

# ConnectiON

SPECIAL  
EDITION

## COVID-19/Coronavirus customer support

### Welcome

The world is in uncharted territory, as COVID-19/Coronavirus is changing all of our lives, and tragically taking many thousands too. Tunstall has always played a role in helping to protect some of the most vulnerable people in our society, and so as a business we have looked to see how we can do even more to help our customers and the people they support during these unprecedented times.

This issue of ConnectiON is dedicated to the ways we can work with you over coming weeks and months as we all dedicate ourselves to doing what we can to minimise the effects of this global emergency.

*Garin Bashar*

UK & Ireland Managing Director



“ 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



For further resources and latest updates, visit [www.tunstall.co.uk/coronavirus](http://www.tunstall.co.uk/coronavirus)

# Our Solutions

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

## For Individuals

People over 70 and 1.5 million people deemed to be at high risk from COVID-19 have been asked to self-isolate for at least 12 weeks, and others asked to observe strict social distancing measures. This kind of social isolation can be detrimental to mental health, and in some case also impacting negatively on physical health (e.g. decreasing mobility increasing the risk of a fall). Tunstall solutions can help to mitigate the impact of social isolation, and also identify any increasing levels of need at an early stage to enable preventative action, reducing deterioration and avoiding the need for more complex interventions.

### Wellbeing Call Service

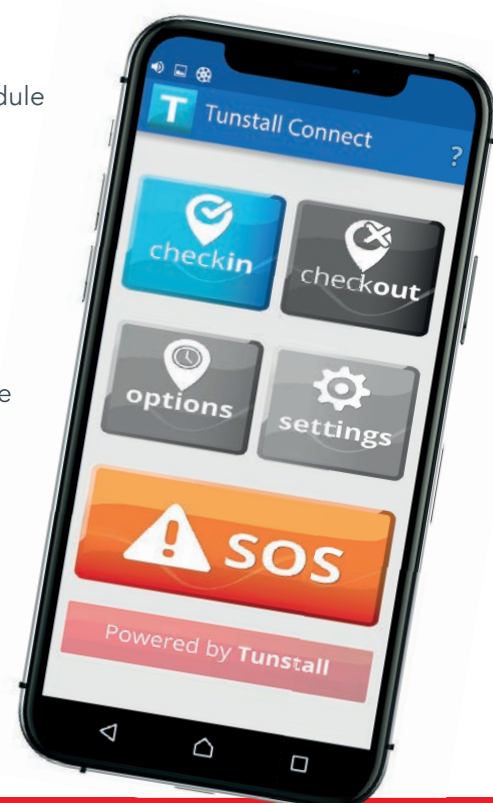
Tunstall Response is able to offer a Wellbeing Call Service to existing customers, to help Local Authorities, Housing Associations and other providers to support these vulnerable people in isolation. The service is aimed at people who already have Tunstall telecare solutions, but have no next of kin, or no family or friends close by.

Tunstall operators will call residents at regular intervals (frequency agreed with providers) to check on their wellbeing and offer advice/signposting to other services as required. Service users can of course also 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 Connect

Tunstall Connect is a smart device app that enables Tunstall Response to schedule wellbeing calls to individuals who do not have traditional telecare devices and solutions. This is particularly relevant in light of the COVID-19 crisis where large numbers of people are self-isolating, and enables providers to deploy a solution to large numbers of people without the need for investment in capital equipment.

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 wellbeing call from Tunstall Response which they are able to opt in and out of using the Check In/I'm OK buttons in the app. The app also features an SOS button, which will raise a call at Tunstall Response if the user wants to request help. Tunstall Connect has GPS functionality, which can be used after a period of social isolation to provide reassurance away from home.





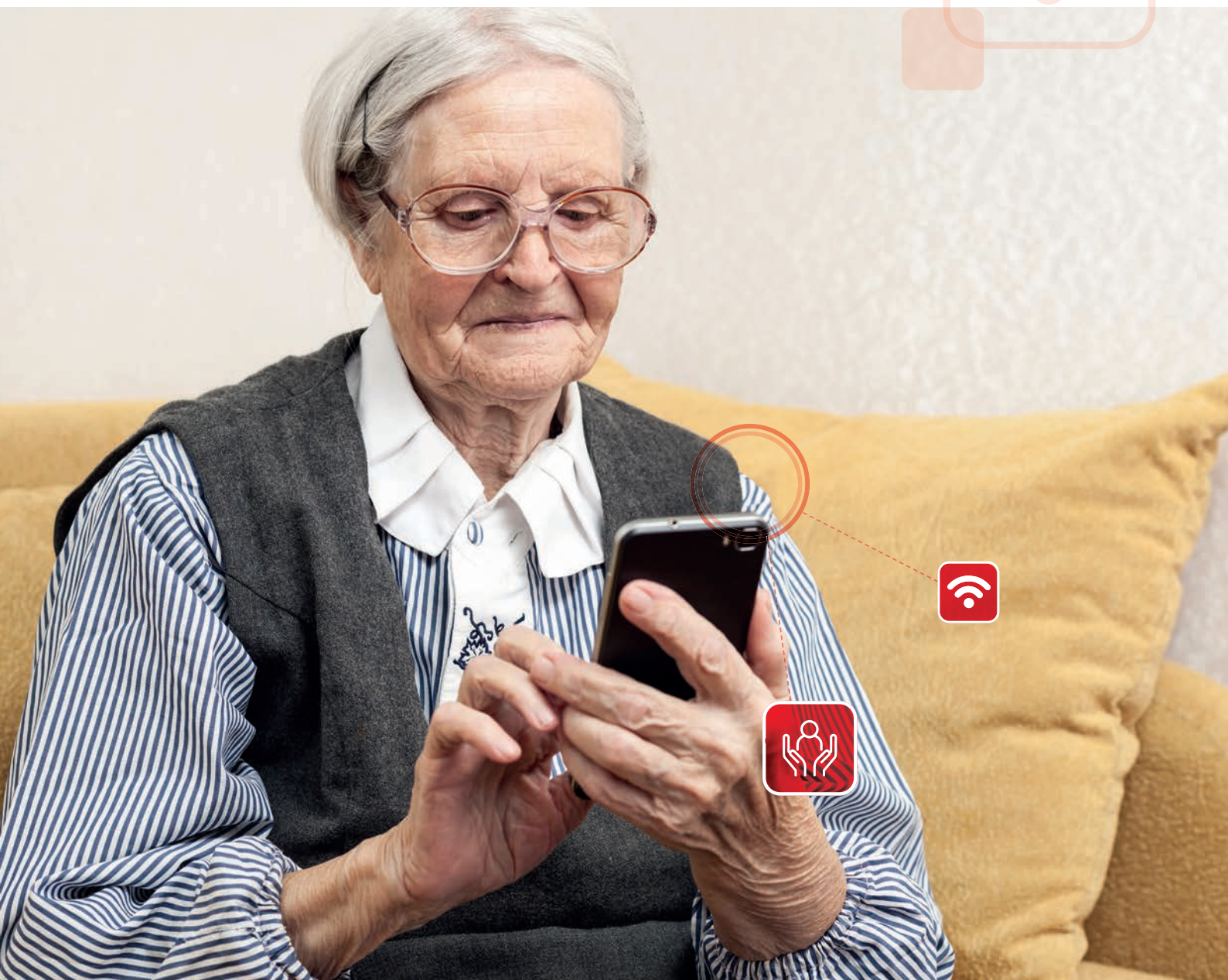
## Remote Monitoring of Discharged, Isolated and Quarantined Patients

Customers can use Tunstall's Integrated Care Platform (ICP) including ICP triagemanager and myMobile to monitor people's health and wellbeing at home. Users download the myMobile app to their Android or iOS devices, and then record readings from devices such as thermometers as well as answering some questions about their health. The data can then be viewed by clinicians on the ICP triagemanager browser-based portal where they can triage patients using a simple traffic light system to identify patients/individuals most in need of intervention.

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

- Patients who have recently been discharged from hospital, reducing the risk of readmission during a time of increased pressure on hospital resources
- Monitoring the health and wellbeing of vulnerable patients who are self-isolating due to COVID-19 symptoms and/or long-term conditions
- Remote working of clinical staff and service teams employing social distancing

ICP is an approved, tried and tested Class 1 medical device that can enable health and care provider organisations to monitor patients' health and wellbeing status day by day, monitoring COVID-19 relevant symptoms along with potential mental health issues related to social isolation.



## For Monitoring Centres

The COVID-19 crisis creates a number of key challenges for monitoring centres across the country:

- Reduced workforce due to sickness and self-isolation
- Reduction of onsite staff to comply with social distancing guidelines
- Increased demand on services associated with protecting the shielded population

Tunstall has put in place a number of measures to ensure that we continue to deliver existing services, but also support other centres during this state of emergency.

### 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 installations and providing new hardware to enable some call handlers to work from home. This could also enable call handlers to work in separate locations within their place of work thus maintaining the recommended two metre social distancing advice. It may also be possible to implement a temporary hosted environment in some circumstances. This consultation service is available to all PNC customers and Tunstall will endeavour to find a workable solution wherever possible to help centres maintain calls handling capacity.

### Temporary Managed Service Solution

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. The service is available on a flexible three to six month basis and is charged using a price per connection model. Tunstall Response's experienced operators offer 24/7 monitoring using the customer's individual organisational protocols. Proactive calling can also be included in the service if required to help mitigate the effects of social isolation.

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. This may be because the customer's primary centre is shut down due to a mass COVID-19 outbreak affecting operators, or that their 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. The service includes infrastructure and calls handling and dependencies including data transfer, database build, ongoing data replication and telephony diverts. This service is available to monitoring centres using PNC7 and PNC8.



To find out more about any of the solutions on these pages, email [hello@tunstall.com](mailto: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.

If you need any support, please contact your account manager or email us on [hello@tunstall.com](mailto:hello@tunstall.com)