

Tunstall Healthcare responds to Matt Hancock's call out for tech support during COVID-19

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Tunstall Healthcare has stepped forward following Government advice to self-isolate and Matt Hancock's challenge^[1] to the technology sector to innovatively support the country through current, unprecedented times.

The UK-based pioneering software, hardware and services company has developed three propositions to respond to the current COVID-19 emergency and bolster contingency plans for similar scenarios in the future; Tunstall Response, Tunstall Connect and Tunstall Integrated Care Platform.

Tunstall's primary propositions during the COVID-19 outbreak either support individuals in the care system directly, or provide solutions for NHS, Local Authorities and Housing Associations.

Gavin Bashar, MD of Tunstall Healthcare, said: "The Tunstall Response proactive call service utilises our existing community alarm service, which enables older and vulnerable people throughout the UK to easily get help in an emergency, using a home unit and worn pendant which connects them to a 24 hour response centre.

"Through regular outbound calls, operators can check in, offer advice and appropriately escalate any deterioration in wellbeing to other service providers, particularly where people are in self-isolation or at high risk from COVID-19. We're also introducing a smart device app, Tunstall Connect, that can enable Tunstall Response to keep in touch with vulnerable people who are self-isolating, without the need for a traditional community alarm system."

The Tunstall Integrated Care Platform enables sophisticated remote health monitoring. Patients download an app which allows them to record vital signs readings and answer health questionnaires at home. Clinicians can then remotely review the data via an online portal, using a colour coded dashboard to identify the patients most in need of intervention. This solution is proven to support management of chronic illness, and can provide support for patients recently discharged from hospital. Tunstall has also recently introduced specific COVID-19 and self-isolation questionnaires to support clinicians during the current crisis.

Gavin continues: "We're also introducing advanced services to assist Local Authorities to run their standard community alarm services, that may be experiencing challenges due to COVID-19, such as limited staff due to self-isolation, or limited provisions for staff to work from home or due to staff contracting the virus itself, resulting in decreased capacity at a time of high demand."

Healthcare technology from Tunstall Healthcare can greatly reduce the pressure on the NHS by enabling and supporting social care providers, healthcare services, retirement living providers and also nursing and care organisations. Tunstall's Connected Care and Health solutions have been developed to support vulnerable people at home, reducing the impact of self-isolation and social distancing by enabling proactive care, allowing people to easily get the help they need in an emergency and supporting the capacity of Local Authority community alarm monitoring centres.

Gavin concludes: "Technology solutions can play a vital role in helping to address the impact of COVID-19, such as the detrimental effect to the mental and physical health of individuals and can also ensure vulnerable members of society feel cared for. This can be delivered by supporting people remotely, including those who are at high-risk, people self-isolating for long periods and those with limited support networks.

"As COVID-19 presents the worst public health crisis for a generation, technology can help to address some of the immediate challenges presented by the current emergency. Technology enabled care solutions can also provide a robust platform for future health and care delivery, connecting people to enable more proactive and preventative care and, ensure a sustainable and scalable network is in place should we ever have to face such a crisis again."

Tunstall has worked with social care providers, healthcare services, retirement living providers, and nursing and care organisations for more than 60 years, improving the lives of millions of people around the world, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

^[1]"Staying at home and avoiding contact with others will be absolutely necessary in reducing the spread of this virus and ultimately it will save lives. However, we know isolation is not easy – especially for older people, those who live alone, have mental health problems or those who care for others. If people cannot leave the house, we need to quickly find ways to bring support to them and today I am calling on the strength of our innovative technology sector to take on this challenge." Matt Hancock, 23 March 2020