

# Connecti<sup>ON</sup>

## Welcome

Despite its clear challenges, 2021 seems to be passing very quickly, and taking us ever closer to the completion of the UK communications network's move from analogue to digital provision. With just over three years to go until the transition is complete, we continue to work closely with our customers to help them plan for the digital future at their own pace. You can find out more about the support we can offer, and the solutions available on page 2. Whether you're ready to embrace all that digital has to offer as soon as possible, or you'd like to take a more phased approach, we have the expertise

and resources to help you develop and implement the digital strategy that's right for you.

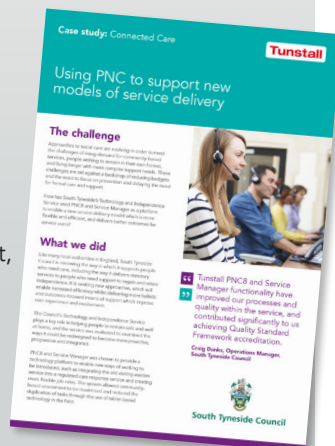


*Ian Roberts*  
**Strategic Marketing  
Manager**

## NEW! South Tyneside Council case study

We've recently published a new case study which describes how South Tyneside's Technology and Independence Service is using TSP, in particular PNC and Service Manager, as a platform to enable a new service delivery model which is more flexible and efficient, and delivers better outcomes for service users. It also describes the benefits they've realised by deploying Lifeline Smart Hubs.

**You can read the full case study here.**



## The way to GO

Tunstall has a new addition to its portfolio with Tunstall GO™. GO is the perfect companion to a telecare package, offering a range of flexible features to protect people while away from home:

- **SOS button** – Opens two-way voice communication to the monitoring centre and provides user's location
- **Fall sensor** – Automatically raising a call to the monitoring centre if it detects a fall
- **Voice messages** – Notifies user of device status, e.g. low battery
- **Wireless charging** – Via wireless charging cradle
- **SmartCare™ Cloud Platform** – Used to configure GO devices for individual users
- **SmartCare™ Locate Platform** – Used in conjunction with PNC to update the monitoring centre with the GPS location of users

**Find out more at here.**

## NEW! AT report launched by CCN

**CCN**  
COUNTY COUNCILS NETWORK

Tunstall has supported the development of the County Councils Network's (CCN) latest Analysis Report; Employing Assistive Technology in Adult Social Care, which provides unique insight into the status of assistive technology in local authorities, and makes a series of recommendations to Government, including the introduction of a National Strategic Framework for integrating Assistive Technology into social care.

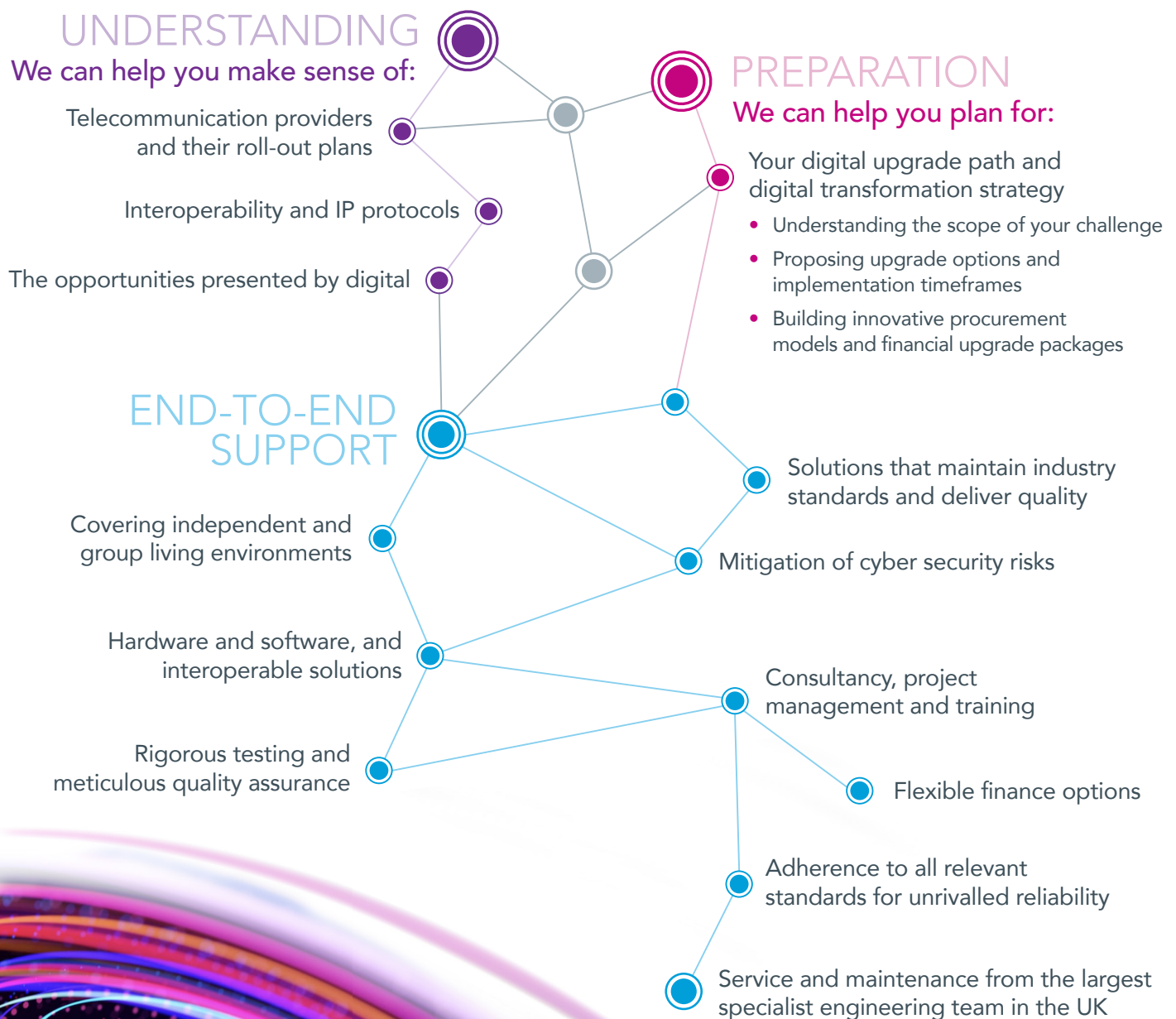
**Read the full case study here.**

# Digital transformation

## Making digital easy

Digital transformation can be complex, but we're here to help you plan the transformation of your Technology Enabled Care service. You can count on us to look at the full picture, to pre-empt potential issues, and to rigorously test compatibility between all the moving parts to ensure your

service is enhanced and not compromised by the digital opportunity. We take a consultative approach, supporting you as you scope the challenge, and offering a range of upgrade options to give you choice and control over your digital future.



You can find out more at  
[www.tunstall.co.uk/digital-transformation](http://www.tunstall.co.uk/digital-transformation)



## CommunicALL

**Tunstall's Communicall systems are long established as market-leading group living communication technology, providing residents with 24 hour support and staff with the means to deliver efficient care, whilst also meeting all relevant industry standards for this kind of life-critical equipment.**

As well as connecting residents and carers, Communicall offers an integrated platform for the management of complementary systems such as telecare, door entry and access control and much more. Although its primary function remains enabling people to access help when they need it, increasingly customers are realising the potential of Communicall to be used as a building management tool. The resilient, continuous link to the monitoring centre can

be easily connected to other systems, such as those monitoring fire and emergency lighting, CCTV, lifts, and plant/boiler alarms, which has particular benefits in environments where staff may not be onsite 24 hours a day.

And as a manufacturer that also designs, installs and maintains social alarm systems in grouped living environments to BS8604-1, we offer a single, expert point of contact for their management, partnering with other specialist companies where required.

All of our electrical works meet NICEIC standards, and we can supply fibre backbone cabling, as well as CAT6 Networks for systems such as digital door entry and Wi-Fi access points in preparation for a more digital future.

## Focus on fire

**In 2019 British Standard 5839-6:2019 Fire detection and fire alarm systems for buildings code of practice for the design, installation, commissioning and maintenance of fire detection and alarm systems in domestic premises was introduced in the UK, recommending an increase to the level of protection provided sheltered accommodation to LD1. In the same year the Housing (Scotland) Act was also amended (with the tolerable level being LD2). Both require an increased number of smoke and heat detectors in properties, and in Scotland this also applies to carbon monoxide detectors.**

Tunstall is BAFE accredited and audited by the BSI, so we can design, install, commission and service landlord fire alarms systems to BS5839 Part 1 standards as well as BS6839 Part

6 for domestic properties. We can also provide fire curtains, sprinklers, and mechanical and natural smoke extraction systems and CFD modelling where required.

With residents of group living environments not always able to evacuate themselves in the event of fire within their own property, detecting fire at the earliest opportunity is vital, and voice confirmation can help to reduce the number of unnecessary responses from fire and rescue services.



**If you'd like advice on how to get the most out of your Communicall system, or ensuring your fires strategy is compliant with the latest standards, call 01977 660479 or email [hello@tunstall.com](mailto:hello@tunstall.com).**



# Partnership working

## We can be heroes

Tunstall was extremely proud to sponsor the Alzheimer's Society Dementia Hero Awards recently. The awards were hosted by Richard Madeley and featured appearances from Angela Rippon CBE, Carey Mulligan, Sir Tony Robinson, Judy Finnigan and Anne-Marie Duff. The Outstanding Achievement award recognised individuals that have improved the lives of people affected by dementia during the pandemic, and was won by Paul Harvey. Paul, who is 80 and a former music teacher, was diagnosed with Alzheimer's Disease in 2019, and was presented with the award for his song, 'Four Notes' which received significant media attention in 2020 and was later recreated by The BBC Philharmonic Orchestra. Paul was just one of nine worthy winners who were recognised for their inspirational achievements.



You can find out more here



## Laptop donation helping pupils to be top of the class

Earlier in the year, Whitley and Eggborough Community Primary School was delighted to receive 12 new Google Chromebooks from Tunstall. At that time, most children were learning remotely, however, not all families had access to technology to support this. Headteacher Sarah Langridge said the Chromebooks had made a huge difference: *"The laptops meant that the vast majority of children across all year groups were able to access the curriculum, and learn online during lockdown. Now that pupils are back in school, the laptops are still being used every day by the children, and will continue to enhance the learning of our pupils for years to come. We've been very proud of the way the school, teachers and the community worked together to continue providing a quality education to our pupils through the pandemic, and as we begin to look towards the future we remain grateful to Tunstall for its generous contribution."*



## New Tunstall OT Award

Tunstall recently sponsored the Royal College of Occupational Therapists (RCOT) Award for Technology Innovation in Occupational Therapy. The award was given to registered occupational therapist, Alicia Ridout and her team, for the development of a new web application which forms a digital Clinical Onboarding Guide for Occupational Therapists (COG-OT). The team received £1,500 funding to help them continue the development of the app, which provides OTs with an online resource to help structure and drive the assessment of a person's care. Dr Gillian Ward, Research and Development Manager at RCOT said: *"The funding from Tunstall offers an opportunity to make improvements to the services that occupational therapists offer to the people they work with. This is especially important as many services are making greater use of technology enabled services as a result of the pandemic."*



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