

# Connection

## Welcome

Welcome to the latest issue of Connection. I'm delighted to take this opportunity to introduce myself, having joined Tunstall in August.



**Gary Steen**  
Group Chief Technology Officer

Although as Group CTO I'll be leading the innovation and development function globally, this includes responsibility for all solutions and products delivered in the UK. It's a hugely exciting time to be at the forefront of innovation and development in the digitally connected health and social care industry, as the adoption of digital healthcare rapidly accelerates.

I was previously Group Managing Director for technology at TalkTalk, and I'm looking forward to bringing my experience working for a major communications provider to Tunstall and its customers as the UK continues its transition towards digital.

Tunstall has a world class technology team, and my focus will be ensuring we continue to develop market-leading products and services designed to support TECS providers through this pivotal period, and enable them to make the most of all that the digital opportunity presents for us to transform the way we deliver health and care. I hope you enjoy reading this issue of Connection, and I look forward to meeting some of you over coming months.

## Grand National

We have a new recruit to the Tunstall UK team. Ian Thomson joined us as National Sales Manager in October, responsible for the Business Development Directors, Territory Sales Representatives and Sales Support Consultants.

He has an extensive background in healthcare sales, with over 20 years in sales leadership roles, and 25 years working at Sanofi in pharmaceuticals.

Ian says: *"I'm really looking forward to supporting the team as we move through and beyond COVID, taking on any challenges, identifying new opportunities and working collaboratively with our customers to ensure we add value to what they do and providing solutions that empower the people they support."*

*My own core values are based on honesty, accountability, focus and passion, and I'll be working with colleagues to ensure we deliver the innovation, information and operational excellence needed shape a successful future for us all."*

**Ian Thomson**  
National Sales Manager



## Lights, camera, experts!

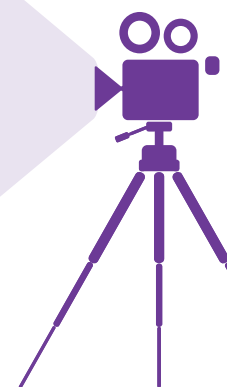
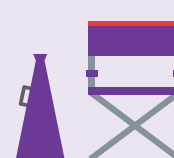
Tunstall Healthcare has created a range of short films, giving its customers the chance to find out direct from some of its most experienced staff about the products and services they currently offer, and its plans for the digital future. The Meet the Expert series is being released over coming weeks and will include insight into:



- The digital transition
- Training services
- Service and Maintenance
- Full installation portfolio
- Tunstall Service Platform

View the latest films at  
[tunstall.co.uk/meet-the-expert](https://tunstall.co.uk/meet-the-expert)

Follow @TunstallHealth to stay  
in the know about new releases

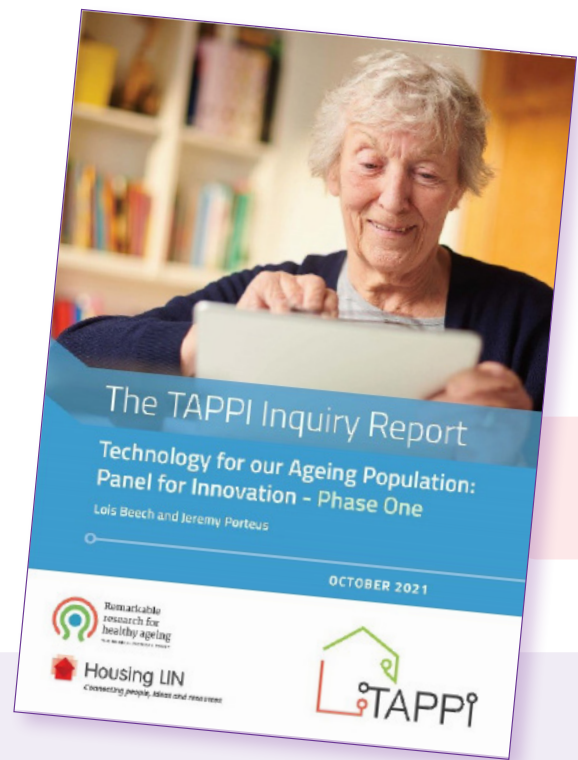


# Get TAPPI!

Tunstall was delighted to contribute to the Housing LIN's (Learning and Improvement Network) most recent report, the Technology for our Ageing Population: Panel for Innovation (TAPPI) Inquiry report. The document sets out ten practical principles (see below) to build technology into housing in a way that improves life for our ageing population and gains widespread support.

Following a six-month inquiry by the Housing LIN, in which the Panel heard from over 30 experts and people with lived experience, the Panel's 'Big Insights' identified both the success factors and barriers to integrating technology into housing and care.

Tunstall was represented on the panel, and its work with Delta Wellbeing along with its support for the County Councils Network's Assistive Technology Report are featured.



## 10 TAPPI principles

- 1 Adaptable** – able to adapt to changing user needs and technological advances
- 2 Quality-focused** – in designing products, systems and services to ensure 'fit for purpose'
- 3 Preventative** – focused on prevention rather than reactive models
- 4 Person-centred** – putting the person first to give control over own environment care and support needs etc
- 5 Outcome-focused** – improve health and wellbeing to improve quality of life or maintain independence
- 6 Co-produced** – involving people to co-create solutions to inform how they want to live their lives
- 7 Cost-effective** – offer value for money and benefit both to individuals but also to workforces in local housing and care economies
- 8 Choice-led** – enabling access to more options that meet individual needs and wishes
- 9 Interoperable** – ability to integrate and work across systems and platforms to meet individuals' diverse needs and aspirations
- 10 Inclusive** – reduce digital, health, income inequalities to enable active involvement in home, local community or networks

## Which? Digital transition guide

Leading consumer magazine Which? has recently published an article on the PSN switch off and what it means for the public.

The piece provides an excellent overview of the changes, why the move to digital is happening and the impact on phone lines in the home.

Tunstall was approached to contribute regarding the effect of the transition on telecare systems, and the piece acts as a useful summary for telecare users that providers might like to share with the people they support.

[Read the full article here](#)





# Digital Resource Pack – coming soon!

Tunstall has long been supporting its customers in preparing for the digital transition, and our latest set of resources are focused on communicating what the change will mean for end users.

Many end users are unaware of the upgrade, and providers need to ensure they are not only prepared for the digital future in terms of equipment and services, but also in making sure the people they support understand the impact the switch may have on them in order to avoid any anxiety or distress.

With this in mind, we're developing some materials to help providers inform their customers about the digital transition, its benefits and how it may affect the service they receive. These include:

- A flyer for end users explaining the transition
- Press release for local press which providers can adapt and issue
- Short animation about the impact of the switchover on end users

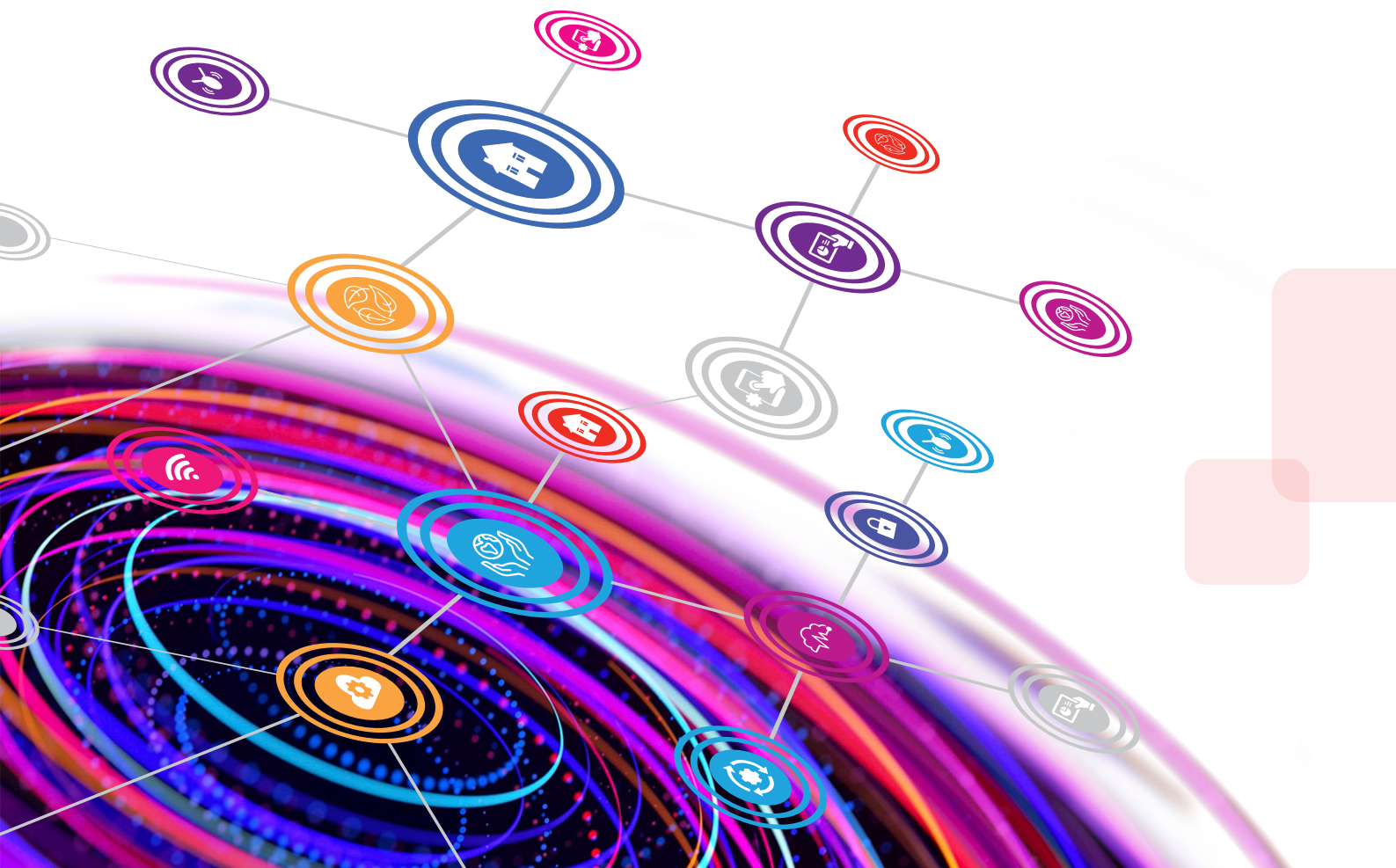
We'll be adding to the resources all the time, and some can be adapted to include customers own logos. They will be free to download and use for all Tunstall customers.



To stay updated, follow us on twitter



Find out more at [tunstall.co.uk/digitalresources](https://tunstall.co.uk/digitalresources)



# SpringBoard to success

Following the success of the ADASS SpringBoard programme this year, ADASS is delighted to announce applications for the second year of the course are now open.

Supported by Tunstall, SpringBoard has been designed for Adult Principal Social Workers to identify and help develop the next generation of social care leaders and provide them with support to develop their impact and influence.

Twelve places are available on the course, which combines online coaching with distance learning to enable participants to unlock their full leadership potential.

- **Module One: Personal Impact and Influencing Others**
- **Module Two: Emotional Intelligence and the Growth Mindset**
- **Module Three: Assertiveness and Challenging Positively**

**Applications close on 14<sup>th</sup> January 2022**

Find out more at  
[www.adass.org.uk/home/springboard](http://www.adass.org.uk/home/springboard)

directors of  
**adass**  
adult social services

**SpringBoard**  
Empowering Social Care Leaders

# Hop to it!

Tunstall was proud to support Stockport Carecall in an initiative to raise awareness about the importance of assistive technology in supporting the independence and safety of older and vulnerable people.



They launched a competition as part of Stockport's summer art trail which sees multi-coloured frogs pop up across the local area, inviting under 16s to come up with a design for a new piece of technology for the chance to win an iPad. Ben Charlesworth, aged 8 years old, won for his innovative design; a plug-in device to support people with vision impairment.



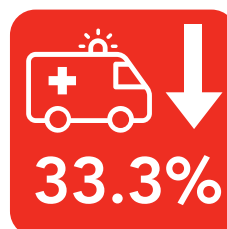
*Ben said: "I'm excited to have won and was happy to enter because me and my brother have colour vision deficiency, so my entry was important to us if it would help others."*

# TECS reduces ambulance call outs by a third

The Journal of Healthcare Informatics Research has published an article showing how advanced use of telecare takes the pressure off emergency care services by reducing ambulance mobilisations by 33.3%, despite the increasing age profile of the telecare service users.

The independent research was undertaken by Ignetica Ltd (UK), and examines the impact of Tunstall Spain's teleassistance service, which combines telecare monitoring and response, coordinates social care and third party services and delivers proactive outbound contact from monitoring centres.

[Read the full research paper](#)



**33.3%**

You can find out more in a recent blog by **Wendy Hugoosgift Contreras**, Director Monitoring Services for Tunstall Healthcare Group.

[Visit blog](#)

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