



Annual Report 2021



The voice of technology
enabled care



About Tunstall

With a team of almost 3,000 employees operating in 19 countries across the world, Tunstall has unrivalled strategic insight into Care and 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 and 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 and 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.

Operating on the latest specialist software, Tunstall Service Platform (TSP), including PNC 8.3, Tunstall Response currently has approximately 79,967 connections and receives on average 5,569 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 392,384 connections are supported as part of our disaster recovery service. Tunstall Response handled 2.03 million calls in the last 12 months.


**2.03
million**
calls handled by Tunstall
Response in the last 12 months.

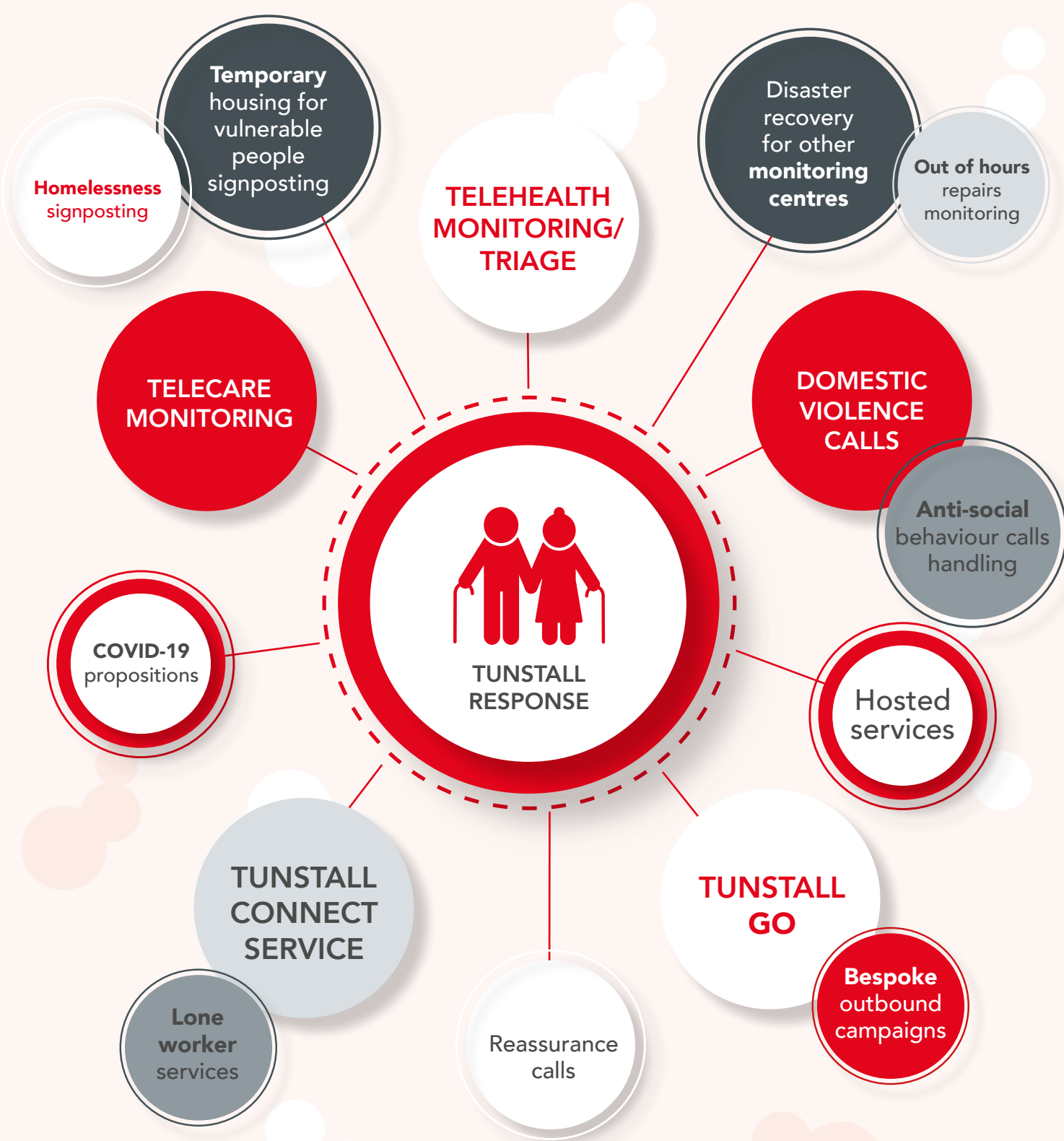
Our Vision

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

49%

of our connections are for people living in sheltered housing

12%

of our service users have a sensory impairment

85,810

calls from people who had fallen

65,128

calls in total to the emergency services

(50,225 calls for an ambulance, 2,244 calls to the police, 1,151 calls to 111 service, 9,261 calls to the Fire and Rescue Service and 2,047 calls to the doctors.)

54,664

outbound calls to continue to monitor the welfare of service users who are alone

Our **youngest** service user is **6** and our **oldest** is **109**

// We were delighted to hear from a resident who expressed their gratitude to everyone at Response for saving her life twice in the previous year."



Significant Achievements

We have secured four new contracts for client organisations which includes two major new contracts including Abri and Chelmer Housing Partnership.

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

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



We received a call to say thank you for Response's continuing support. During one particular incident where a resident had experienced a burglary during the early hours of the morning. Acting immediately, the operator supported the resident, and subsequently the intruder was caught attempting to break into another flat, arrested and later sentenced. The quick actions of the operator prevented another burglary and the constant reassurance to the resident helped with her recovery."

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 **2.03 million in the last 12 months** and complaints were 0.016% 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.





How Response measures up to a pandemic

The impact of the Covid 19 pandemic continued to be felt during 2021. As new variants emerged and the number of cases hit a record high, this placed extraordinary pressure on resources across the sector, including the emergency services. Throughout 2021 Tunstall Response continued to provide vital support to service users and work closely with the organisations commissioning our services.

Despite being impacted by increased sickness, high levels of service were maintained, thanks to our dedicated team. Covid secure measures, including social distancing and rigorous hygiene measure remained in place, and external visits were significantly limited, to protect our staff.

We continued to maintain a small team at the DR site based at Tunstall UK's headquarters to further mitigate any potential risk.

During this time, we were also able to maintain the provision of disaster recovery services, to support other centres across the UK.

Customer Testimonials

We were contacted by the son of a resident to express his sincere thanks for operators' swift actions, there was a small fire in the kitchen and thanks to their quick actions, no major damage was caused.

A warden wanted to pass her thanks on to all Response staff for doing a brilliant job.

We received a call from a resident to say thank you to all Response staff for looking after her for the past year. She is reassured that Response is here if needed and is grateful for all they do.

A resident's family member got in touch to say that they would recommend Response to anyone saying it was worth every penny and both they and their parent's found it

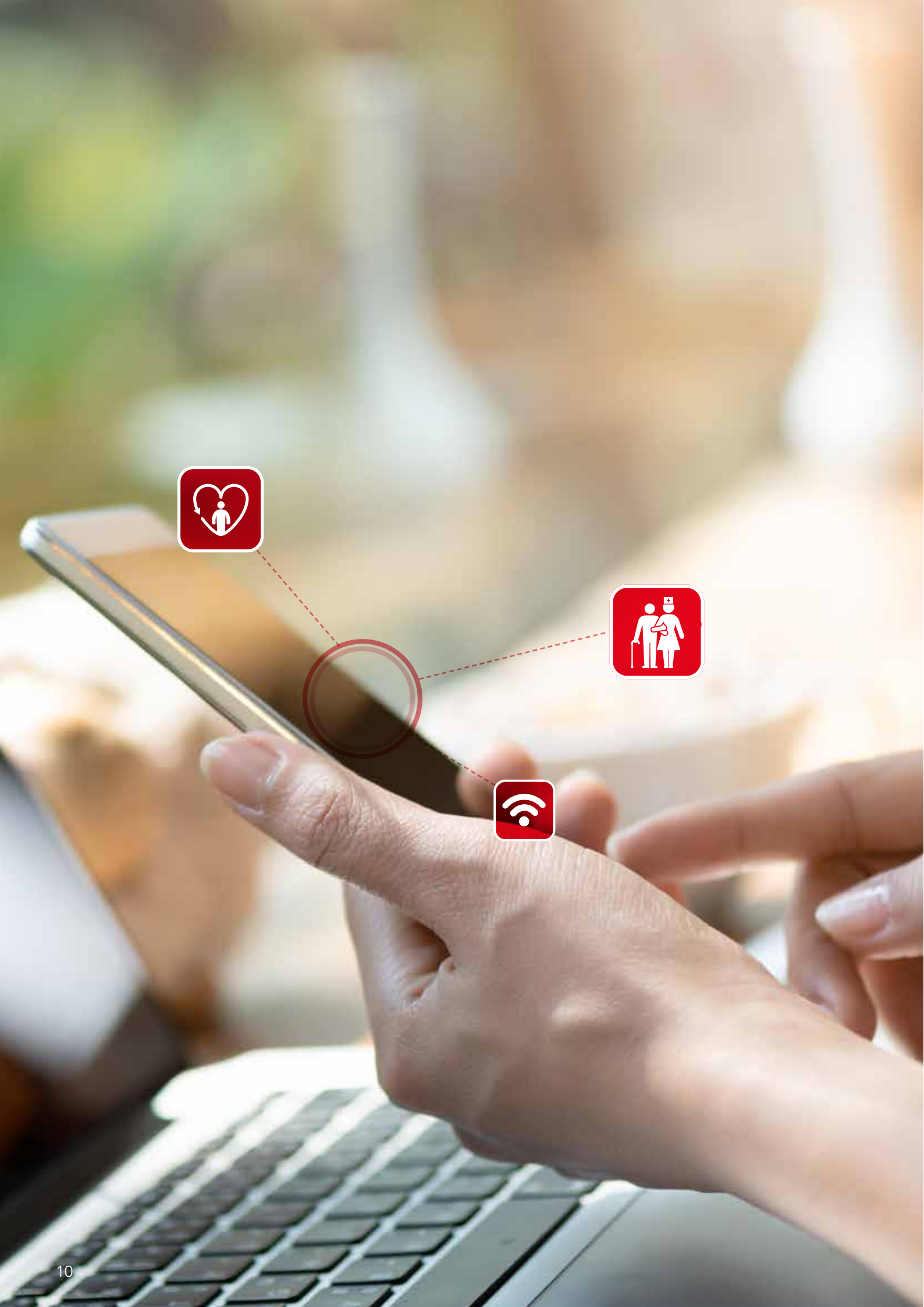
helpful. They also wanted to thank the amazing staff who answer the calls.

A resident's daughter called to thank the Response operator from the bottom of her heart who did an amazing job calling the ambulance and providing reassurance to her mother. She said that she will never forget the help given and it brought home to her what an amazing job Response does.

We were contacted by a resident to say Response isn't just doing 'their job' they are 'one in a million'.

A resident and their family got in touch to say they think Response is amazing and would like to thank all staff.





Future Service Direction

Tunstall Response will continue to play a key role in delivering the organisation's vision and strategy. 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.

As the UK continues its transition towards a fully digital communications network, Tunstall Response is committed to working with its customers to help them address both the challenges and opportunities this presents. IP and mobile technology makes enables more proactive and integrated models of health, housing and social care delivery possible, leading to better outcomes and improved wellbeing.

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

Summary

Service user comments, complaints, commendations, actions and outcomes

95%

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

64%

of respondents rated the service as excellent and 27% as good

61%

rated Tunstall staff's helpfulness as excellent and 35% said it was good

50%

of respondents said the service represented excellent value for money and 41% said it was good

42%

said the time taken to answer their call was excellent and 47% said it was good

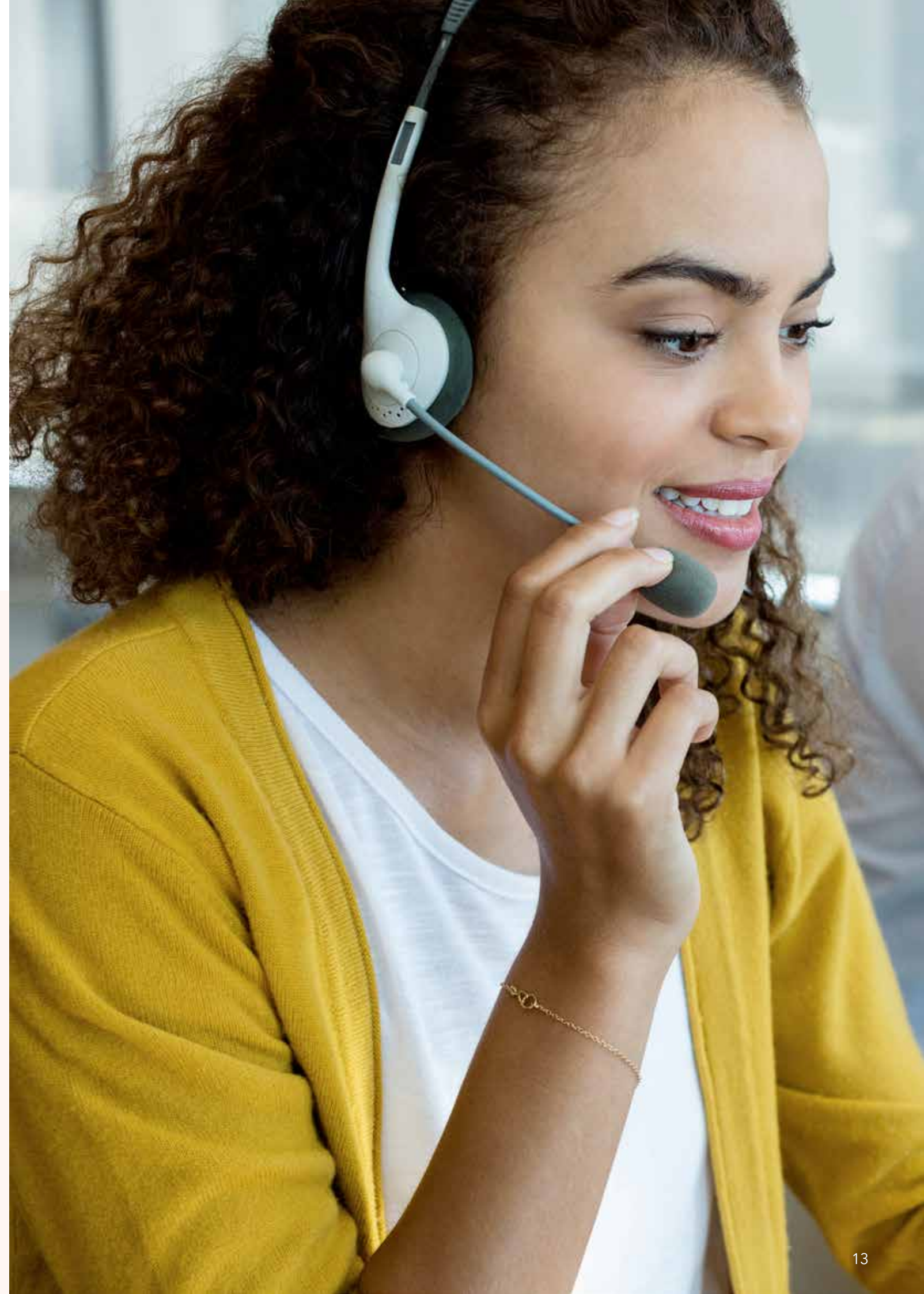
Complaints Procedure

As part of Tunstall's ongoing drive for excellence, customer feedback is positively encouraged. Understanding our customers' needs feeds into our continuous improvement plan, helping to ensure that we can continue to deliver quality products and services.

In the unfortunate event of a negative experience, letting us know gives us the opportunity to fix the problem as quickly as possible, and to improve our services for everybody else. If you would like to make a complaint, please follow the procedure below:


- You can raise a query with your Regional Account Manager, contact us directly on uk.complaints@tunstall.com
- Please provide your full contact details and an agreement and site number if available
- Please include as much information as possible regarding the issue(s) you have experienced
- Your query will be overseen by a member of our Compliance Team who will log your concerns and provide an acknowledgement communication within 24 working hours
- Should you wish to supply any further information relating to your complaint, please email uk.complaints@tunstall.com quoting your acknowledgment reference number
- We will provide a response upon completion of our review

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

© 2022 Tunstall Integrated Healthcare group.
Tunstall Healthcare (UK) Ltd is a member of the Integrated Healthcare group.
t: 01977 661234 **e:** enquiries@tunstall.com **w:** tunstall.co.uk  [TunstallHealth](https://twitter.com/TunstallHealth)

4545/11.22