



Proactive Services

Tunstall Service Platform

What is it?

Proactive Services allows wellbeing calls for service users to be pre-scheduled and made by operators in monitoring centres.

The application allows service providers to offer more enriched, personalised and preventative care to service users. Evidence shows that the implementation of a proactive service helps to reduce the number of critical alarms triggered and improves quality of service for the end user.

This application enhances the Tunstall Service Platform for service providers by widening their offering and making it easy to deliver more positive experiences for service users.

Who is it for?

Service providers offering 24/7 monitoring services to:

- Service users
- Local authorities
- Housing providers
- Charities

How does it work?

The solution allows for annually, monthly, weekly, daily or customised frequency calls to be pre-arranged. The calls are then allocated to an operator in a date and time order to allow them to contact individual users for various reasons.

Calls can be scheduled for any reason, for example:

- Wellbeing checks
- Social inclusion
- Advice and information; social, nutrition, leisure
- Support for specific situations; domestic violence, suicide, bereavement
- Emergency care; natural disasters, extreme temperatures
- Signposting to other services; healthcare, meals on wheels
- Custom reminders; medication, appointments etc
- Events; birthdays, anniversaries
- Help with administrative tasks
- Supporting self-care at home

Proactive Services key features

- **Create campaigns** - the ability to create an outbound call set to define a list of users to receive the same message. An example would be a warning about extreme weather conditions that could affect them
- **Assign an agenda to an operator or groups of operators** - a monitoring centre manager can allocate a defined number of proactive calls to an operator's schedule, allowing for improved management of available resource
- **Managing scheduled calls** - once logged on, an operator has a clear list of allocated scheduled calls, prioritised in due time order, to be made via the PNC IP application
- **Pop up notifications** - can be enabled to advise an operator of newly assigned scheduled calls
- **Last contact** - if an operator is scheduled to make an outbound call to a service user, the system will tell them if the user has already spoken with the centre on that day, and confirmed they are well
- **Tiered** - user access and permissions
- **Fully integrated to Service Manager and PNC IP** - for example, if a new agreement is set up, the status is changed or cancelled, then proactive calls can be automatically scheduled or cancelled

Proactive Services is a GDPR compliant solution

How can Proactive Services support your service users?

- Offers an enriched level of care to end users by tailoring their service to their needs, and offering more than reactive care
- Peace of mind to relatives and carers that users will be reminded to take medication or informed of healthcare visits
- Eases pressure on local authorities by reducing the amount of administration required to meet these schedules
- Advise large groups of people about impending environmental issues such as a heat wave, and advise users of the action they should take

Why Tunstall?

Over the last sixty-five years, Tunstall Healthcare has pioneered the use of technology to enable independent living, creating Connected Healthcare solutions that support more than five million people and their families across the world.

We focus on using the latest digital and mobile technology to enable people to feel safe, secure and independent, giving them the freedom to live the life they choose.



Tunstall Healthcare (UK) Ltd is a member of the Tunstall Integrated Healthcare group.

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