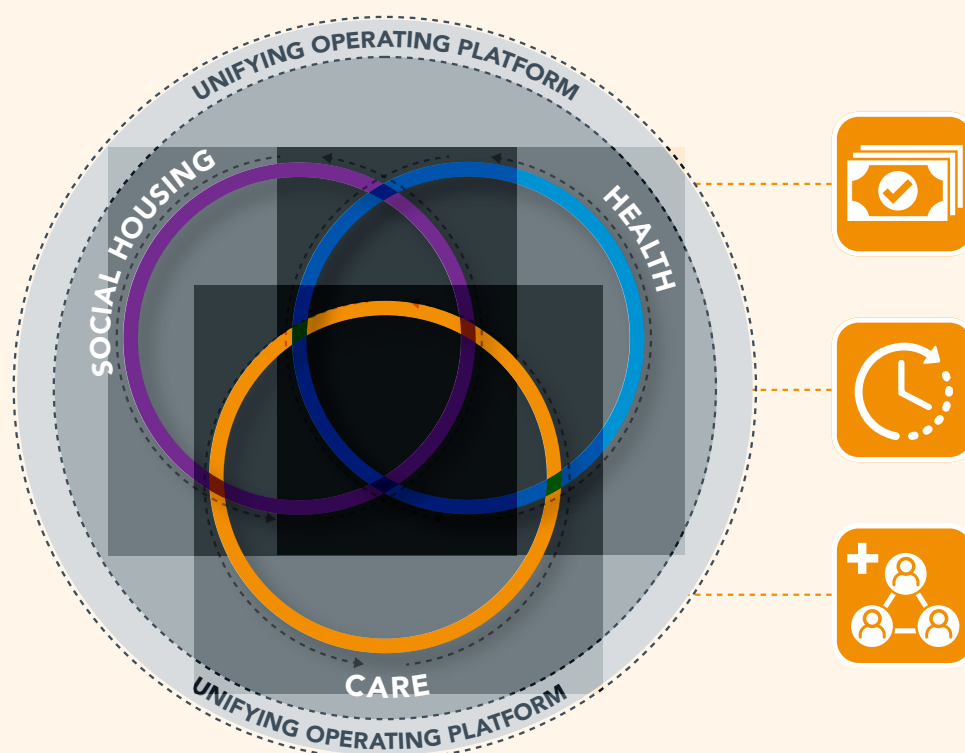
**25%**

**of over-75s have a tablet device**

<sup>4</sup> Tunstall NHS £1 Billion Demand Case Study.

# Seamlessly connecting cycles of care

Tunstall continually works within housing, health and social care, providing Connected Services which enable cost, time and resource efficiencies.



## Empowering person-centred care worldwide

Our global footprint ensures that our Connected Care solutions are at the forefront of the world's best practice.

We take the complex challenges people face every day, and solve them through person-centred technology.

## Transforming Care & Health delivery with Connected Services

Delivering effective care in a changing world is a complex and growing challenge. We continuously engage with providers and users to optimise solutions through tailored technology, platforms and services.

At the core of our offer is our market leading software portfolio. From our 15 global response centres, we provide highly trained teams to manage end-to-end care delivery. For a growing number of customers, we also provide social care teams and first responder services to deliver face-to-face care.

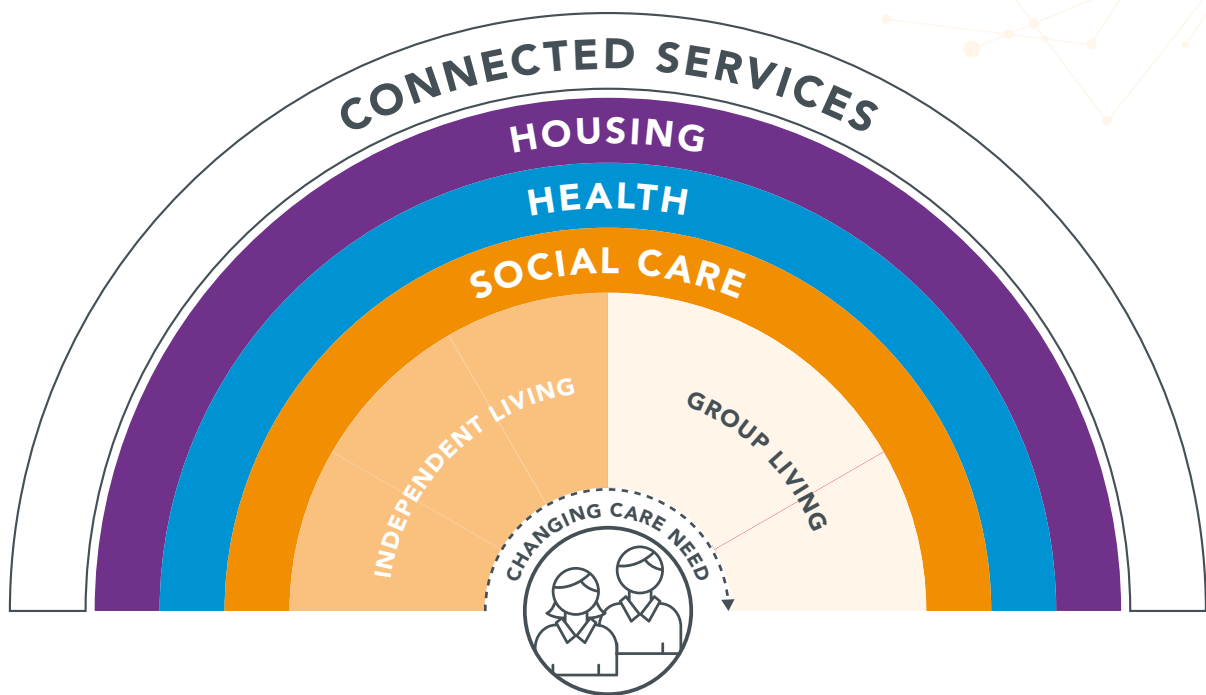


# Common challenges in Connected Care

Throughout each stage of their lives people's needs change depending on their unique circumstances.

Tunstall's Connected Care solutions operate on one cohesive digital platform, enabling better cross-disciplinary care, enhanced reporting and preventative healthcare services.

## The Care Continuum



We connect cycles of care throughout the Care Continuum to:

- Provide appropriate solutions for independent living through to group living, residential or hospital care
- Improve safety of individuals and staff
- Keep patients out of hospital for as long as possible
- Improve quality and efficiency of care
- Reduce costs and save time
- Enable proactive and preventative approaches to care
- Integrate into wider, interconnected cycles of healthcare and housing



# Independent Living Solutions

Our Independent Living Solutions support people to live rich, independent lives at home for as long as possible. Our portfolio includes a range of wearable technology, sensors, home hubs and software.

## Systematic solutions to common challenges

Innovative Tunstall ecosystems such as Lifeline and Careline enable remote environmental and personal monitoring within the home.

Tunstall's latest IP home unit, Smart Hub, opens a new world of possibilities for the provision of care in the home.



A complete 'Connected Care' monitoring and alarm system for the home



Cloud-based management enabling Over the Air (OTA) remote upgrades and device management



Intelligent sensors around the home, connected directly to monitoring centres



Multi network connectivity via cellular and Ethernet and back-up protocols



Connections to a range of supporting services, like our wellbeing app for friends and family

**Our solutions provide real time, remote management and future-proof connectivity.**

## Key benefits of Connected Care for Independent Living include:

### Efficient remote management

Smart Hubs are registered, configured and updated remotely, minimising disruption for the user and reducing costs and the need for maintenance visits.

### Versatile Tunstall connectivity

Low cost tariffs with fully inclusive voice minutes and data; OTA firmware download data is included. Fully roaming, non-steered SIM for optimum connectivity.

### Real-time data access

The DMP can extract and report on relevant performance analytics for all linked devices from the Smart Hub, giving service providers real time access to vital data.

### Advanced sensor integration

The Smart Hub retains core Lifeline functionality by connecting to Tunstall's existing range of care sensors.

### 24/7 reassurance

Round the clock monitoring, linking service users with immediate assistance from anywhere in their home.

### Robust and reliable

Heartbeat checking provides continuous and monitoring of Smart Hubs in use, ensuring they are active and connected to mains power. Extended battery backup to protect users in the event of an outage.

### Designed to evolve

Built on an OTA enabled platform, new services are easily and quickly introduced as they are developed. This includes smart phone apps which allow family, friends and professional carers to monitor the users' wellbeing 24/7.





# Group Living Solutions

Our Group Living solutions empower residents in a range of settings to live safer, more fulfilled lives.



# Retirement & Supported Living

Based on our industry-leading Communicall architecture, we help users maintain their independence while supporting active, enriched lifestyles in a shared environment.



A standards-compliant, resilient IP architecture for peace of mind around life-critical alarm handling



Constantly evolving connected home capability – including video access control



Handy concierge assistance like secure simple messaging, photo sharing and monitored access



Industry-leading health and wellbeing services that help homeowners get the most from their lifestyle



Simple connectivity via WiFi and VoIP telephony

## Positive outcomes:

- User empowerment and self-care
- Adaptable monitoring and additional services tailored to individual needs
- Reduced primary and secondary care calls
- Prolonged escalation of increased care needs

# Residential & Nursing Care

We support over 60,000 users across Europe in a variety of long-term care environments. Our proactive, insightful and flexible systems are tailored to the unique demands of residential care, such as dementia.



An advanced wireless IP architecture for maximum connectivity and simplicity



Accurate on-site location management for staff and residents, optimising care delivery



Geofencing and wander management to ensure the safety of disoriented users



Automated access management and support per user



Detailed care planning and carer management via intuitive interfaces

## Positive outcomes:

- Delivering high-quality, flexible and responsive care for users with complex needs in 24/7 staffed facilities
- Reduced administrative costs
- Improved efficiency
- Improved staff and patient experience





# Hospital Care

Our clinical care systems help hospitals and large-scale facilities deliver highly responsive care to maximise patient safety.



A highly resilient architecture for the unique demands of hospital care



Modern look and feel across a range of specially-designed peripherals



Fully scalable for the demands of large modern hospitals with 1,000+ beds and multiple sites



Contemporary solutions for patient entertainment, multimedia and connectivity



Detailed care planning and carer management via intuitive interfaces

## Positive outcomes:

- Delivering high-quality, flexible and responsive care for users with complex needs in clinical acute care environments
- Reduced administrative costs and improved efficiency
- Improved staff and patient experience, with clear visibility, accountability and processes
- Robust and dependable in the most life-critical situations



# Connected Services

Tunstall is leading the way in developing a proactive and preventative health service, which delivers cost, time and resources efficiencies.

Our ability to provide a complete connected solution to a specific challenge, rather than just the technology, is what sets us apart.

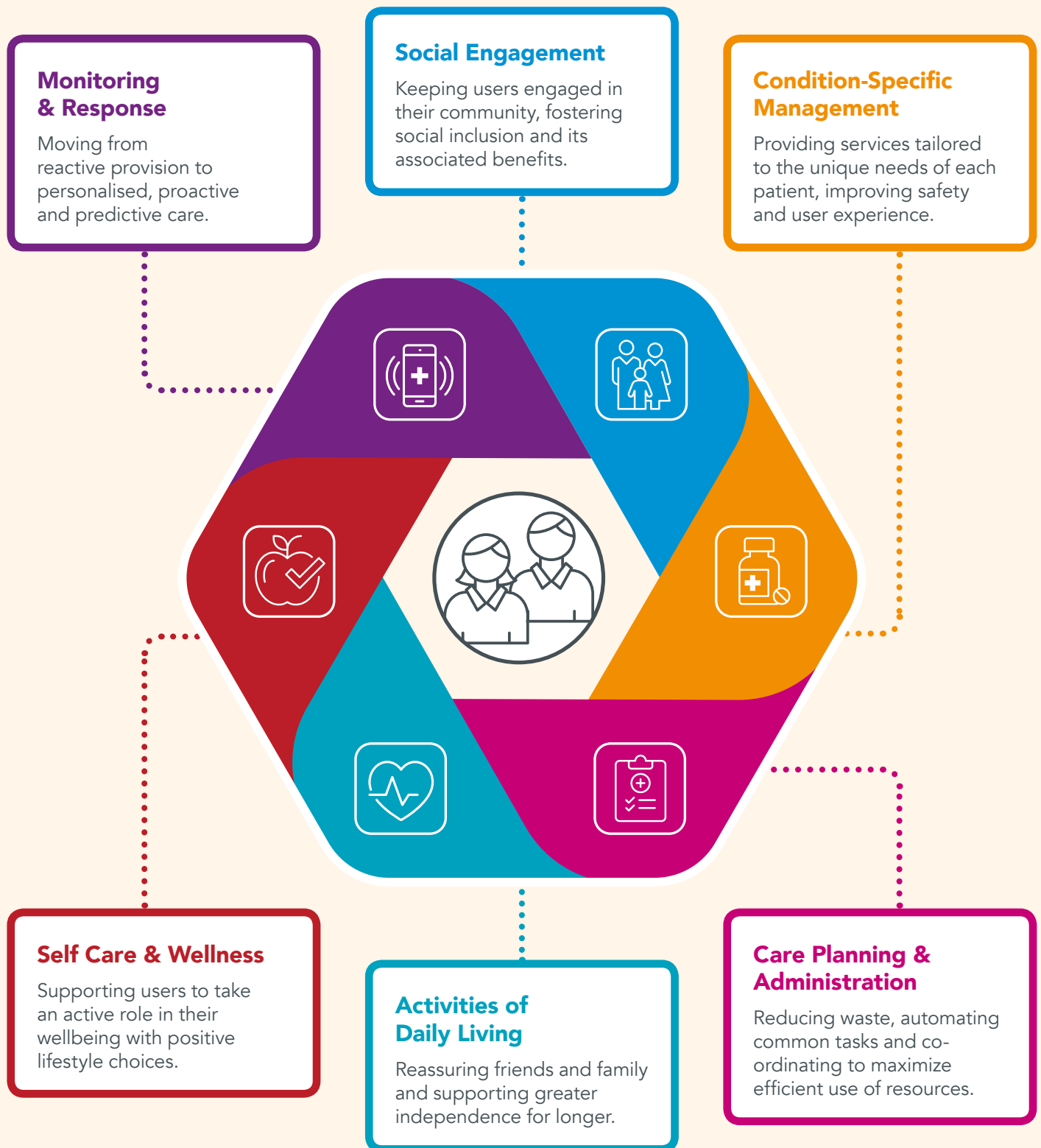
Either with our own devices or platforms or working with third party technology, we provide connected, service based solutions to solve complex user needs.

We offer 24 hour support to individuals with a variety of needs. At the core of our offer is our market leading software portfolio, which can be delivered as a SaaS enabled platform through to fully outsourced service model.

From 15 global response centres, we provide highly trained teams to manage end to end care delivery.



# Ongoing developments in Connected Care



# Connected Care in practice

## Independent Living

### Challenge

- To create a preventative approach across care sectors that were a public-private collaboration.
- To use technology and continuous improvement to create an international reference point for excellence in teleassistance delivery.
- To provide Barcelona's Local Teleassistance Service (SLT) to 67,000 people with a range of connected support services.

### Solution

The Tunstall Televida Teleassistance Service combines telecare monitoring and response. It co-ordinates social care and third party services to deliver proactive outbound contact from monitoring centres.



### Positive outcomes



**250,000** service users across Spain



**16 million calls** handled across 8 centres



**Preventative approach** with outbound calls and rapid response



Co-ordinated across **multiple stakeholders**



**Reduced A&E visits** and ambulance call outs



**Delayed admissions** to residential care

Tunstall Televida, Spain

"The success of the public-private partnership is due to the relationship we have with Tunstall Televida. They understand our logic, we understand theirs and we work in partnership together."

**Josep Antoni Dominguez**  
Head of Support Services to Social Programmes, Barcelona Provincial Council





“This investment will change the lives of more than 200 older people, helping them to feel safe and secure, and more independent. It will also enable them to connect with their friends and family, and participate in an increasingly digital world.”

**Amanda Yellowley**  
Operations Director,  
Loreburn Housing Association

Loreburn Housing Association, Scotland

## Group Living

### Challenge

Loreburn Housing Association manages over 2,500 homes in Scotland. They already have a strategic focus on using technology to improve resident services and outcomes. Their aim was to deliver resilient, flexible and future-proof support to their residents.

### Solution

Tunstall put in place an industry-leading Communicall Vi IP system, which provides digitally-enabled alarm handling and a platform for additional support services. We also deliver health education through myMobile and a 24/7 managed support service.



### Positive outcomes



**2,500** homes in Scotland



**24/7** managed support



Integrated with **supporting apps and services**



Co-ordinated across **multiple stakeholders**



**WiFi** in each development



**Adaptable telecare** for each individual


# Connected Care

We deliver patient-centric solutions that empower users, their families and the multidisciplinary teams that provide professional health and social care.

Combining people, technology and data, we provide the most appropriate and cost-effective levels of care.

Tunstall harnesses the power of digital technology to deliver Connected Care solutions fit for the future.

For more information about how Tunstall can help deliver Connected Care services and realise cost savings, now and in the future, **visit [www.tunstall.com](http://www.tunstall.com)**.

The Tunstall logo consists of the word "Tunstall" in a white, bold, sans-serif font, centered within a red rounded rectangular background.A decorative network diagram at the bottom of the page, featuring a complex web of thin, light-colored lines connecting various circular nodes of different sizes, creating a sense of interconnectedness.

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