

Connection

Welcome

Tunstall's vision was developed in the belief that through technology we can give people the freedom to live life to the full in a place of their choice. This remains the heart of our ethos today, and as technology advances it's our role to ensure we continue to maximise its benefits to our customers and the people they support.

That's why in this issue of Connection I would like to introduce you to Tunstall Cognitive Care, the next stage in our journey to making our vision a reality. Tunstall Cognitive Care is an advanced system that brings together data from multiple sources, and uses this insight to enable care to become more intelligent and person-centred. You can find out more about Tunstall Cognitive Care on page two.

This issue of Connection also includes some great examples of the ways we are working with our customers and partners to change things for the better for people who need care and support in the UK, both now and in the future.

I hope you enjoy reading.

Garvin Bashar

**Managing Director
UK & Ireland**



NEW! ProAssist online tool coming soon

Disabled Living Foundation (DLF), along with TSA and supported by Tunstall Healthcare, has developed a prescribing tool for professionals, practitioners and TECS Service providers to help identify TECS solutions to support outcomes. The tool is part of the DLF for Professionals programme, and has been designed to help practitioners to choose assistive technologies with confidence and use clinical reasoning to justify their selection of equipment solutions.

Follow @TunstallHealth for the latest news.

 **DLF ProAssist**

Rising Stars

Effective communication is a critical part of professional success, and Tunstall has created its new Rising Stars initiative to help health, housing and social care professionals develop their impact and influencing. The online course consists of three modules focused on enabling participants to build productive professional relationships and develop skills essential to effective leadership. The course is free to a group of up to 30 applicants.

**To apply or find out more visit
www.tunstall.co.uk/rising-stars**



Rising Stars

Creating
Confident
Leaders

New developments

Tunstall Cognitive Care

As you read in the welcome on page one, we are introducing Tunstall Cognitive Care as the next step in the evolution of our market leading solutions. There are four key elements of the journey:

Reactive

Telecare and telehealth services use technologies such as movement sensors and wearable devices to let us, the care giver or healthcare professional know when to act in response to unwelcome events and crises experienced by older people and the chronically ill.

Proactive

Proactive services offer the next step, using outbound calling to help family, friends and caregivers monitor situations and mitigate risks. Personalised assessments, along with advanced technology, allow care providers to put the right level of support in place, based on the individual's circumstances, helping them remain independent and maintain or enhance their wellbeing.

Predictive

The third stage of care is Predictive, where existing technology is used along with Artificial Intelligence to identify changes in behaviour which may indicate that something is wrong. For example, a bed sensor detecting that someone hasn't got out of bed, or a kettle not being turned on by 10am as usual.

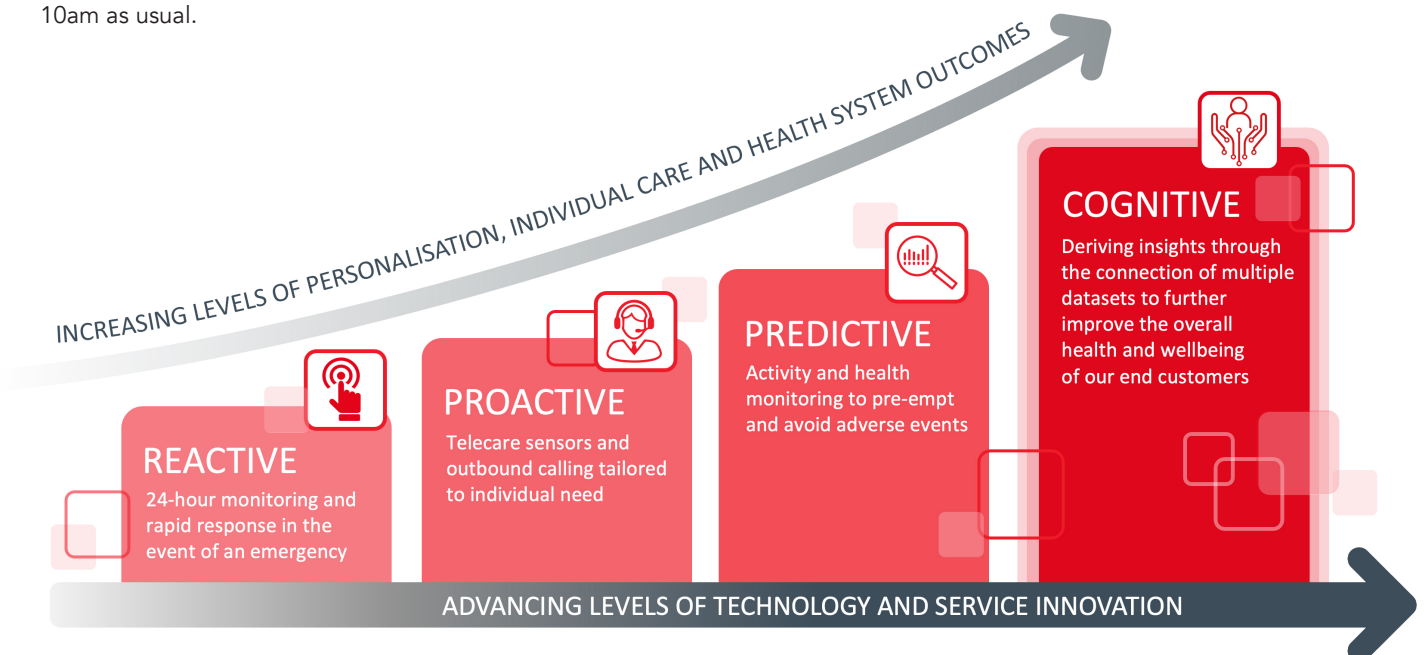
Cognitive

Tunstall will work with health and social care specialists, universities, and other experts to analyse and understand vast quantities of data that is already available, using these insights to develop an intuitive and highly personalised care model that can be used in any environment.

The system will highlight changes in behaviour which may indicate a potential deterioration in health or wellbeing, or a possible imminent crisis, such as increased likelihood of a fall. These data-driven insights can send real-time prompts to caregivers and enable early intervention.

By understanding more about how and when to help, we can help people to stay independent for longer, keep their loved ones engaged in their daily lives, and enable our stretched health and social care workers achieve so much more by being more targeted in their responses.

You can find out more at
www.tunstall.co.uk/cognitive-care



Case study

The CONNECT project

The CONNECT project provides a proactive telecare service across Carmarthenshire, Pembrokeshire and Ceredigion which aims to support a prevention and early-intervention care system. The project is funded by the Welsh Government's Transformation Fund, enabling the West Wales Care Partnership Board to help shape the future of health and social care services across west Wales.

There are three key elements to the service:

- Providing the **right support** to help individuals to help themselves by focusing on their wellbeing.
- Providing help **when it's needed** through early intervention to reduce the impact of ill health and help individuals regain their independence.
- Providing **ongoing specialist help** to continue promoting independent living to prevent a 'potential' crisis occurring and the impact this may have on an individual's health and wellbeing.

These elements are supported by:

TEC

CONNECT has a TEC first approach, meaning everyone receiving the service is assessed to establish whether TEC could benefit them as part of their care plan.

Proactive calling

The monitoring centre makes outbound calls to service users, with their frequency depending on individual need. Call handlers can signpost to a range of support if needed.

Well-being support

The team works with individuals to assess, co-design and review community-based stay well plans, which combine current community-based provision with direct pathways to specific interventions.

Rapid Response Units

When crises occur, the 24/7 mobile service will respond to facilitate community-based solutions, avoiding inappropriate hospital admission or other medical referral wherever possible.

Results

To date (January 2021), the service has:

- Assessed the needs of over 1,800 people to develop a personalised support package to help them live independently at home
- Supported more than 8,500 people required to shield during the first national lockdown – ensuring they had access to food, virtual social contact and emergency assistance
- Responded to 1,646 call outs, with only 99 of these (6%) needing to be escalated to emergency services
- Sent rapid response community teams to help 529 people who had a fall at home – with 97% of all calls being attended to within 60 minutes

You can find out more at
www.tunstall.co.uk/delta

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Our model is truly pro-active, preventative and outcomes focused. TEC is key to our ambitions for transforming care and support. It makes a critical contribution to empowerment, self-management, independence and safety. It enables a model that means we can deliver regionally but with local implementation to provide consistency of approach, economies of scale and resources.

Samantha Watkins, Managing Director, Delta Wellbeing

Partnership working

ADASS and TSA Commission

Tunstall is sponsoring the newly launched ADASS (Directors of Adult Social Services) and TEC Services Association (TSA) joint commission, which will bring together a powerhouse of professionals to explore how technology can be used to solve common challenges around care, health and housing. Tunstall have played a key role in developing the report, sharing expertise in the ways technology can help to increase the capacity and resilience of services, and make care more flexible and proactive. The Commission's recommendations will be presented to government and were launched at TSA's International Technology Enabled Care Conference on 23 March 2021. To download your copy of the report, visit www.tsa-voice.org.uk/adass-tsa-comm/



Together with Music!

Tunstall is proud to sponsor Together with Music, a national digital campaign that aims to lift the spirits of thousands of care home residents throughout this winter and beyond, through music and intergenerational connections. Created by Care England in conjunction with Intergenerational Music Making, Together with Music brings together care homes with local schools, youth groups and choirs. The campaign encourages a range of interactions, including choosing a song, singing a song or clapping and dancing along, all supported on a virtual platform. To find out more or get involved, please visit www.togetherwithmusic.org.uk



Springboard to success

A new, exciting programme, supported by Tunstall, is being launched by ADASS for Adult Principal Social Workers, to identify and help develop the next generation of social care leaders. Springboard will allow participants to build a solid foundation of essential leadership skills, develop their ability to build effective professional relationships, and discover a range of tools and techniques designed to unlock their full leadership potential. Only PSWs who are ADASS members were eligible to apply, entries closed 12th March – you can find out more at www.adass.org.uk/home/springboard



SpringBoard

Empowering Social Care Leaders

We can be heroes

Alzheimer's Society's Dementia Hero Awards 2021, will showcase the stories of people doing outstanding things to support people affected by dementia during the pandemic. Sponsored by Tunstall, the awards will recognise the inspirational achievements of those who care for people with dementia, those finding innovative solutions in research, and the campaigners and media fighting for the rights of people with dementia. The Dementia Hero Awards ceremony will take place during Dementia Action Week 2021 (17th-23rd May), with TV presenter, writer and journalist Richard Madeley hosting a virtual ceremony on Thursday 20th May. Nominations closed on Friday 5th March, but you can visit alzheimers.org.uk to find out all the latest news about the awards.

**Dementia Hero
Awards 2021**
Nominate now



Keep up to date with all the latest news from Tunstall - follow us on @TunstallHealth