

Telehealthcare

Times

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Tunstall providing city-wide service in Birmingham

Birmingham City Council has invested £14 million in a large-scale, city-wide telecare service in partnership with Tunstall. The deployment, which is believed to be the first of its kind in the UK, will ensure safety and support for older and vulnerable residents whilst maximising their independence.



The telecare service, which is planned to benefit up to 25,000 people in Birmingham over three years, combines a response service with a range of telecare solutions from Tunstall, including motion detectors and temperature sensors to support older people and those with long-term needs.

By making the strategic decision to extend the telecare service provision to more people, the Council expects to create a systemic shift towards early intervention and preventative services, to meet growing demand for increasingly personalised care packages.

Councillor Sue Anderson, cabinet member for Adults and Communities, said:

"We are proud to provide services that mean vulnerable adults across the city can continue to live independently with the additional reassurance that they are being monitored 24 hours a day."

"This partnership marks a significant milestone in how we are improving the lives of adults we support throughout the city and will ensure more adults can remain in their own homes, reducing the need for hands-on home care or a move into residential care."

Telecare making a difference

Carol Jarvis from Sheldon in Birmingham has MS and epilepsy and has a telecare package to support her in managing these conditions. She said: *"I feel a lot safer now I have this service. I am more relaxed, and it's given my family more freedom to do more things without having to worry about me all the time."*

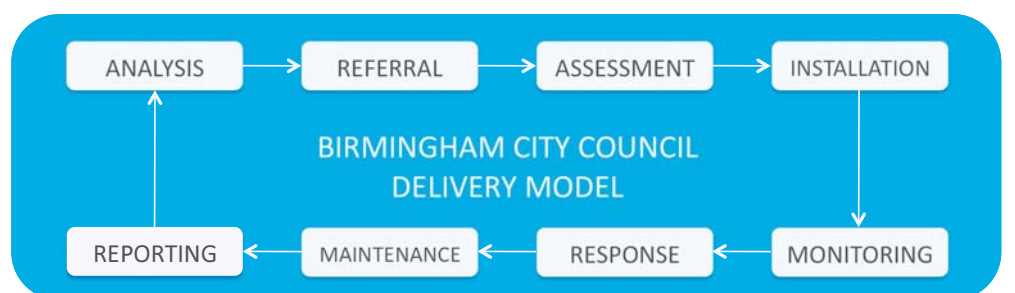
Tunstall Healthcare will provide Birmingham City Council with a complete range of telecare packages. The Council plans to make telecare an integral part of adult social care provision, maximising people's ability to manage their own condition and supporting them within the community.

Tunstall UK managing director Simon Arnold said:

"Our partnership with Birmingham City Council is truly innovative. It brings together parties from the public, private and voluntary sectors to deliver community-based services that will enhance residents' independence and promote self management, whilst ensuring 24-hour care is available."

The telecare service will be delivered across chosen care pathways. These include reablement of service users, prevention services and assessment. A Birmingham Telehealthcare Delivery Centre will be set up to ensure services are available locally and developed in conjunction with the voluntary sector and an independent Quality Review Board, who will oversee resident outcomes, quality assurance and milestones.

The contract for the provision of telecare and telehealth services was awarded to Tunstall due to their extensive knowledge and expertise in managed service provision. It was awarded following an extensive tender, which covered all six factors of the Buying Solutions National Framework Agreement, an OJEU tested procurement exercise to ensure best value practice.



To find out more, call David Cockayne 01977 661234.

“I would recommend the service to anyone in poor health living on their own as it takes away the fear that nobody knows that you're not well. I was terrified of falling and no-one finding me. Telecare is like a safety net for me, which gives me and my daughter peace of mind.”

Sheila



Welcome, from our new Managing Director UK & Ireland – Simon Arnold

I'm delighted to introduce myself in this issue of Telehealthcare Times as Managing Director of Tunstall Healthcare UK & Ireland

I have joined the company at an exciting but challenging time. The NHS is experiencing significant changes, social care is going through yet another review and housing struggles to cope with demand – all against budget constraints and increasing numbers of people needing services.

My philosophy is simple – to listen to the customer and respond to their needs. I have already met a number of our customers who have told me clearly that they are looking to Tunstall to provide solutions to support them to meet the challenges they face and the ambitions they aspire to. That is why I am

committed to working across Tunstall's business to make sure this is a reality.

Having visited the party political conferences and through our sponsorship with Carers UK we have talked to a good number of ministers and shadow ministers. Everyone has been incredibly positive about how telecare and telehealth can help people live their lives in a way to suit them.

“My philosophy is simple – to listen to the customer and respond to their needs”.

We still have a lot of work to do on raising the awareness with potential users, which is an area I feel strongly about as do our customers.

It is clear to me that the evidence and support behind embedding telehealthcare as a vital part of sustainable future service delivery grows stronger by the day and we all await the forthcoming Whole Systems Demonstrator results, the largest telecare and telehealth evaluation.

I think it could signal a fundamental change in how we look after people with long term conditions in the UK.

In addition, we've seen publications such as the Good Governance Institute's Better Care for People with Long-Term Conditions, Dilnot

Commission's Funding Care and Support and the Living Well at Home Inquiry, which all highlight the need to embed telehealthcare in future models of care, for older people and those requiring long term condition management.

Technology has the power to transform the way we deliver and receive care and support. However, technology alone is only part of the answer, and that is why the current and future direction of the company is focused on offering a range of comprehensive services and delivery models tailored to suit the needs of our customers and their communities.

I hope you enjoy reading more about how Tunstall can, and is, helping to enable the development of innovative, integrated service models, across the UK and I look forward to meeting you soon.



About Simon

Simon joined Tunstall in summer 2011, taking over the leadership of the UK business from Jon Lowe. He joins us from Aviva UK Health where he led large scale service operations and their Occupational Health business, and he has previously worked for British Gas and in strategic consultancy. Simon is married with two daughters, and enjoys running and has a passion for football.

Dilnot Commission Fairer funding

The Dilnot Commission's Fairer Care Funding report highlighted the urgent need for reform of the current social care funding system, calling it 'hard to understand, often unfair and unsustainable'. One of its recommendations was that local authorities invest more in telecare and telehealth technologies, and provide better information about these options.

A White Paper is expected to be published followed by legislation in 2012 which promises the biggest overhaul of the social care system in 60 years.

To read the full report visit dilnotcommission.dh.gov.uk

Tunstall Response delivers a Platinum Service

Tunstall Response is delighted to announce it has achieved the exacting new standards set by the Telecare Services Association (TSA), resulting in a prestigious Platinum level status. The centre currently monitors over 100,000 telecare service users.

A key part in achieving the standard is that 98.5% of critical calls are consistently answered in under 60 seconds.



Embedding Telehealthcare for Excellent Reablement

GGI has also produced, in conjunction with Startpoint Consulting and with the support of Tunstall, a Board Assurance Prompt (BAP) on Telehealthcare and Reablement, designed to guide local authorities and primary care trusts in maximising the benefit of funding allocations given to them to develop post-discharge reablement services and alleviate winter pressures. The BAP can be downloaded at

tunstall.co.uk/Resources/Evidence

Coming Soon – WSD resource site

Tunstall

WSD
KNOWLEDGE BANK

The Whole Systems Demonstrator programme was established by the Department of Health in order to explore the exciting possibilities opened up by truly integrated health and social care working supported by advanced assistive technologies such as telehealth and telecare. The results of the largest randomised control trial of its kind in the world are due imminently and as soon as they become available, Tunstall will launch a microsite containing a range of free resources designed to improve understanding of WSD and support the application of its findings in practice at tunstallwsd.co.uk

To register to be alerted when the site is launched please email katie.anderson@tunstall.co.uk with WSD in the subject line.

Chichester Careline Upgrades its Service



Chichester Careline's monitoring centre has recently upgraded to the latest Tunstall PNC6 in order to offer an even better service to the 21,000 people it supports. The new call monitoring and management system provides enhanced call handling, automated management reports, door entry video support, and call conferencing capability.

Brenda Jackson, Centre Manager at Chichester Careline said: *"...the recent upgrade to PNC6 system has been a seamless transition and has had positive feedback from staff. Many have highlighted the benefits of the new integrated voice recording function, which allows operators to access recordings of calls at the touch of a button should they need to."*

For more information visit tunstall.co.uk

Investors in Telecare



North West Leicestershire District Council is deploying Tunstall's Communicall Connect advanced group housing communications system to provide residents with an advanced telecare solution that offers flexibility and security in the home. The council has also upgraded to Tunstall's PNC6 call monitoring system, improving remote monitoring and report management for staff.

Councillor Roger Bayliss said: *"...we are continually modernising our service and I was pleasantly surprised by how seamless the upgrade to PNC6 was and the speed at which staff have adjusted to the new system with the support of Tunstall. The additional features, in particular the lone worker module, have proven invaluable to our service."*



Visit tunstall.co.uk for more on Communicall Connect and PNC6

Fully-Managed Telehealth Service Reaps Rewards



Tameside and Glossop

NHS Tameside and Glossop has partnered with Tunstall to deploy a large-scale telehealth service, which will enhance care provision for patients with long term conditions and help the Trust meet QIPP targets. The area has a high prevalence of people with long term conditions and the service will play a key role in helping the Trust provide the support needed to enable patients to manage their condition more effectively. It will also generate significant cost savings to help overcome current financial challenges.

The programme commenced in December 2010 and its initial phase saw 60 telehealth systems rolled out across the area in two months to support people with Chronic Obstructive Pulmonary Disease (COPD). The success of the initial phase has resulted in the Clinical Commissioning Group supporting the expansion of the programme, with the deployment of a further 205 units by the end of 2012, supporting people with heart failure and co-morbidities as well as COPD.

Alison Lewin, Associate Director of Commissioning for NHS Tameside and Glossop said: *"As well as generating savings, telehealth has enabled us to provide a higher level of support to patients. By allowing them to monitor their condition at home and encouraging them to be more proactive in managing their own health, patients can lead a better quality of life, feel more confident that their condition is under control and avoid frequent stays in hospital. We now have a waiting list for the telehealth service, and informal feedback has indicated that we are already keeping patients out of hospital."*

See the case study tunstall.co.uk/literature

GGI Report First to Address Telehealth Safety



The Good Governance Institute (GGI) has published the first ever report to aid implementers on telehealth safety issues, providing recommendations and tools to assist implementation for healthcare commissioners, providers and policy makers.



Available from tunstall.co.uk/Resources/Evidence

Magna in Royal Company

HRH The Prince of Wales recently visited Magna Careline in Dorchester to meet the people who provide telecare monitoring for 12,000 people across the UK. His Royal Highness called in at the offices and spoke to the team during a half-hour visit.

Tanya Grant, Magna Careline general manager, said:

“The Prince was friendly and charming. It was particularly nice to see him take a moment to speak to everyone who was there, which was about 35 people. He made us all feel special in providing this far-reaching service, which makes such a difference to so many people’s lives. It was a real boost to morale to think the heir to the throne had taken the time out of his very busy schedule to come and see us.”



HRH The Prince of Wales and Magna Careline's Tanya Grant

Forthcoming events

Tunstall will be exhibiting at the following forthcoming exhibitions; we'd love it if you came to see us!

2-3rd November 2011	CIH NE Conference 2011, Durham	cih.org/events/
14-16th November 2011	The National Telecare & Telehealth Conference 2011, London	telecare.org.uk
30th November – 1st December 2011	NHS Alliance 2011, Manchester	nhsalliance2011.org.uk

Celebrating 25 Years of CareRing

June marked the 25th anniversary of the creation of Leeds City Council's CareRing alarm call service. The service supports more than 15,500 people of all ages across the city, taking over 38,000 calls per month into their monitoring and response centre.



“This is a fantastic service and one which has worked extremely well over the last 25 years. We want all our elderly and vulnerable people in Leeds to feel safe in their homes 24/7, and this service does more than just that. This is a service that really does save lives.”

The Right Honourable Hilary Benn MP was in attendance and marked the event by unveiling a plaque in celebration of a quarter of a decade of successful service.

Councillor Peter Gruen, Leeds City Council executive member for neighbourhoods, housing and regeneration said:

Going Green – Ministerial visit to Tunstall HQ

Lord Green, Minister of State for Trade and Investment, visited Tunstall's Yorkshire head office on 28th September, receiving a tour of the manufacturing facilities and a demonstration of Tunstall's telehealthcare solutions. Previously Group Chairman of HSBC, Lord Green's current position is split between the Department for Business, Innovation and Skills (BIS) and the Foreign and Commonwealth Office (FCO).

As such, much of his time is spent in supporting British firms in exporting, and in attracting international investment into the UK. Lord Green said:

“My visit to Yorkshire is an opportunity to meet businesses in the region who are leading the way in exporting on the global stage and emphasise to others how important it is to developing their business and securing their future in markets around the world.”



Simon Arnold meets Lord Green

Latest Updates for Solutions for Independent Living

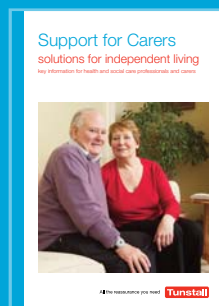
Learning Disabilities

Dementia Care

Support for Carers

Physical Disabilities and Sensory Impairments

Meeting the Care Challenge



We'd like your feedback!

As ever, we are interested in your views, this time on Telehealthcare Times. We're inviting customers to complete a short online survey to inform future issues of this newsletter. As a thank you, everyone completing the survey will be entered into a prize draw to win a Nintendo Wii to donate to the housing scheme of their choice. To complete the survey please visit tunstall.co.uk/feedback



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