

# Tunstall Healthcare recommended to partners by Digital Office for Scottish Local Government

September 2022

The Digital Office for Scottish Local Government has announced that groundbreaking technology solutions from global market leading technology company, Tunstall Healthcare, have been added to the digital telecare security assessed suppliers list.

Tunstall Healthcare was judged to have met the fair and common minimum security standards across a range of hardware and software solutions. These are the **Lifeline SmartHub** which is Tunstall's latest IP unit for connected care in the home, Tunstall's secure **Device Management Platform (DMP)** which provides advanced, future-proof, remote patient care and captures real time data updates, and the scalable and reliable technology platform **PNC8** that enables flexible and efficient call handling and operator deployment in the event of an emergency.

The assessed list forms part of the Office's Digital Telecare Security Assessment Scheme to support health and social care partnerships across Scotland, and suppliers with the transition to digital telecare. The panel evaluates the cyber security risk associated with each supplier and their equipment or services, including evidence of the company's Information Security Management System, results of an independent penetration test on each device or service, and a completed supplier security questionnaire provided by Digital Telecare.

The list enables partners to have full access to details of the assessed equipment and services and use this as evidence that appropriate cyber security is in place, rather than having to complete their own assessment.

**Lucille Whitehead, strategic development director for Scotland at Tunstall Healthcare, is extremely proud of the achievement. She said:** "Ensuring our products and services are safe for our customers and their end users is absolutely essential to us. We invest in rigorous testing procedures across the board on both current and future products to ensure that our standards are unbeatable. We've worked extremely hard with the Digital Office to ensure that our testing procedures were recognised and it means a lot that local councils across Scotland can have the confidence to integrate our solutions into their services to support local people."

The Digital Office for Scottish Local Government emerged from the development of a digital transformation strategy for local government in late 2015/early 2016. It aims to exchange best practice, develop wider public sector strategic direction, develop new shared services and capacities, and work with local councils to help them with their own transformation and ensure they are creating top class digital services for citizens.

**Andy Grayland, Chief Information Security Officer, Digital Office for Scottish Local Authorities, commented:** "The Scottish digital telecare security-assessed suppliers scheme reviewed an application from Tunstall Healthcare for their SmartHub, and PNC8 (on-prem and hosted) ARC applications. The assessment panel was very impressed with Tunstall. Both this assessment scheme, and Tunstall's positive response to it, will help ensure that vulnerable telecare users across Scotland are protected against the threat posed by cyber criminals when using these services."

The Digital Office for Scottish Local Government works in partnership with organisations across the UK including TEC CYMRU. The partnership was established to provide a cohesive approach to telecare and make it easier for local residents across Scotland and Wales to access the best possible levels of telecare in order to manage the risks associated with independent living.