

ConnectiON

Welcome

Welcome to the latest issue of ConnectiON, and I'm delighted to say this edition marks Tunstall's 65th anniversary, which falls on March 20th. The whole Tunstall team is rightly proud of this achievement, which has seen us grow from a small television repair shop to become a global leader in our field. Thousands of people have worked for Tunstall over this time, and millions have benefitted from its products and services, and continue to do so. As we celebrate our heritage (you can read more inside) we also look to the future, and a year that promises to be a better one in many ways. Much of our shorter term roadmap is coming to fruition after painstaking development and testing, ensuring, as always, that not only do our innovative solutions improve the lives of those using them, but that they are also resilient and future proof. As we (hopefully) begin to emerge from the pandemic, we can begin to connect much more in person, attending meetings and events face to face instead of online, and learning from each other as we head into a more digital future. For as much as our philosophy is based on the transformative power of technology, there is nothing more important than people. With this in mind, I'd like to take this opportunity to sincerely thank everyone who has played a part in enabling Tunstall to thrive for the last 65 years; colleagues, customers and consumers alike. Here's to the next 65!



Garvin Bashar

**Managing Director,
UK & Ireland**



Hear the voice of your customer with Sound Boost

The newly launched Sound Boost extends the range of Lifeline audio coverage in the home, making it easier for users to communicate with their monitoring centre when they need them. Using a Sound Boost in combination with a Lifeline in areas such as the hall, lounge or bedroom provides reassurance to the customer that they will be heard, and reduces no voice contact calls for the monitoring centre, helping resources go further.

tunstall.co.uk/soundboost



FREE Digital Resource pack



Our new Digital Resource pack is now available. Designed to help our customers communicate what the digital transition will mean for their service users, it contains a range of free materials including a press release, FAQ flyer and film, all of which can be customised.

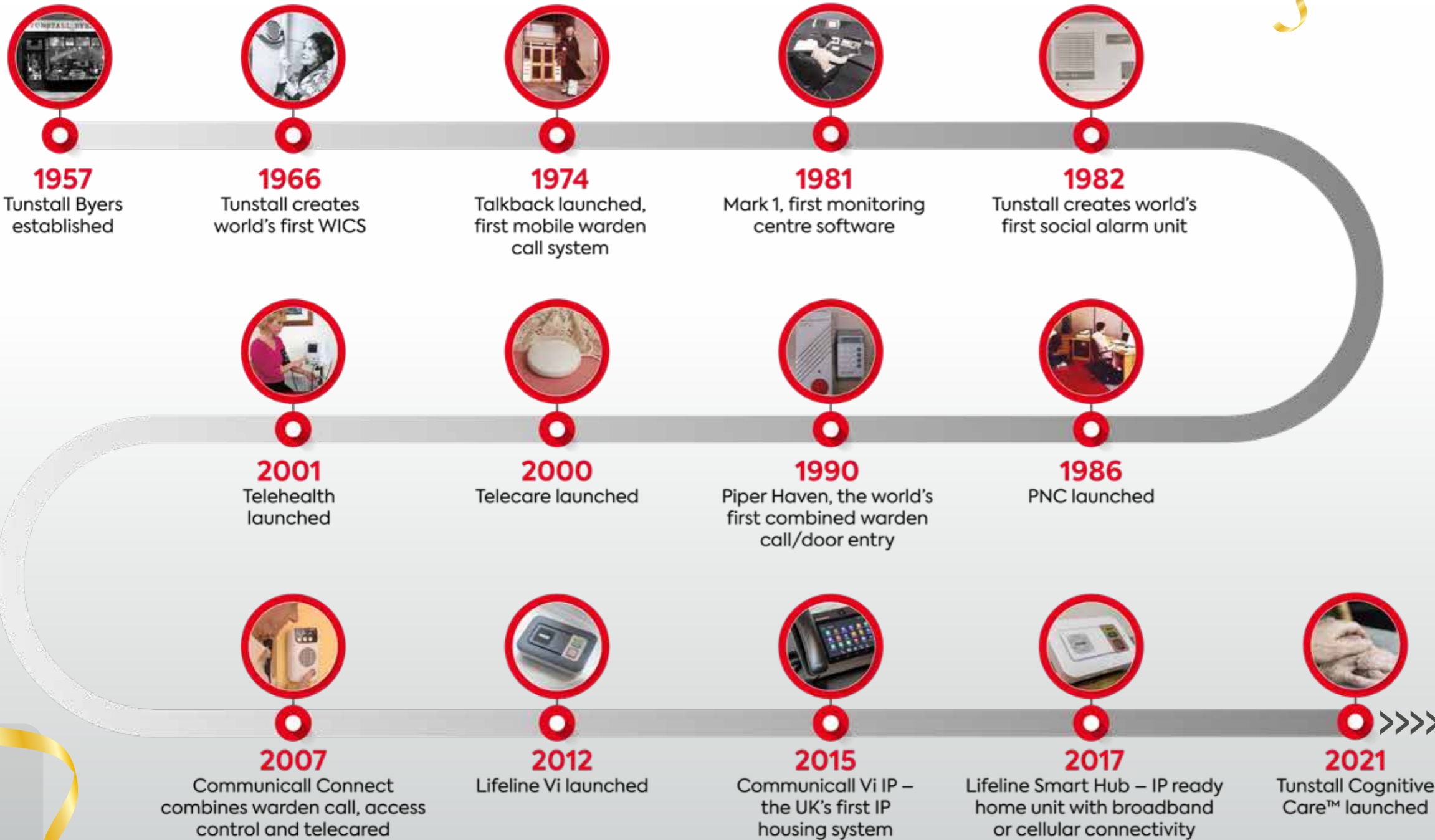
Find out more at tunstall.co.uk/digitalresources

Celebrating 65 years



Our history

Established in 1957 by Norman Tunstall and Jack Byers, Tunstall Byers was the first to use technology to enable older people to summon help in an emergency with their Warden's Intercommunication Call System (WICS). The company was also the first to transmit alarm calls over the public telephone network, and introduce telecare and telehealth, creating the technology enabled care market as we know it today.



Our celebrations

Monday 21st March saw the start of a week of global celebrations at Tunstall. In the UK, colleagues were treated to tea and cake, and invited to take part in the charity raffle which raised over £1,000 for Dementia UK. We were also delighted to welcome the Mayor of Doncaster, Ros Jones CBE, to open our newly refurbished Innovation Centre.



Our future >>>>

After two difficult years in global history, 2022 and beyond is looking bright for Tunstall. Our colleagues have remained dedicated to ensuring vital equipment, services and support remained available to customers throughout the pandemic, but innovation is in our blood and we have never stopped looking to the future and creating new ways to improve the lives of millions of people around the world. Watch this space for exciting news in coming months!

Customer news

Delta Wellbeing telehealth pilot



Delta Wellbeing has been working with Hywel Dda University Health Board to support people with heart conditions in West Wales using Tunstall's remote patient monitoring (RPM) solution. The pilot programme, which was introduced in 2020, uses myMobile and triageManager to enable cardiology specialist nurses to monitor and support patients in their own homes. Almost 250 patients to date are taking part in the pilot, recording their symptoms and vital signs, including weight and blood pressure. The system means changes to a patient's health, or any response to medication, can be identified at the earliest opportunity, ensuring help can be provided if needed.

[You can read more about the pilot here](#)

Tunstall acquires BeWo

Tunstall has expanded its presence in Germany with the acquisition of BeWo Unternehmensgruppe which will see the delivery of its first home emergency call centre in Germany to support vulnerable people at home. The centre will combine the technical possibilities of telehealth and the smart home via a uniform central platform.

[Click here to find out more](#)

New Telehealth Pilot aims to support Older People to Age in Place

The results of a new telehealth pilot in Ireland have been published. Based in County Wexford, the project was undertaken by a multi-agency Stakeholder Group (Wexford County Council-Age Friendly Programme including the Wexford Older People's Council, Age Friendly Ireland, HSE, Wexford General Hospital). It provided a 12 week telehealth intervention to 50 patients with chronic illnesses including Chronic Heart Disease, COPD and Diabetes. The report's findings included that the majority of participants perceived that telehealth helped them manage their condition by giving them reassurance that there was clinical oversight and confidence in their ability to manage, as well as identifying when they needed to take health related actions. A second phase of the project is now being planned which will see it being expanded across multiple counties. The project was independently evaluated and monitored by Waterford Institute of Technology.

[Read more here](#)

Collaborative Connection

Beyond Housing has recently launched its Reach & Respond service, which brings together three technology enabled care services into a single entity. Steve Rawson, Chief Operations Officer has written a blog describing the importance of collaboration with colleagues and customers to design new services and plan for the future. The blog also explores the opportunities presented by the UK's move to a digital communications network, and how this, along with the pandemic, has created a once in an era opportunity to transform services.



[You can read the full blog here.](#)

Keep up to date with all the latest news from Tunstall - follow us on [@TunstallHealth](#)