

Loneliness and social exclusion

Connected Healthcare Solutions



Key information for health, housing and
social care professionals and carers

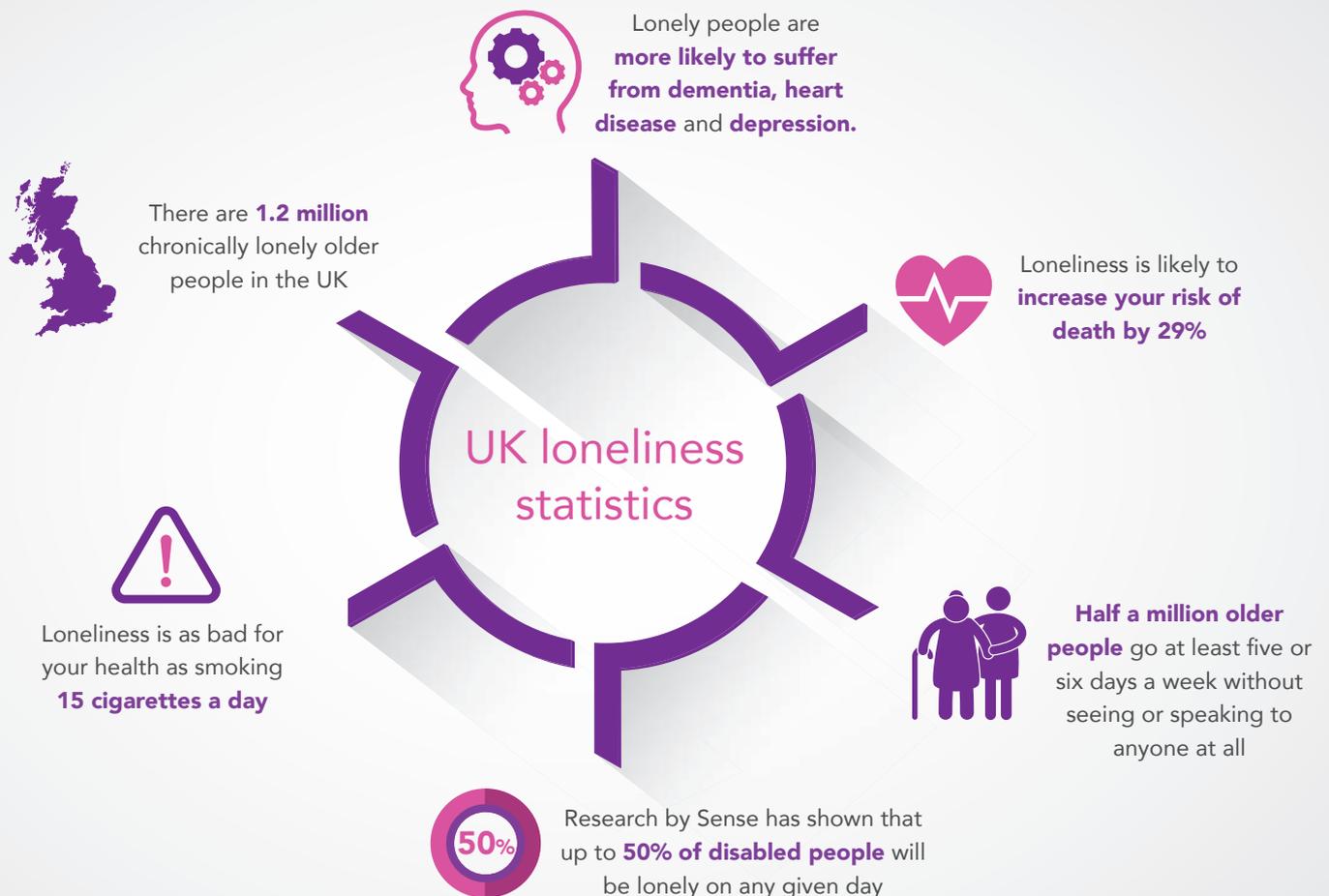
Introduction

There is growing recognition of the scale of loneliness in the UK and its negative impact on health and wellbeing, as evidenced by the creation in 2018 of the role of 'Minister for Loneliness'.

Technology has a key role to play in addressing the challenges associated with social isolation. It can help to manage some of the risks that can be associated with older people living alone, automatically raising an alert in the event of a crisis such as a fire, fall or flood. It also offers a source of 24 hour support and reassurance, with friendly, trained operators at specialist monitoring centres available to answer a call should an individual feel frightened or unwell. In group living environments,

technology can connect people to other residents, staff, family and friends and the wider community, as well as to internet sites which may interest them.

With public sector funding under increasing pressure, it is more important than ever that we realise the potential of enabling technologies to make a significant and positive difference to the lives of people experiencing loneliness, and help our health, housing and social care systems to support their needs effectively. This document outlines some of the ways technology can contribute to improving the everyday lives of people who feel isolated, and reduce demand for statutory services by improving health and wellbeing.



What is Connected Care?

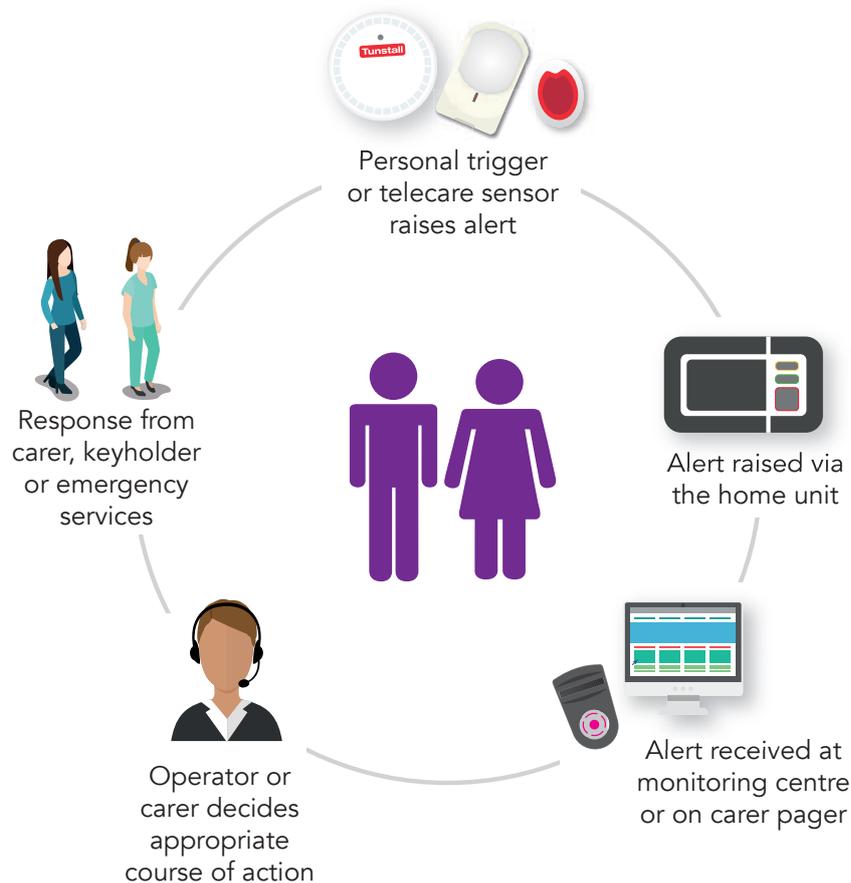
Tunstall's Connected Care solutions use advanced technology to support a wide range of people, including older people, people at risk of falls, people with limited mobility, people with learning disabilities, people with dementia, people with epilepsy and those who are socially isolated.

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.

Alerts can also be received by carers on a handset, in individual homes or grouped living environments, with a fall back to the monitoring centre if needed.

Connected Care provides efficient, 24-hour support, giving a platform for the right amount of care to be delivered at the right time, and connects stakeholders to enable integrated care. Systems can also be configured to monitor changes in daily activity over time, aiding effective care planning and highlighting any deterioration in wellbeing at an early stage.

The latest evolution of Tunstall Connected Care is underpinned by the digital technology. Our Cognitive Care model will use data-driven insights to not just react to events, but predict and even prevent them, transforming the way health and social care is delivered.



Examples of technology in use and further details on the types of products developed by Tunstall are detailed in the following pages of this brochure.

Solutions

Communicall Vi IP

Our latest generation of digital group living 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 hubs in each dwelling provide 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.

Each user's hub can be used to make free onsite video and telephone calls to other residents and onsite services, and can act as a WiFi hotspot, enabling residents to use their own devices to go online. The system has the capability to evolve over time to support new technologies such as apps to support wellbeing and social inclusion.



Case Studies

Teleassistance in Spain

Tunstall supports more than 320,000 people who are older and/or have long-term care needs in Spain with a range of support including teleassistance. The Tunstall teleassistance service combines telecare monitoring and response, coordinates social care and third party services and delivers proactive outbound contact from monitoring centres. Teleassistance aims to provide continued contact and proactive support to help people who may be potentially isolated feel more integrated and supported, enabling them to remain independent for as long as possible by identifying any issues before they require an emergency response.

60% of calls are outbound, with operators proactively calling service users on a regular basis to check on their wellbeing, remind them of appointments, prompt them to take medication, confirm medication has been delivered or wish them a happy birthday.



Teleassistance takes a tiered approach. Preventative, proactive support is given to more independent service users, and vulnerable or at risk service users receive increased levels of support according to their need. Care services are prioritised and coordinated to ensure resources are used effectively and focused on the areas where they will deliver the best outcomes. A study of the impact of the service on 500 people who had used it for six months found 92.3% 'decreased loneliness' and 78% 'improved ability to live alone'.

Vincles

Vincles, which means "social ties" in Catalan, is an app-based service designed to strengthen and expand older people's personal and social networks. Managed and delivered by Tunstall, Vincles is a social innovation aimed at people over 65 who have a feeling of unwanted loneliness, whose objective is to strengthen the relationships of older people, both with their family and friends and with people in their neighbourhood. Referrals can be received from health and social care professionals, from the teleassistance service or from individuals who wish to use the service.

Participants use an app on a digital tablet, which allows them to make voice or video calls, and send messages and photographs. They also have access to a calendar, where they can record social events and appointments. Regular meetings and activities are also organised, with Tunstall staff using the calendar to invite members. The project takes a strengths-based approach, focusing on the individual's abilities rather than any illness or disability, and giving them the skills to try new things.

Vincles currently has more than 500 active users in Barcelona, and the service plans to become citywide, reaching more than 30,000 people, or 10 percent, of the city's seniors who are living alone by 2020.



About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for over 60 years. Its pioneering software, hardware and services enable new delivery models which can transform community-based health and social care, and enable people to live independently and with an improved quality of life.

Tunstall's Connected Care and Health solutions are underpinned by IP enabled platforms and infrastructure, supporting the innovative use of technology including IoT, SaaS and cellular communications. It offers an end-to-end solution,

including training and consultancy, service and maintenance, and monitoring services which make more proactive and personalised models of care possible, and focus health and care teams where they are most required.

Tunstall works with social care providers, healthcare services, retirement living providers, and nursing and care organisations in 38 countries, improving the lives of millions of people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

Photos in this document have been posed by models in some cases and names may have been changed to protect individuals' privacy.

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