



COVID-19

Our Response and Solutions

The COVID-19 pandemic has been described as the worst public health crisis for a generation and has presented a number of unique challenges to the health and social care systems. While the NHS strives to free up inpatient and critical care capacity to prepare for the increased number of COVID-19 patients requiring respiratory support, Local Authorities, Housing Associations and other service providers are facing the combined issues of supporting increased numbers of isolated older individuals with a potentially reduced workforce.

For further resources
and latest updates, visit
www.tunstall.co.uk/coronavirus

The Challenging Situation



Challenges - Individuals

- An estimated 1.5 million people deemed to be at high risk from COVID-19 have been asked to self-isolate for at least 12 weeks¹
 - Strict social distancing measures have been mandated by the UK Government for all age groups, including the over 70s²
 - Lacking social connections is comparable to smoking 15 cigarettes a day, and has worse health outcomes than risk factors such as obesity and physical inactivity³
 - Loneliness increases the likelihood of mortality by 26% in older people³
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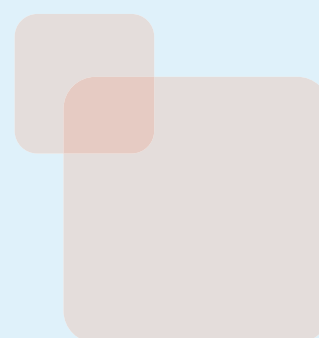
Challenges - Monitoring Centres

- Reduced workforce due to sickness and reduction of onsite staff to comply with social distancing guidelines
 - Maintaining service for existing users who may require additional support during the 12 week recommended social isolation period
 - Increased demands on services associated with protecting the shielded population
 - Need for solutions that enable remote working due to social distancing requirements
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Challenges - NHS

- NHS England must free up a minimum of 30,000 general and acute beds to meet projected demand⁴
- All inpatients who are medically fit must be discharged to free up an estimated 15,000 beds in England alone⁴
- GP, diagnostic and outpatient appointments for older and vulnerable individuals should be delivered via remote consultations using video, telephone, email and text messages⁴





Our solutions

Tunstall's Connected Care and Health solutions can form an effective part of the response to the COVID-19 outbreak, helping to monitor and support people at home, reduce pressure on the NHS, provide more preventative and proactive care, reduce social isolation and respond to emergencies.



Solutions - Individuals

- Wellbeing Call Service proactively provides support for current telecare users who may be experiencing social isolation
 - Tunstall Connect enables individuals without traditional telecare provision to access Wellbeing Calls to help alleviate social isolation
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Solutions - Monitoring Centres

- Configuring PNC to enable remote working for business continuity
 - Temporary Managed Services via Tunstall Response can provide short term peace of mind to smaller monitoring centres who may be at risk of losing staff to sickness or social isolation
 - Third Line Disaster Recovery via Tunstall Response can potentially provide an additional layer of security for PNC monitoring centres
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Solutions - NHS

- ICP triagemanager and myMobile enables clinicians to remotely monitor patients
- Risk stratification tools allows clinicians to triage patients with chronic disease or COVID-19 so those most in need are prioritised
- Supports remote management of patients recently discharged from hospital or self-isolating

Wellbeing Call Service

Offering Support for Social Isolation



Tunstall Response is able to offer a Proactive Call Service, to help Local Authorities, Housing Associations and other service providers to support vulnerable people in isolation



The service is aimed at people who already have Tunstall telecare solutions but have no next of kin, or no family or friends close by



Tunstall Response operators call residents at regular intervals (agreed with Local Authorities, Housing Associations and other service providers) to check on their wellbeing and offer advice/signposting to other services as required



Service users can press the button on their Lifeline home unit or on their pendant in the event of an emergency and be connected to Tunstall Response 24 hours a day



Tunstall Response can also offer a general remote wellbeing monitoring service through ICP triagemanager and myMobile to support individuals who do not require telecare services and are struggling with social isolation

This service is available for current
Tunstall Response end users



This service is suitable for individuals who are independent but who may require some level of reassurance, help and support

Tunstall Connect

Tunstall Connect offers Local Authorities, Housing Associations and other service providers to rapidly deploy a solution to large numbers of people at risk of social isolation via their own smart phones.

- ✓ Tunstall Connect is a smart device app that enables Tunstall Response to schedule outbound calls to individuals, wherever they are, to check on their welfare
- ✓ Users can easily download the app to their Android or iOS device, and once activated, will enable two-way contact services with Tunstall Response
- ✓ Service users will receive a regular call from Tunstall Response to check on their welfare, which they can easily opt out of by pressing the I'm OK button in the app each day
- ✓ The app also allows service users to contact Tunstall Response direct at any time by pressing the "Make Wellbeing Call" button
- ✓ Tunstall Connect uses smart phone location services, enabling Tunstall Response to direct support to the service users location



Solutions for Monitoring Centres

Configuring PNC for Remote Working

For some PNC customers it may be possible to enable temporary remote working for call handlers. This will require Tunstall Support Engineers to conduct a technical review and GAP analysis as any potential solutions will depend on local arrangements at each customer site.

Deploying solutions may involve:



Reconfiguring existing PNC networks to allow some call handlers to work from home



Providing new hardware, and additional phone lines



Enabling call handlers to work in separate locations within their place of work thus maintaining the recommended 2 metre social distancing advice



Potentially implementing a temporary hosted environment where possible

At least one call handler should be onsite at any time to ensure the service is not wholly dependent on remote workers.

This consultation service is available to all PNC customers and Tunstall will endeavour to find a workable solution wherever possible

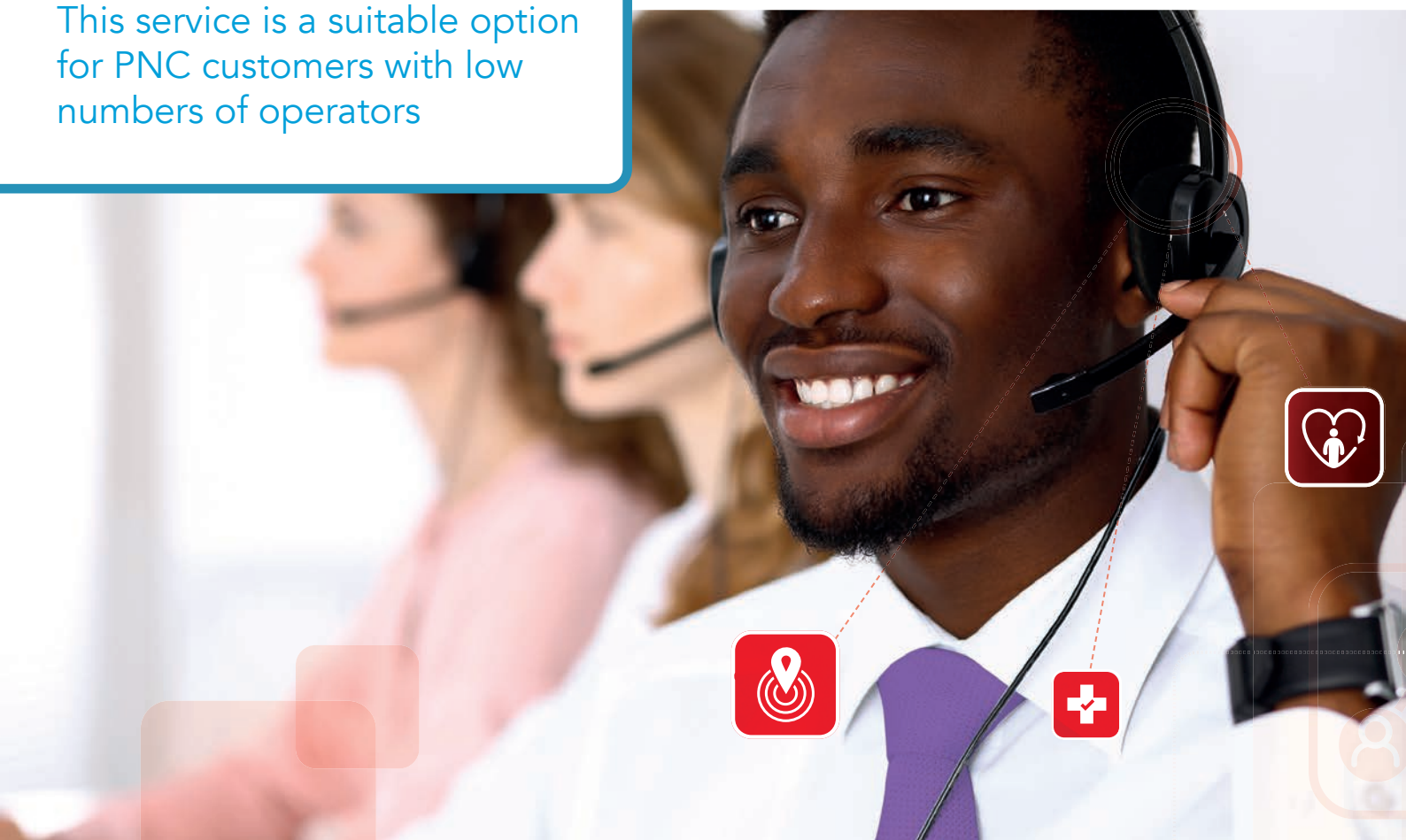
Temporary Managed Services

Monitoring centres with a small number of operators may be unable to continue offering a service if they are affected by illness or self-isolation and are unable to work remotely.

In these circumstances, Tunstall Response can offer a temporary managed service, handling all calls from individual dwellings and grouped living environments on behalf of the Local Authority, Housing Association or other service provider.

- ✓ Flexible service which is available on a 3 to 6 month basis
- ✓ Simple price per connection model
- ✓ Support from Tunstall expert team to migrate PNC database
- ✓ Experienced Tunstall call handling team can offer 24/7 monitoring using your individual organisations' protocols
- ✓ Proactive wellbeing calling can also be included in the service if required to help mitigate the effects of social isolation
- ✓ Enable redeployment of customer resources to manage challenges presented by COVID-19 outbreak

This service is a suitable option for PNC customers with low numbers of operators



Third Line Disaster Recovery Service

Whilst Disaster Recovery (DR) is an essential component of all telecare services some customers may wish to have the security of a third line DR service designed to activate in the event their own DR plan fails such as:

- ✓ Customer primary centre is closed due to a mass COVID-19 outbreak affecting the call handlers
- ✓ Customer primary data centre suffers an outage due to a technical fault and is unable to invoke their DR site due to shortage of trained staff

Tunstall Technical Engineers can develop a customer specific plan which includes:



DR service set-up (initial data transfer, database build, ongoing data replication and telephone diverts)



DR infrastructure development and deployment



24/7 call handling provided by experienced Tunstall Response call handlers

This service is available to monitoring centres using PNC7 and PNC8

ICP triagemanager and myMobile

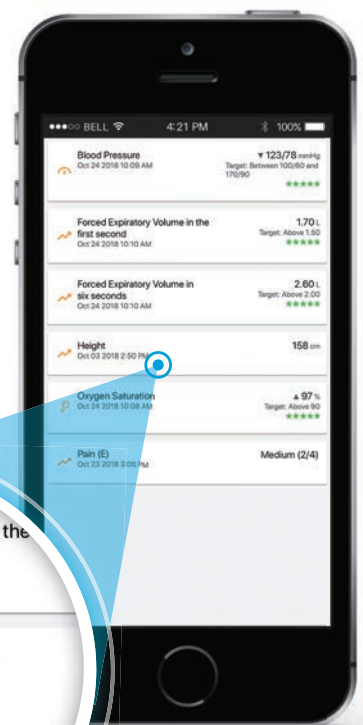
Remote monitoring of discharged, isolated and quarantined patients

Tunstall's Integrated Care Platform (ICP) is an approved, tried and tested Class 1 medical device that can enable health and care provider organisations to monitor patients and individuals remotely.

The combination of app and software enables the solution to be rapidly deployed and can support:

- ✓ Management of patients who have recently been discharged from hospital, reducing the risk of readmission during a time of increased pressure on hospital resources
- ✓ Monitoring of patients and individuals health and wellbeing who are self-isolating
- ✓ Remote working of clinical staff and service teams employing social distancing

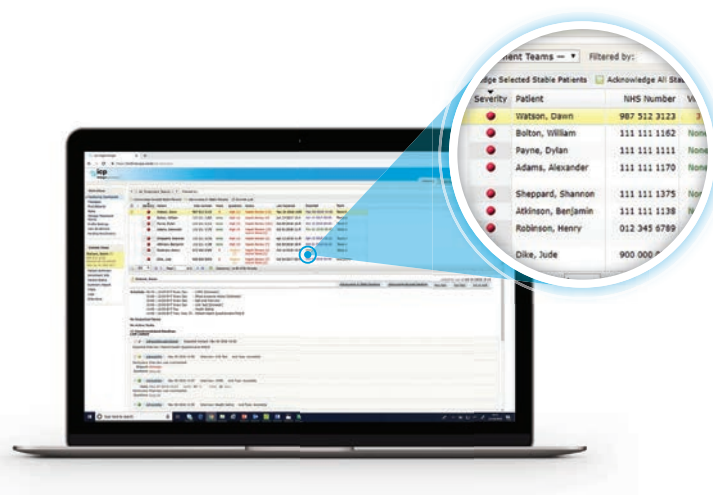
myMobile is an intuitive, end user facing app that can be downloaded onto user's Android or iOS smartphones and tablets.



ICP triagemanager is a browser based portal that enables clinicians and service teams to remotely monitor patients.

The portal allows clinicians to:

- ✓ Build questionnaires that can be published to patients via myMobile to monitor health and wellbeing parameters including vital signs
- ✓ Triage patients using a simple based traffic light prioritisation system enabling users to identify patients most in need of intervention
- ✓ Directly communicate with patients
- ✓ Provide educational content to patients
- ✓ Deploy tailored questionnaires that remotely capture and document patients health and wellbeing status day by day on the COVID-19 relevant symptoms along with potential mental health issues related to social isolation
- ✓ Utilise Tunstall approved questionnaires to monitor patients with COPD, heart failure and diabetes



The ICP triagemanager and myMobile solution is suitable for customers wishing to provide remote monitoring services for patients who:

- ✓ Have recently been discharged from hospital
- ✓ Suffer from chronic conditions such as COPD, heart failure and diabetes
- ✓ Are at risk of, or have contracted, COVID-19
- ✓ Are at risk from mental health issues caused by social isolation

myMobile and triagemanager are ideally positioned for monitoring self-isolating populations during the COVID-19 epidemic



For further information regarding any of these COVID-19 solutions please contact your local Tunstall Account Manager or email us on **hello@tunstall.com**

Here to help

We recognise that these are challenging times for all our customers and their service users. Please be assured that Tunstall is monitoring the ongoing situation very closely and continues to examine all areas of the business and supply chain to understand potential risk areas specific to COVID-19. We are in ongoing dialogue with TSA, and other industry partners, to have mitigating actions in place and are taking active steps in accordance with Government advice to protect our workforce, maintain our supply of our products and services, working with our customers to help support NHS, social care, housing providers and service users.

References

1 <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

2 <https://digital.nhs.uk/coronavirus/shielded-patient-list>

3 <https://iotuk.org.uk/wp-content/uploads/2017/04/Social-Isolation-and-Loneliness-Landscape-UK.pdf>

4 <https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/20200317-NHS-COVID-letter-FINAL.pdf>