Communicall Vi IP

Unleashing the power of
digital communications

Moving to digital

The rise of digital services and products has been happening almost unnoticed for a number of years.

Already major industries have both benefited and been disrupted by new service delivery models, for example, traditional newspapers have struggled with the immediacy of web-based news delivery and new subscription models for online content.

Digital, and the internet protocol (iP) that underpins its delivery, is different from traditional analogue solutions because:

- It's always on
- It's faster
- It's more adaptable
- It can handle greater volumes of data
- Voice, video and data can all be handled simultaneously

The language we use and hear is starting to embrace new terms too, such as the Internet of Things (IoT).

Connected Home and Connected Care. Digital services and Connected Care, in particular, offer significant opportunities around:

- Improving customer experience
- Providing more for less by being able to shift staff resources to where they can add the most value by removing the mundane and routine
- By being able to offer new ways of delivering existing services
- By being able to deliver innovative new services that reflect increasing needs and aspirations

Internet of Things

The first generation of the internet was all about connecting people and the second will be all about connecting things. IoT is a concept used to describe physical objects becoming digitally enabled and able to share their data. The concept is applied universally from Smart Cities, Smart Grid, machine to machine, Smart Cars to Smart Kettles.

Connected Home

A subset of the IoT, where devices, tools and services are connected to each other in an automated way to create convenience and efficiencies.

Connected Care

A more personalised, whole person, joined up and integrated form of care and support enabled by digital services. Connected Care can deliver enabling, proactive/predictive and responsive elements depending on the outcomes required.

25% of over 60s would buy a retirement property[1]

2% of UK housing stock are retirement properties[1]

[1]Age UK, Later Life in the United Kingdom, June 2016

Connected Care and Communicall Vi IP

The Communicall range has always been known for delivering high levels of safety and security to thousands of residents supported by housing providers across the UK.

Communicall Vi IP is Tunstall's first digital solution for housing providers and residents. It opens up the possibilities for now and into the future and is the first step on our combined digital journey. It continues to build on the enviable Communicall reputation while at the same time introducing new services meeting a wider range of needs and providing a true needs-led solution.

New services now available include integral video door entry, internal telephony and Wi-Fi, increasing resident security, and encouraging greater social and digital inclusion. More new services are planned as the digital revolution gathers pace.

Communicall Vi IP key features

- New digital room units

- Safety and security

- Multiple speech channels

- Free onsite video and telephone calls

- New infrastructure with increased resilience

- New services enhancing engagement, social and digital inclusion

- Enhanced resident experience

Over 75s
will double in the next 30 years[1]

1 in 3
of all UK households are older households[1]

2.9m
older people feel they have no help and support[1]

[1]Age UK, Later Life in the United Kingdom, June 2016

The art of the possible

Technology - enabled homes improve:

Productivity - Staff can be deployed effectively and feel empowered to better support the people they care for

Efficiency - People can self-manage and problems can be detected early, reducing admissions to hospital, avoiding increasing social care need and pressures on family carers

Outcomes - People can enjoy a greater quality of life, with enhanced independence and wellbeing

Who is it for?

Communicall Vi IP has been designed to be suitable for a wide range of grouped living environments including sheltered housing, extra care/very sheltered, supported living for adults and over 55's apartment complexes.

By utilising digital technology it not only offers safety and security but a range of services that meet a more holistic set of resident needs. It enables managers to provide high quality, outcomes-focussed support while enabling them to undertake more routine tasks remotely such as changing a door entry trade code.

Resident dwelling

At the centre of the system is the new room unit which is a voice over IP (VOIP) phone running Tunstall software on an android operating system. The phone includes a standard numeric keypad including volume control, a touchscreen, and speakerphone function. The unit is connected to an Ethernet socket by a single cable which provides data and power and can be wall or desk mounted. The Vi IP room unit is at the heart of providing a needs-led resident solution.

The room unit can be used to provide a choice of services:

- Video door entry

- Social alarms

- Internal telephony

- Wi-Fi hot spot (using own device)

As a minimum, the room unit provides a video door entry system utilising the colour touch screen display. Resident door entry calls can be diverted to an alternative onsite location where this would be preferable to safeguard residents.

Resident options

Large 7 inch screen room unit - in addition to the above functions this enables residents who don't have their own Wi-Fi enabled device(s) to access the internet directly via the large touch screen. Where housing providers already supply android apps to residents to report repairs etc. this may be preloaded to provide easy access for the resident.

Door entry video to TV - a door entry video stream can be supplied to the resident's TV. This may be particularly valuable when 2 cameras are in use at the door, one in the panel supplying the image to the room unit and a second providing a wider door view.

Remote door controller with speech - a simple two button controller enables residents to speak to callers and allow them access through the door from anywhere on the scheme. Particularly useful for residents with reduced mobility.

Intruder system - simple to use system with motion sensors (PIRs) and window/door contacts. The system is armed/disarmed using the key switch.

Resident cordless DECT handset - enables the user to receive door entry calls from anywhere onsite e.g. communal lounge near the front door. A simple button code is used to release the door. In addition, this can be used as part of the onsite telephone system.
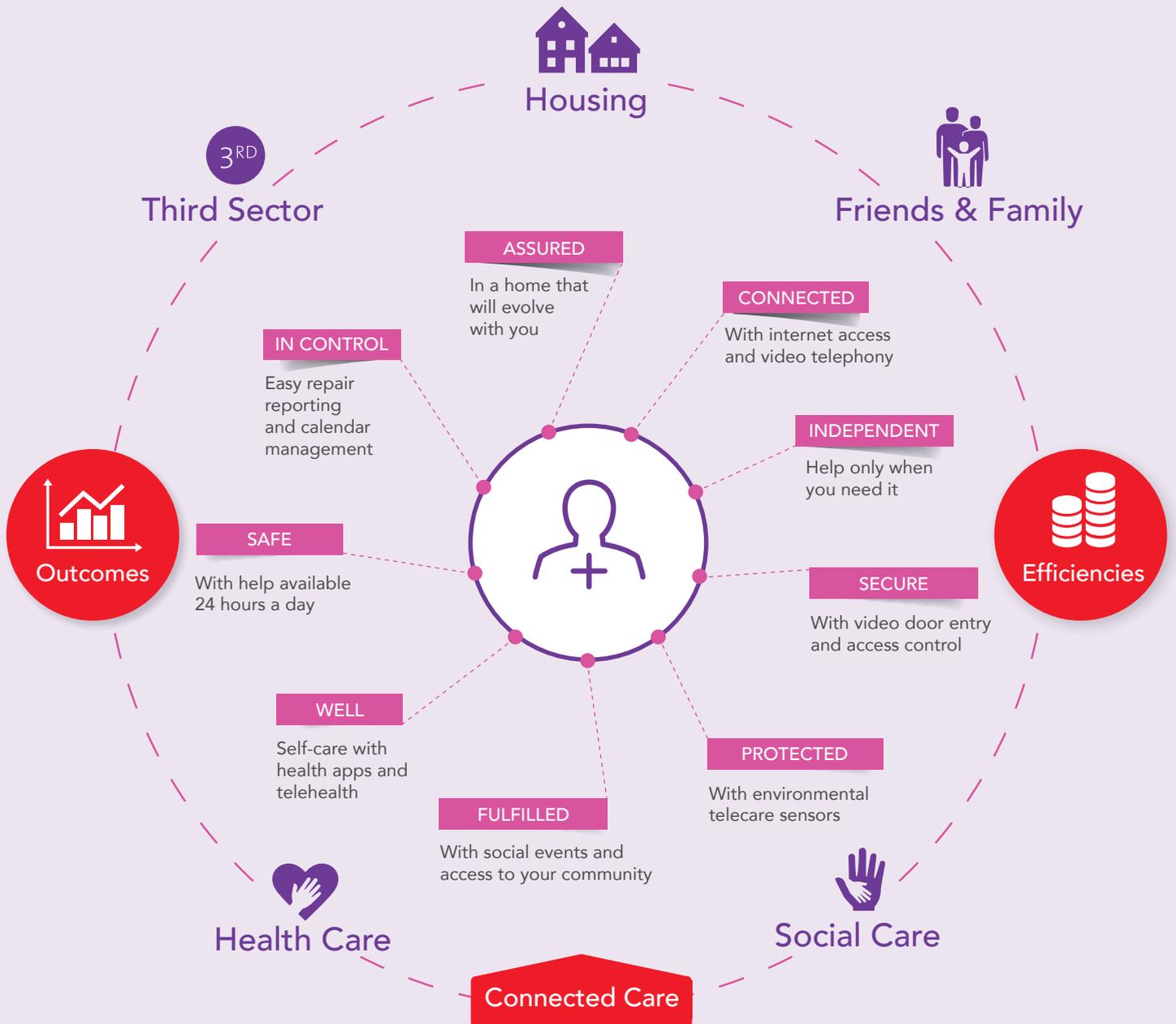

Key resident benefits

- Non-stigmatising modern universal design

- Easy to use

- High quality hands-free speech

- Needs determine services provided

- Encourages social and digital inclusion

- Increased security through use of video
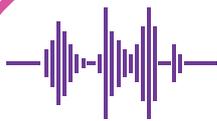
Life at your fingertips

Communicall Vi IP provides a platform for freedom, now and in the future.

Housing

3RD Third Sector

Friends & Family

ASSURED
In a home that will evolve with you

CONNECTED
With internet access and video telephony

IN CONTROL
Easy repair reporting and calendar management

INDEPENDENT
Help only when you need it

Outcomes

SAFE
With help available 24 hours a day

SECURE
With video door entry and access control

Efficiencies

WELL
Self-care with health apps and telehealth

PROTECTED
With environmental telecare sensors

FULFILLED
With social events and access to your community

Health Care

Social Care

Connected Care

The digital journey

Technology and services are evolving from analogue to digital.

All analogue

- Alarm calls
- Lone worker
- Telecare
- Telehealth
- Door entry

Analogue & digital services

- Electronic noticeboard
- Digital upgrade pack
- Information kiosk
- Active health management

Full digital

- New services
- Enhanced resident experience
- Digital inclusion
- Increased system resilience
- IP telephony
- Concurrent calls
- Apps
- Touchscreen
- Internet screen
- Video door entry
- Wi-Fi

COMMUNICALL Vi | COMMUNICALL Vi IP

Communal facilities

The video door entry system allows visitors to either call residents or onsite staff/offsite monitoring centre. The IP door panel enables multiple door entry calls to take place at the same time and can provide progressive door entry through two doors.

An optional yellow label kit increases the button contrast on the panel.

In communal areas, speech modules are fitted as a means of manually raising a call for assistance. Depending on the environment these may be wired using cat6 cable or traditional 10 core.

Where across site communication is required, such as hairdresser, room units providing internal telephony are more useful.

Communal options

Digital noticeboard - designed to enhance engagement with residents, families and visitors, the large wall mounted monitor provides a social events calendar, notices and a live news feed. Usually located in the main foyer, the noticeboard can be managed remotely and be branded with your logo.

Information kiosk - enables residents to access the internet via a simplified display and standard keyboard/mouse. The display does not have a traditional desktop environment and instead provides up to 8 tile style shortcuts e.g. to Google search. It can be configured to just access a housing provider website if required. Usually located in the communal lounge.

Functional door panel - a door panel can be provided which provides a button for each dwelling on the site. Door entry calls can also be made to on or offsite staff who can release the lock remotely.

Lift call point - with low level push for help button.

Single button door entry panel - used where a full door panel is not required, e.g. secondary external door, and enables a visitor to raise a door entry call to a member of staff.

Options linked to speech modules

Fire panel interface - when the panel is activated it can generate an alarm call on the system. Particularly useful when in offsite mode as ensures the monitoring centre can take appropriate action. Can also be linked to other systems e.g. boiler fail alarm.

Door open alert - used to generate an alarm if a fire exit or the main door has be left open and therefore vulnerable to unauthorised entry.

Remote release key safe - the safe contains the scheme master key and can be opened remotely by the monitoring centre should emergency services require access to a dwelling.

Wired pull cords - used in communal areas.

Key benefits

- Secure scheme protected through video door entry, access control systems and link to fire panel

- Options to enhance resident engagement and digital inclusion
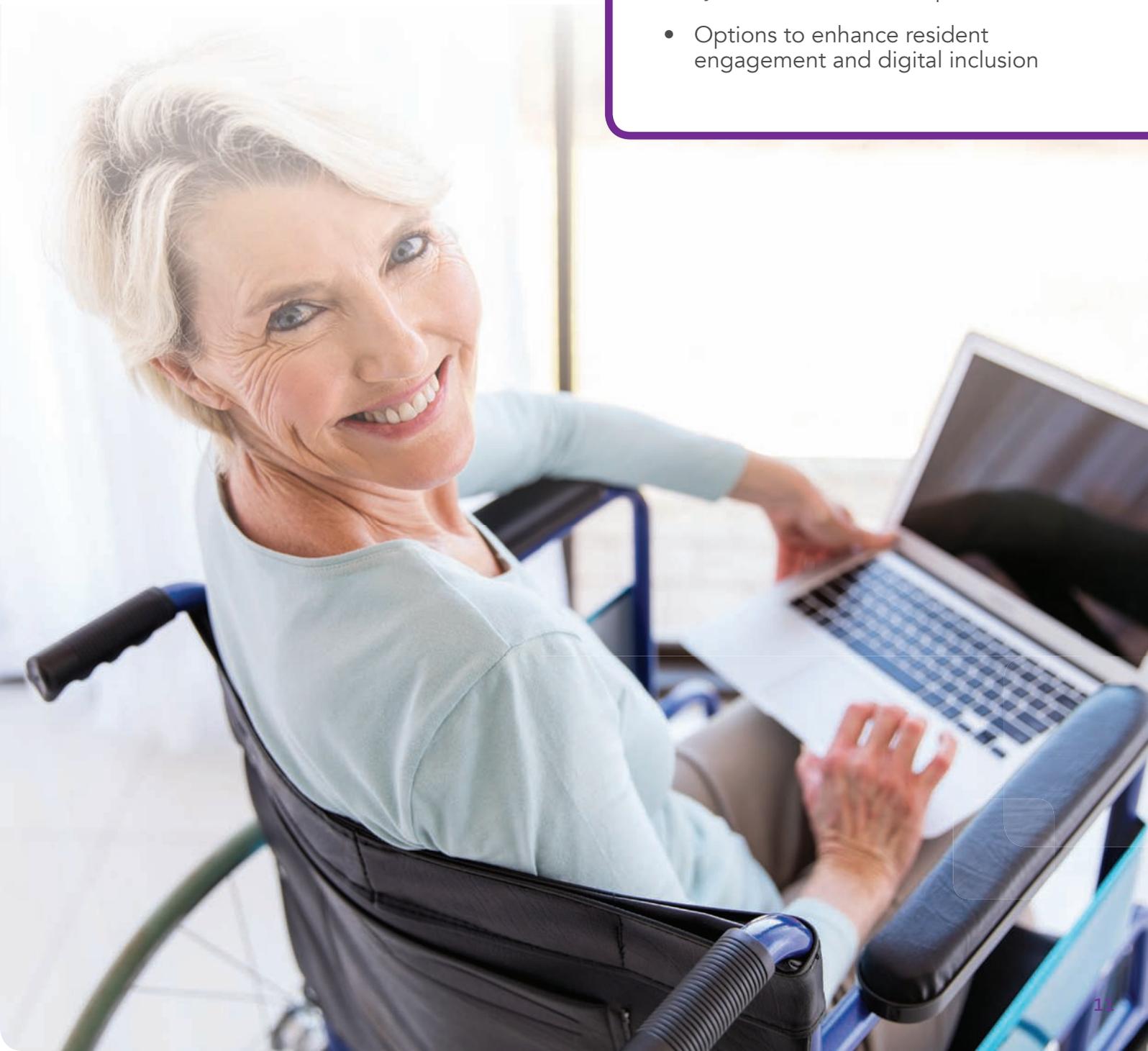
Management and operational

Connectivity

- DECT handsets with tones and alarm text details to receive alarm calls, make and receive office phone line calls and call residents.

- Standard telephone line required to provide ability to route alarm and door entry calls to a monitoring centre.

- Supports TT21 and TT92 signalling protocols. STMF for reliable signalling over next generation and mobile networks. Includes capability for future offsite IP signalling.

- Digital connectivity – delivers resident internet access in dwelling, connectivity for electronic noticeboard, information kiosk, and access from external housing management and service support.

Secure radio system

- Radio receivers designed for life critical operation and meeting the demanding requirements of EN 300-220 Class 1.

- Optional wired alarm devices in each dwelling such as pull cords linked to Room Radio Gateway (RRG) which signals to the radio receivers.

- Pendants, telecare sensors and RRG use the dedicated social alarm frequency (869.225MHz) and meet requirements of EN 50134-2.

- Alarm transmission meets the requirements of EN50134-3.

Efficient operation

- Alarm call handling has been made easier on DECT handset.

- I'm OK service enables prioritisation of morning calls to those who really need them.

- Resident room units can auto answer and enable immediate speech communication with the resident (with resident option to override except during alarm calls).

- Scheme managers can make video calls to any of the residents by using a room unit, located in their office.

Efficient operation

- Multiple speech channels means multiple onsite staff can simultaneously handle alarm calls, particularly useful on extra care sites.

- Broadcast speech from DECT handset to all room units, option for zoning e.g. by floor.

- Easy scheme set up changes by menu led Scheme Control Panel and advanced settings from web interface.

- Office phone calls can be routed to a DECT handset.

- Remote management functions.

Personalisation

- Core services can be enabled on a by resident basis e.g. video door entry with no social alarm calls but with Wi-Fi.

- Alarm calls can be flexibly routed and door entry calls to cognitively impaired residents can be routed to an alternative on site destination.

Reliability

- Battery back-up-control unit has an 8 hour battery back-up and supports the secure radio receiver network. Optional additional back up for 24 hours available to meet requirement within EN50134-3(2012).

- Keeping you informed with new messages for local area network failure and Room Radio Gateway.

- Robust and secure radio receiver network that works independently of the system network. In the unlikely event the local area network should fail then the system will gracefully degrade to fallback mode. Should the system network fail then a system fail alarm will be sent offsite and all further alarm calls will also be signalled in a non-speech mode to the offsite monitoring centre. Should the scheme be onsite, then signalling will be via a spoken message to a suitable onsite phone/long range cordless solution.
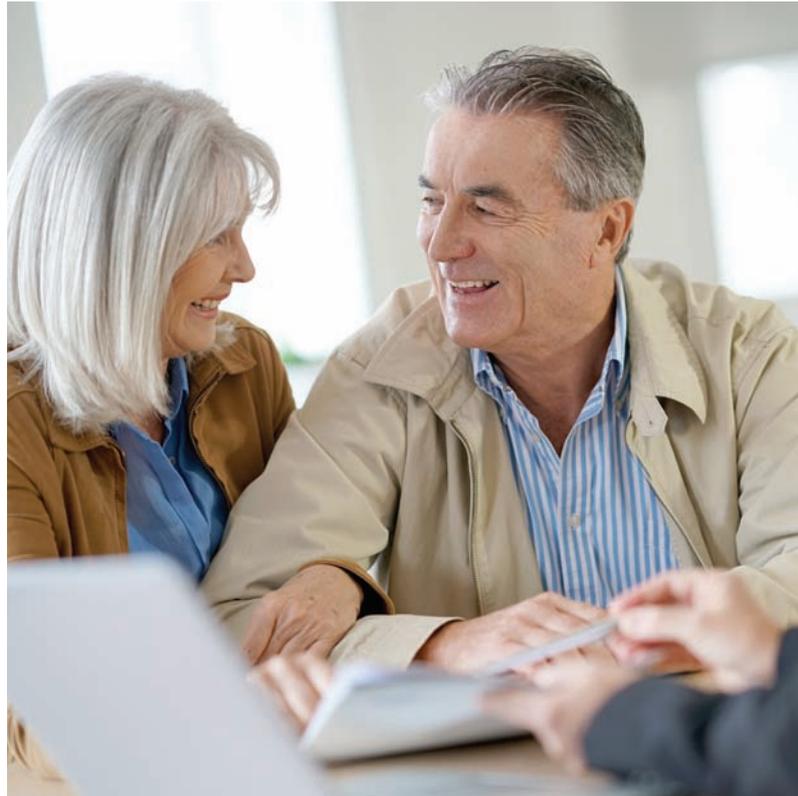
Connected Care

From the user perspective connected healthcare provides three different sorts of solutions.

RESPONSIVE SOLUTIONS minimise the consequences of an important event. They create an alarm when a life critical event has happened and communicates the details to someone else to provide the appropriate response.

PREVENTATIVE SOLUTIONS create opportunities for early interventions to avoid a crisis. Alerts are typically by text or email and sent to informal and formal carers.

ENABLING SOLUTIONS support greater social and digital inclusion and provide more control over the home environment.

Management and operational Housing Services Portal (HSP)

A pioneering scheme management application running on a Windows-based tablet and connected via Wi-Fi to the control unit. It provides:

- A live view of system activity.

- Opportunity to reassess needs based on alarm call activity by resident view.

- Dashboard illustrating 'I'm' OK and away activity enabling resident call around to be prioritised.

Remote housing management

Remote access from any PC/laptop/tablet, subject to secure login, allows:

- Access and editing of key fob system (when using Tunstall integrated system).

- Add/view/edit pendants and telecare sensors.

- Ability to update and change the electronic noticeboard calendar and notices sections.

- Scheme Control Panel functions of door entry.

- 'I'm OK' and inactivity information.

Key benefits

- Easy to use

- Safe, secure and resilient

- Flexible operation

- Choice of services available

- Saves time and money via remote administration functions

- Future service provision through use of digital platform

Communicall Vi IP and Mary's VIP Home

To demonstrate how Communicall Vi IP can act as the enabler for a host of new care and support services we have created a demonstration flat called Mary's VIP Home. These services range from connected heating control and smart locks to supporting family carers.
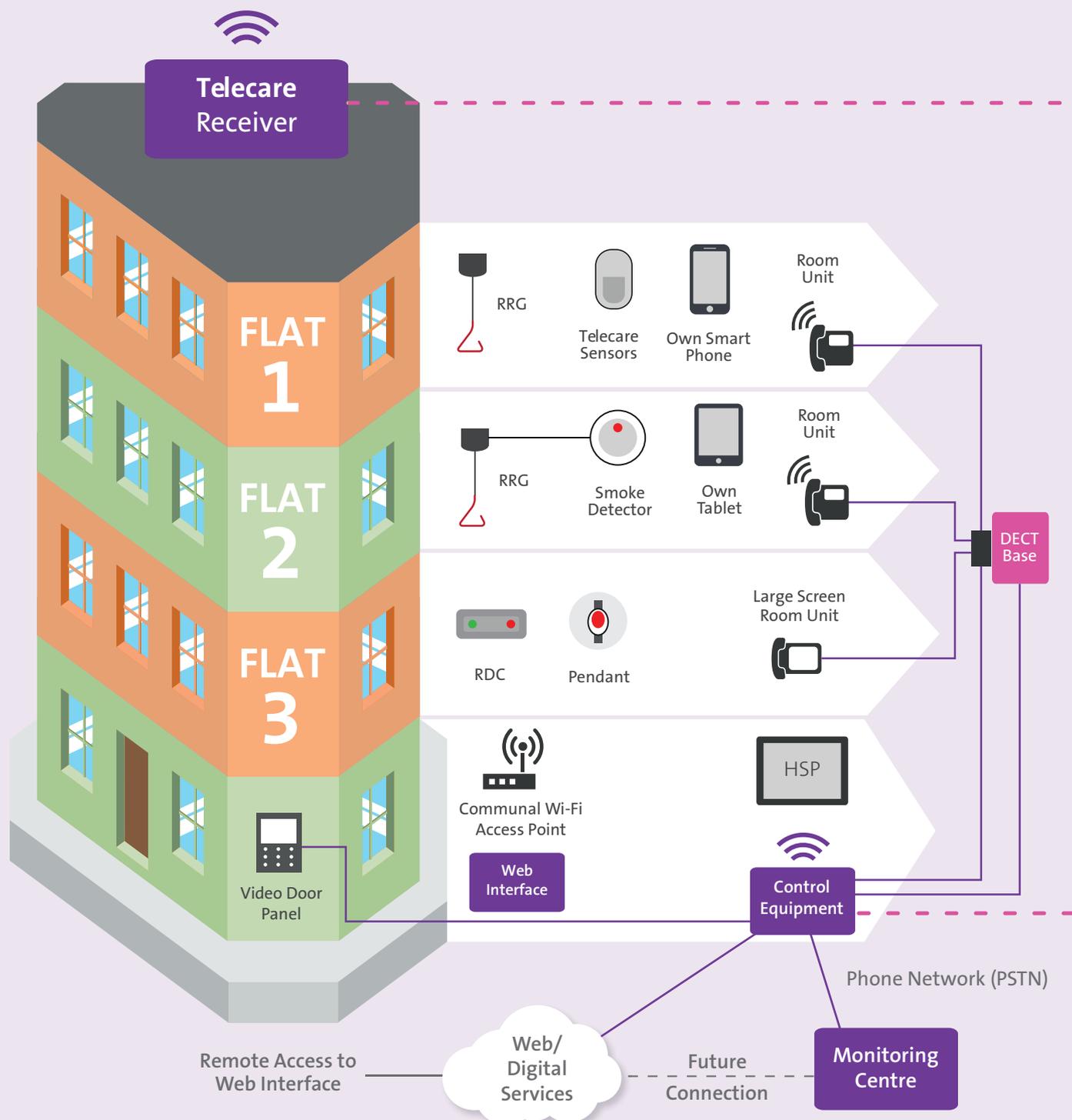
For more information or an invitation please visit the webpage:
uk.tunstall.com/mary

Communicall Vi IP schematic

The diagram shows an example of how Communicall Vi IP can deliver a flexible, future-proof system, adaptable to individual needs and a wide range of environments, providing safety, independence and inclusion.

RRG = Room Radio Gateway

RDC = Remote Door Controller

Telecare Receiver

FLAT 1

FLAT 2

FLAT 3

RRG

Telecare Sensors

Own Smart Phone

Room Unit

RRG

Smoke Detector

Own Tablet

Room Unit

RDC

Pendant

Large Screen Room Unit

DECT Base

Communal Wi-Fi Access Point

HSP

Web Interface

Control Equipment

Video Door Panel

Phone Network (PSTN)

Remote Access to Web Interface

Web/ Digital Services

Future Connection

Monitoring Centre

About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for over 60 years. Its pioneering software, hardware and services enable new delivery models which can transform community-based health and social care, and enable people to live independently and with an improved quality of life.

Tunstall's Connected Health and Care solutions are underpinned by IP enabled platforms and infrastructure, supporting the innovative use of technology including IoT, SaaS and cellular communications. It offers an end-to-end solution, including training and consultancy, service and maintenance, and monitoring services which make more proactive and personalised models of care possible, and focus health and care teams where they are most required.

Tunstall works with social care providers, healthcare services, retirement living providers, and nursing and care organisations in 38 countries, improving the lives of millions of people, including those living with dementia, learning disabilities, physical disabilities and long term health conditions.

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