

# ConnectiON

## Welcome

Welcome to the latest edition of ConnectiON. I am pleased to be able to say that despite the difficulties we've all experienced during the last few months, we are able to bring you some good news in the form of some case studies that demonstrate just how effective Connected Care and Health technology can be in a time of crisis. You can find out more in the middle pages. The last month has also seen the publication of a unique White Paper which provides more compelling evidence of the benefits of both reactive and proactive telecare - see page 4.

I'm also able to tell you that as restrictions ease, more Tunstall staff are returning to work from our Whitley office. Many colleagues have continued to work onsite throughout lockdown where their role made this necessary, and many more have been

working hard at home, but we are now able to slowly increase our office-based working, whilst of course ensuring the safety of all staff.

It's more important than ever that we continue to deliver our life enhancing and life saving products and services; the coming months hold few certainties but we can be sure that technology which enables the delivery of remote support will play a pivotal role in the future of our health and care systems.

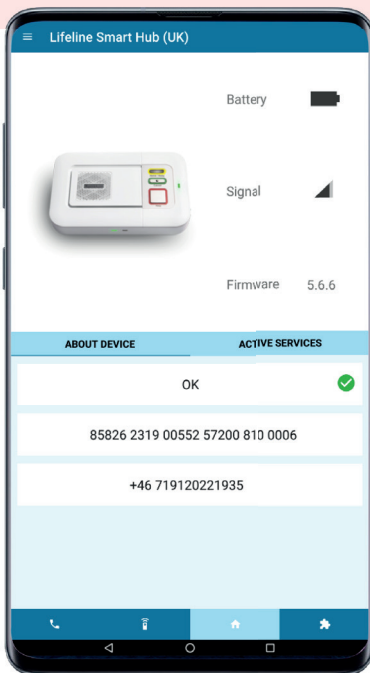
*Zillah Moore*

Marketing Director



**NEW White Paper launched**

The transformational potential of telecare. Turn to **page 4** to find out more.



## Tunstall+

A new version of Tunstall+ is now available, with enhanced functionality. The Tunstall+ app has been designed to simplify the installation of the Lifeline Smart Hub and sensors, making it quicker and easier to set up telecare systems. The latest version of the app includes:

**Virtual property exit sensor** – the absence period can now be configured in the app

**Home and away button, inactivity monitoring, hardwired input** – now configurable in the services section of the app

**Clean-up of Smart Hub unit** – allows you to reset the device back to factory settings for call destinations, unit IDs and active services

**Editable sensors** – sensor location can now be edited after it has been added to the Smart Hub

**Integrated ambient temperature** – can now be configured via the app

Tunstall+ is available to download **FREE** from Google Play for DMP users.  
For more information visit [www.tunstall.co.uk/tunstallplus](http://www.tunstall.co.uk/tunstallplus)



The COVID-19 pandemic has seen rapid acceleration in the adoption of remote health technology by the NHS. Here are a couple of examples of the ways our customers are using telehealth to support patients.

## Care homes

Bolton NHS Foundation Trust and Bolton Clinical Commissioning Group have equipped 34 care homes in the area with Tunstall myKiosk multi-user remote health monitoring systems. Where care staff have concerns about the health of a resident, a member of care/nursing staff will use the myKiosk tablet and peripherals to record their vital signs and help them to answer questions about their health and symptoms. The information is then securely transmitted to Tunstall's ICP triagemanager™ patient management software at the Community Services Hub for review and management of alerts.

The system enables closer monitoring of vulnerable residents, whilst reducing the need for clinical staff attendance thus reducing the risk of cross infection. It can also help clinicians to effectively prioritise residents' care, and enables prompt action, particularly where COVID-19 is suspected.

Read the full case study at [www.tunstall.co.uk/bolton](http://www.tunstall.co.uk/bolton)



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The systems give us objective information to support effective clinical decision making. This remote monitoring approach will help us during the pandemic, but will also enable us to provide more proactive care over the longer term, improving the wellbeing of residents and helping to reduce the pressure on primary and secondary care.

**Joanne Dorsman, Bolton NHS Foundation Trust**

## Eating disorders

Cornwall Partnership NHS Foundation Trust is using telehealth during the COVID-19 pandemic to provide support to children with eating disorders who would normally receive clinic-based care. The Trust has introduced the myMobile app and ICP triagemanager software to enable clinicians to monitor patients in their own homes.

Once a week, patients take their vital signs, and then complete a health interview based on the Junior MaRSiPAN (Management of Really Sick Patients with Anorexia Nervosa) risk assessment framework. All the information is collected via the myMobile app on the patient's smart device, and clinicians can log in to a secure portal to view a dashboard which prioritises patients according to the need for intervention. Individual patient's readings can also be viewed over time to monitor their progress.

Read the full case study at [www.tunstall.co.uk/cornwall](http://www.tunstall.co.uk/cornwall)



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The children we support are extremely vulnerable, and any delay or interruption to the treatment they receive could have serious implications for their recovery. Being able to deploy a solution so rapidly to enable us to continue helping them has been a real relief; it's been amazing just how quickly we've been able to adapt.

**Michele Boyce, Service Lead Nurse, Kernow Health**



Tunstall has been working with Nottinghamshire County Council (NCC) as a technology partner for its telecare service since 2006, and since 2018 has been delivering a managed service. What are the benefits of the service and how has the service been adapted during the pandemic?

## Managed service

Referrals from NCC's Assistive Technology Team are processed at Tunstall by specially trained Connected Care Coordinators. Dedicated engineers undertake installations, demonstrations, deinstallations, maintenance and repairs. All equipment is sourced by Tunstall on behalf of the Council, including items from other suppliers. Tunstall Response monitors all connections and refers to the NCC Responder Team, nominated contacts or the emergency services as appropriate. Depending on their needs, service users may have stand-alone equipment only, such as a medication dispenser, which doesn't require monitoring.

## Results

Monitored connections have risen from 1,010 in December 2018 to 1,375 in March 2020, and there are 1,531 people using stand-alone equipment (April 2020).

Key outcomes measured for individuals receiving the service produced the following results for the period 01/10/2018 to 31/12/2019:

- 289 cases where a high and immediate risk of admission to residential care was delayed/avoided
- 739 cases where a delayed transfer of care was avoided
- 250 cases where a high risk of carer breakdown was delayed/avoided
- 655 cases where additional community care costs were avoided

Net cash avoidance savings to Nottinghamshire County Council were £2,243,665 for the period 01/04/2019 to 31/12/2019.

## COVID-19 emergency

The Telecare Service has adapted working practices to ensure service continuity and the safety of service users and engineers during the pandemic. Engineers now deliver pre-programmed equipment to service users' homes, knocking on the door before moving a safe distance away and then calling them from their vehicle to talk them through the installation process over the phone. Engineers are also working at weekends to ensure anyone vulnerable during the COVID-19 emergency can have access to the service.

“ The Tunstall managed service enables us to create packages of care that are designed to meet the unique needs of some of the people who need us most. It means we can get everything we need from a single partner, and know that this is managed effectively every step of the way from referral to decommissioning.

**Mark Douglas, Assistive Technology Manager, Nottinghamshire County Council**



Read the full case study at [www.tunstall.co.uk/nottinghamshire](http://www.tunstall.co.uk/nottinghamshire)





# NEW White Paper launched

New research has evidenced how telecare can help older people stay independent at home for longer – delaying entry to residential care, reducing ambulance call outs and avoiding costs for social care.

**The Transformational Potential of Telecare** considers the benefits of proactive, reactive, and personalised use of technology to support people in their own homes, in the UK and Spain. Involving three separate studies, it is the first independently evaluated, international research of its kind and includes analysis by health economists and academic researchers in York and Barcelona. It features analysis of Lancashire County Council's advanced reactive (emergency response) telecare programme - one of the largest of its kind in the UK.

**Zillah Moore, Marketing Director UK & Ireland of Tunstall said:**

*"Until now there has been lack of independent analysis on the impact telecare is having on health and social care systems – and this is the first time the socio-economic value has been studied in this way. It proves the benefits that can be realised, and that when technology is deployed in a person-centred way, it can create a more sustainable and resilient health and care system."*

The study concludes that telecare can:



**Tony Pounder, Director of Adult Services, Lancashire County Council commented:**

*"We have invested significantly in telecare over last five years, working with Tunstall, and Progress Housing Group to help keep people safe, improve their outcomes and in turn provide more cost effective care. We've seen where it can save lives, and support family and other informal carers, giving them peace of mind. Telecare triggers a quicker response in an emergency and reassures people who know their relative is safer and living more independently at home, where the majority of older people prefer to be."*

To download the full report visit [www.tunstall.co.uk/transformationalwhitepaper](http://www.tunstall.co.uk/transformationalwhitepaper)