



Annual Report 2020



The voice of technology
enabled care



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About Tunstall

With a team of almost 3,000 employees operating in 22 countries across the world, Tunstall has unrivalled strategic insight into Care & Health operations globally.

Through our 15 regional response centres, we work with health professionals and social care providers daily to provide support to help manage long term health conditions and provide person-centred care. This extensive insight enables us to develop digital solutions that enhance independent living and improve efficiencies in clinical care.

Connected Services, transforming Care & Health

Designing and delivering services that support vulnerable individuals, and those with challenging healthcare conditions can be complicated. At Tunstall we spend time understanding the requirements of the organisations and their users to determine the appropriate technology, platforms and services to optimise the tailored delivery of Care & Health solutions.

Monitoring and Response Services - Tailored, pioneering response solutions

Tunstall Response offers a wide range of services, tailored to an individuals' particular needs. The service provides 24 hour support to individuals with a variety of needs such as older people, those with long-term conditions, individuals with complex needs, people with dementia, hearing impairments and users for whom English is not their first language.

Tunstall Response currently has approximately 94,228 connections and receives on average 6,000 calls/activations a day. We also support other monitoring centres by offering out of hours monitoring, out of hours emergency repairs triage, disaster recovery, hosted (virtual centre) services, lone worker and contracted out services. More than 421,156 connections are supported as part of our disaster recovery service. Tunstall Response handled 2.2 million calls in the last 12 months.



**2.2
million**

calls handled by Tunstall
Response in the last 12 months.

Our Vision

A world where people have the freedom to live life to the full in a place of their choice.



Our Services

Tunstall Response offers a wide range of services, each tailored to the particular needs of the customer.



Our Customers

55%

of our connections are
for people living in
sheltered housing

15%

of our service
users have a
sensory impairment

91,930

calls from people who
had fallen

77,785

calls in total to the
emergency services

*(58,806 calls for an ambulance, 2,891 calls to the police,
1,856 calls to 111 service, 11,046 calls to the Fire and Rescue
Service and 3,186 calls to the doctors.)*

Our **youngest**
service user is **9** and
our **oldest is 109**



**Resident called
testing and thanked
us all for the
wonderful job we
do as we save lives
as well, and are
forgotten when
others mentioned
during the pandemic.**



Significant Achievements

We have secured seven new contracts for client organisations which includes four major new contracts including Nuneaton & Bedworth, Shropshire & Stroud.

We now operate a global centre of excellence programme and work in partnership with all Tunstall monitoring centres across the globe to drive continual improvement processes and share best practice, latest innovations and technology improvements.

We are working together to improve delivery to our customers through new technology and supporting processes as part of the Tunstall Concord ERP Programme.

Our staff are our greatest asset and we are working with them to provide:

- Covid secure working environment
- continual training and development
- career progression
- team building through various fundraising activities to support local charities



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Son wanted to advise that Response provide an excellent service and that we saved his dad life a couple of times. Well done everyone!

Key Performance Indicators

Tunstall Response operates to the TSA's Telecare Code of Practice, following the TSA's Code matrix, and uses PNC's operational reporting feature, which has been developed to monitor to the TSA requirements. On a monthly basis, Tunstall Response provides its clients with statistical information. A dedicated wallboard system is in place at the monitoring centre, which was designed in consultation with monitoring centre management. This gives a graphical representation of calls waiting and calls in progress.

We continue to call quality check all operators in line with the TSA recommendation of two calls per month. We are constantly striving to improve in our aim to achieve a centre of excellence.

The facts:

Call volumes were **2.2 million in the last 12 months** and complaints were 0.003% against TSA KPI of 0.02%.

Line utilisation is closely monitored, and Tunstall Response met the required TSA standard of utilisation being less than 50% in each calendar month, achieving 100% compliance.





Customer Testimonials

Residents daughter wanted to thank the operator for her swift actions after door exit alert found her mum out wandering in the street.

Resident passed on her thanks to all staff for being here for her and checking when her alarm comes through.

End users daughter called to thank the operator for calling her when her mother pressed the alarm with no voice contact. Daughter is so pleased with how Tunstall work and happy she has this service in place.

Resident wants to thank all operators, and is impressed with the efficient service.

A House Manager wanted to thank everyone for their hard work in these difficult times. She says that everyone has been very helpful.

Blackburn with Darwen staff wished to pass on their thanks to everyone at the call response team - all their hard work is very much appreciated in this very difficult time.

Resident's mother wanted to say thank you to everyone and wanted to say how much of a help it was to her knowing the resident has the alarm.



How Response measures up to a pandemic

2020 presented significant challenges around the globe following the emergence of Covid-19. The UK locked-down and the majority of office-based workers stayed home and worked remotely in line with government guidance.

Tunstall assessed the option of Response mobilising a remote solution for our Response workforce. We considered data security, employee experience and technology capability. Our assessment team concluded that the move to remote working, while technologically possible, could not guarantee the safety of our customers data. We set about making our premises Covid-secure by:

- Dual-working across our core site (Redhouse) and our DR site in Tunstall UK's HQ, 20 minutes away from our core site;
- Using all available space to distance staff from each other; and Instigating stringent personal and workplace hygiene measures.
- Tunstall prepared a people plan for the pandemic alongside our estates plan. Our structure affords us the flexibility to utilise non-call handling teams, such as our compliance function to support call handling on an ad hoc basis. However; to strengthen our approach, Tunstall made the commitment to overstaff which gave us protection from increased sickness absence and the agility to provide additional support to smaller centres who struggled with staffing issues in 2020.



Future Service Direction

Tunstall Response will continue to play a key role in delivering the organisation's vision and strategy for the next five years. As the world moves towards an ever more digital future, Tunstall is positioned to lead the change by developing and delivering new models of Connected Care for older people and those with long-term conditions.

IP and mobile technology will enable our customers, the devices that protect and monitor them, and the carers and health professionals who look after them, to all be connected to one another in real time, all the time. This makes new and integrated models of care achievable, bringing patients, social care and healthcare providers closer together and leading to significant enhancements in the quality of care provided in the home. Tunstall Response is integral to making this move to digital and cloud-based services, wrapping Connected Care & Health around the needs of individual users and creating sustainable services that support independence and choice.

We will continue to enhance our portfolio of services with wellbeing products, such as Tunstall Connect and location services enabled technology which will add greater value to traditional reactive telecare, while moving our capability towards proactive care.

Such services can include:

- Signposting to other services (Local Authority and third sector)
- Education entitlement to help with fuel bills, aids and adaptations and support services
- Escalations resulting in early interventions to avoid the need for more complex care
- Domestic Violence
- Prompts for appointments or medication
- Post-crisis support e.g. bereavement
- Public health issues e.g. cold/hot weather, fire safety, flu campaigns
- Reducing social isolation
- Support for carers

Tunstall is implementing an end-to-end ERP system, which along with the Tunstall Service Platform will provide a service wrap-around to our core PNC system, increasing the amount of automation within Response which will have a positive impact on customer and user experience plus our effectiveness and efficiency while actively decreasing manual processes.

Summary

Service user comments, complaints, commendations, actions and outcomes

99%

of our clients said that they would recommend the Tunstall Response Service

76%

of respondents rated the service as excellent and 23% as good

71%

rated Tunstall staff's helpfulness as excellent and 26% said it was good

70%

of respondents said the service represented excellent value for money and 24% said it was good

57%

said the time taken to answer their call was excellent and 38% said it was good

Complaints Procedure

Any comments from service users requiring action are fed back to the customer during regular operational meetings with their Tunstall Response account manager, and the outcomes reported at the next meeting.

Tunstall Response now manages all complaints received at Tunstall UK, bringing a clear and formal structure along with case management expertise for a holistic and robust complaints procedure. Our complaints handling procedure is as follows:

- Immediate automated acknowledgement on receipt of complaint, and allocation of unique reference number
- Response within 5 working days
- Full response provided within 20 working days if further investigation required
- Target of 100% of complaints resolved within 20 working days
- Responses not resolved within this time will result in a progress report being provided to the customer

We met the standard of providing a reply within 5 working days and all complaints being resolved within 20 days in 100% of cases.





Tunstall

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