

Retirement and supported living Technology solutions



Introduction

The UK's ageing population has resulted in unsustainable demand for housing, health and social care. Budgetary and recruitment challenges mean the solution has to lie in creating different models of care and support which are more efficient, integrated and preventative.

Technology has improved many areas of modern life, but has yet to realise its full potential in the housing sector, and related health and care services. As BT has announced its intention to complete its upgrade of the nation's phone network from analogue to IP by 2025, providers have a limited timeframe to explore the exciting opportunities presented by digital technologies, and work with a technology partner who can offer trusted, best-in-class, future proof solutions.

Tunstall has been at the forefront of technology innovation for health, housing and social care for over 60 years, pioneering solutions which empower residents in a range of settings to live safer, more fulfilled lives. We deliver hundreds of developments every year, working with our customers from initial specification through project design, delivery, installation and ongoing maintenance. We provide a single point of contact for a full portfolio of standards-compliant technology and services.

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

- Resilient IP architecture for peace of mind around life-critical alarm handling
- Constantly evolving connected home capability – including video access control
- Handy concierge assistance such as secure simple messaging, photo sharing and monitored access
- Industry-leading health and wellbeing services that help residents 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

Future proofing with a choice

The speed of technological advancement and consumer adoption continues to increase, and providers from across the housing spectrum need to consider the ways digital solutions can not only improve the quality and efficiency of the services they provide, but also deliver the homes their customers expect.

The move to a digital communications infrastructure in the UK further enables support to move from responsive to preventative and predictive, and whilst the UK accelerates its digital journey, it remains important to recognise people are also on their own digital journey, at differing speeds.

As these digital transitions continue, the Communicall Vi and Vi IP warden call systems offer providers future proofing with a choice.



Communicall Vi IP

Our Communicall Vi IP system with its IP apartment hub delivers ultra fast, compliant alarm raising in combination with digital benefits such as video calling and the integration of new apps and devices.



Communicall Vi

Communicall Vi can be installed on existing wiring or structured cabling for minimal site disruption whilst remaining future proof, operating over the upcoming IP network offering real value for money.

Communicall Vi IP

Our Communicall Vi IP system, a fully IP based system with a stylish touchscreen apartment hub, provides an exciting future proof platform for the delivery of a wide range of digital services.

The digital infrastructure, with a dedicated telecare overlay for EN50134-3 social alarm standards compliance, delivers ultra-fast alarm reporting and the ability to handle over 20 concurrent offsite alarm calls.

Supporting a wide range of telecare devices, which can be configured on a resident by resident basis, the Communicall Vi IP system also supports video door entry, resident to resident video calling and the integration of selected third party applications.



Industry leading technology

The Communicall Vi IP platform ensures providers and residents are at the forefront of technology, with continuous integration of value adding digital products and services such as Movi and Juno friends and family app.



Compliant led system

Designed with the highest compliance standards in mind, including EN50134-3, Communicall Vi IP helps give residents' care networks crucial peace of mind.



Future proof

In line with the announcement by communications providers that the UK will complete the transition to a digital network by 2025, Communicall Vi IP is an IP solution delivering the additional speed and functionality we all come to expect from digital enhancements.

High quality speech and video for clear communication between residents and staff



Social alarm standard EN50134-3 (local unit and controller) and EN50134-2 (trigger devices) compliant for peace of mind

Multiple speech channels means multiple onsite or offsite staff can simultaneously handle alarm calls, increasing efficiency

Free onsite calls (including video calling) and WiFi internet access in each dwelling to enable social inclusion

Handset for user privacy, with alarm calls via the integral speaker

IP alarm transmission programmable to the monitoring centre, enabling true end-to-end IP in preparation for a more digital future

State-of-the-art touchscreen apartment hub with clear user interface for accessibility

Door entry on the move, anywhere onsite with 2-way speech via the new Movi Device (optional extra)

'I'm OK' service using Housing Services Portal (HSP) enables prioritisation of morning calls to those who really need them

System configuration via web browser (onsite or online) for flexible management

GSM back up if IP network fails, ensuring system resilience



Communicall Vi

Communicall Vi is a social alarm standards compliant solution, providing effective delivery and management of communications, telecare, door entry and access control.

Designed to work on both the analogue and the new IP network, Communicall Vi supports a range of digital integrations making it a true digital hybrid.



Value for money

Communicall Vi is EN50134-3 social alarm standard compliant system, incorporating exciting digital integrations with high quality audio and easy to use tactile buttons.



Flexible and scalable

The Communicall Vi solution is completely scalable to suit the needs of each scheme and is designed to integrate the full Tunstall telecare range.

From the ability to provide video door entry to mobile alarm call handling, Communicall Vi is feature packed for both residents and providers.



Future proof

Available on existing wiring or new structured cabling, Communicall Vi is designed to work on the new BT 2025 IP network.

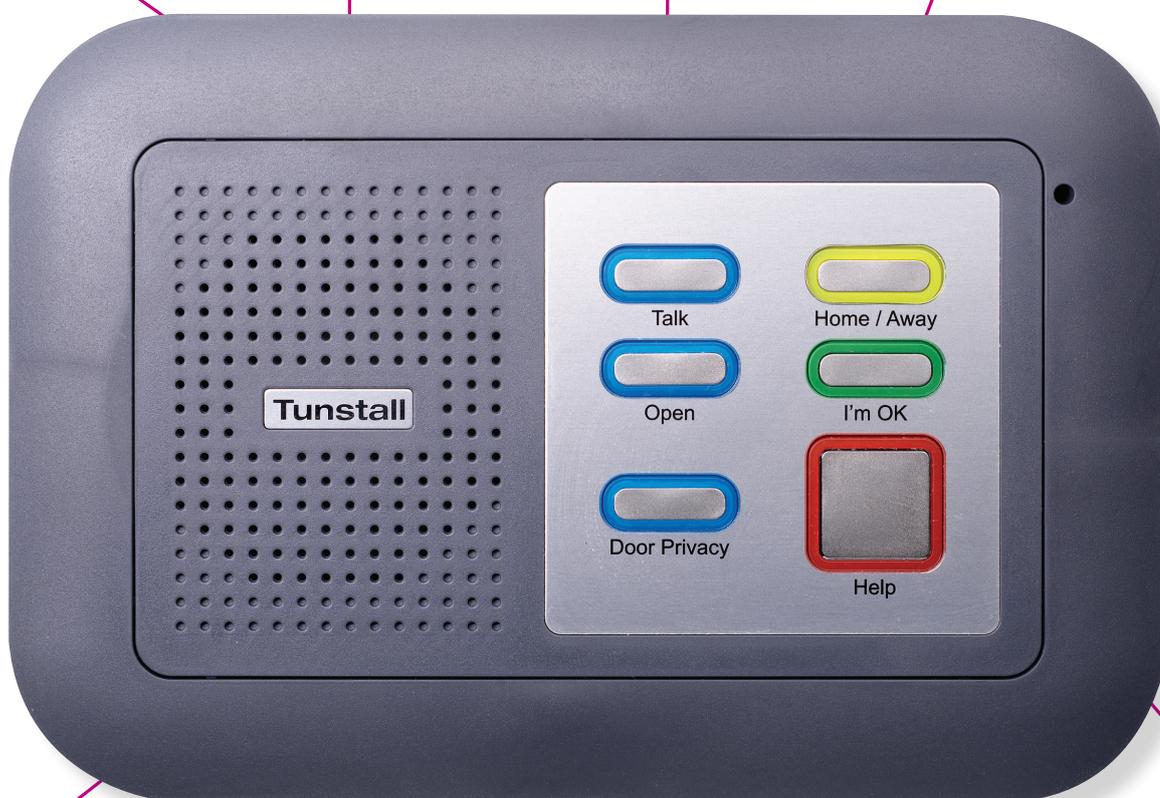
Hybrid system, capable of working on both the analogue and IP network

'I'm OK' service using HSP enables prioritisation of morning calls to those who really need them

Choice of mounting options and colour combinations, including flush mount for contemporary appearance

System configuration via web browser (onsite or online) for flexible management

High quality speech with hands free voice switching (HVS) for natural 'telephone like' conversations



Supports over 2,000 telecare devices for person-centred care and changing individual needs

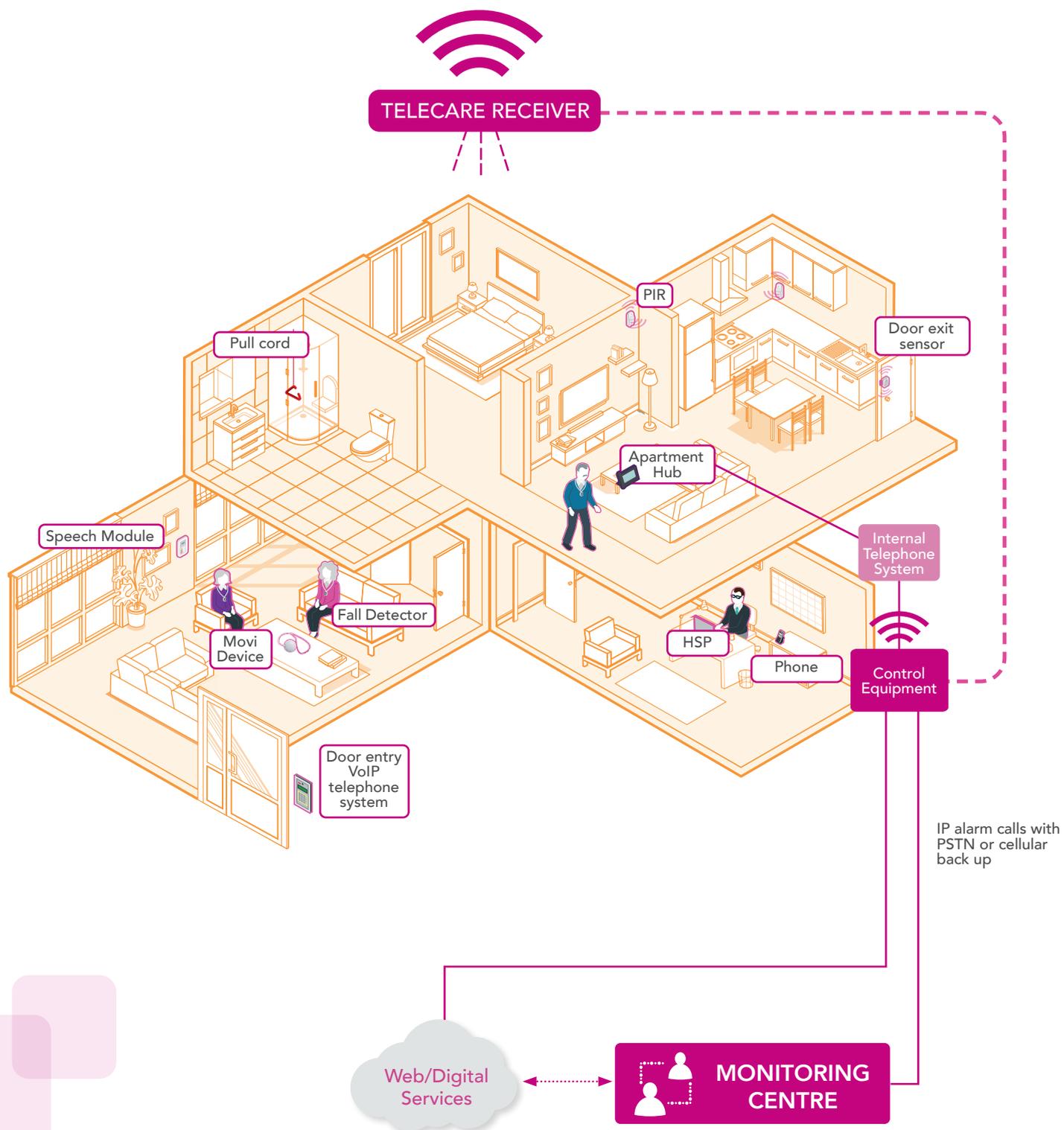
Inactivity and/or intruder monitoring to protect resident wellbeing

Dual speech channels allow two speech alarm calls to be handled at same time for speed of response

Broadcast speech option allows Scheme Manager to speak to all residents simultaneously, and voice message function allows message to be left for selected or all residents, enabling easy communication

Communicall Vi IP

Example schematic



Integrated Devices



Door panel

Features high quality speech, audio and visual prompts, dedicated trades button, request to open and fireman switch inputs. Video door entry can be included for Communicall Vi IP.



Housing Services Portal (HSP)

A specialist app running on a Windows tablet which gives a live view of tenants' activities as they happen. The app enables various factors, such as movement and sensors being activated, to be interrelated in order to prioritise and manage care.



Handsets

The telephone based system uses DECT to allow scheme managers to receive and make calls to residents on the Communicall Vi and Vi IP system from anywhere onsite.



MyAmie

Discreet pendant which enables the user to raise an alarm call in an emergency, from anywhere in their home or onsite. Wearing options include a wide or narrow wrist strap, neck cord, key ring or belt clip.



Digital noticeboard

Designed to enhance engagement with residents, families and visitors, the large wall mounted monitor provides a social events calendar, notices and a live news feed. Usually located in the main foyer, the noticeboard can be managed remotely and be branded with your logo.



Smoke alarm

If smoke is detected, an audible alarm is raised, as well as an alert being raised on the scheme system.



Digital upgrades

Every day takes us closer to the completion of the UK's transition to a digital communications infrastructure. Tunstall has been working closely with BT and other communications providers, such as Virgin Media, TalkTalk, and Sky, testing equipment and developing solutions to help our customers manage the transition to digital effectively.

We have developed clear upgrade paths for all our customers, and our specialist staff are available to offer expert advice and guidance on the most effective way to upgrade existing systems.

More recent Communicall systems (Communicall with DECT, Vision, Connect, Vi and Vi IP) will operate on the IP network with minimal software and hardware upgrades depending on the system. Older Communicall systems (Communicall CT2 and EL, and Telecare

Overlay) may need additional upgrade work; Tunstall Account Managers can advise on what may be required.

Systems over 25 years old (Piper Haven, Piper Group) will require replacement to ensure continued operation, please contact us for advice.

Our partnership approach

Tunstall is an experienced technology partner, delivering a broad range of solutions and providing excellence from design to maintenance.

Our expertise means we can add value throughout the development process, demonstrating our understanding of design requirements, legislation and resident needs.

Our expertise covers:

- Communication/call systems
- Door entry and access control
- Automated door systems
- Fire systems and emergency lighting
- Auto smoke ventilation controls
- Structured cabling, CCTV and WiFi Intruder alarm systems

Installation and service

Tunstall has dedicated resources designed to meet our customers' installation and maintenance needs throughout the UK. Supported by specialist teams of Project and Contract Managers, and underpinned by robust training and ISO9001:2008 quality accreditation, our engineers provide expert support for Tunstall and third party equipment.

Key facts:

- Over 100 specialist engineers nationwide
- Customer Satisfaction Centre and technical support available 24 hours a day, 365 days a year
- Service repair centre; repairs to latest manufactured standard with OEM parts
- All engineers are Tunstall trained, DBS checked and CSCS carded
- Tunstall engineers have an average of over 20 years' experience
- A team of specialist fire engineers accredited to FIA standards
- Vehicle stocks are profiled to suit the equipment in their areas
- £1m engineer stock holding at our UK headquarters
- National 24 hour response, with emergency 4 hour response contract option

Accreditations:



Accredited Contractor
CHAS.co.uk



Constructionline
Gold Member



APPROVED
CONTRACTOR



Fire Industry Association
Export Council



Fire Alarm System
Service Provider



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 services across the care continuum, and empower people to live independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 22 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

Tunstall's innovation-led, person-centred Connected Care and Health solutions connect people and integrate services, enabling early intervention to avoid or mitigate adverse events, and improve outcomes. As technology advances, we have the capability to not just react to events, but to predict and even prevent them, using data-driven insights. The Tunstall Cognitive Care approach can help to create intelligent, personalised care programmes and effectively allocate resources, making sure those in need have the right levels of support and reassurance.

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and or omissions contained within this document. This document should not be relied upon for product details, and reference should be made to current specifications.

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