



Independent Living: Empowering people with technology



Independent Living

Health, housing and social care services provide life changing support to the people who need it most. However, our ageing society, the recruitment and retention crisis in health and care, as well as pressure on public sector budgets, mean these services are facing unsustainable levels of demand. As a health and care technology solutions provider, we can help.

Technology is not a panacea, but can be a crucial part of ensuring we meet the challenges ahead as a society, and enabling a cultural shift towards more preventative and outcomes-based approaches.



A recent white paper, *The transformational potential of telecare evaluating the benefits of TECS in the UK and Spain*, confirmed the significant economic and wellbeing benefits that effective, more proactive telecare can offer.

www.tunstall.co.uk/transformationalwhitepaper

The digital future

The UK's communications infrastructure is in the process of moving from analogue to digital by 2025. Whilst this presents some challenges to Technology Enabled Care Services (TECS), it also represents a once-in-a-generation opportunity to rethink the way we deliver care.



Existing technology already supports millions of people to live independently at home for longer, and its potential has yet to be fully realised.



The next generation of TECS will enable us to move from a reactive care model (i.e. responding to crises), to one which is more proactive (i.e. offering pre-emptive support), enhancing outcomes for citizens, improving efficiencies, and redesigning services around the user.



£4,500

per service user
per annum
WAS AVOIDED



**Admission to
RESIDENTIAL
CARE
DELAYED**
by
at least



**8.6
MONTHS**

**INBOUND
CALLS**



↓ 54%

**Ambulance
MOBILISATIONS**



↓ 36%

Users reported
**significant
improvement**

in self-
sufficiency
and



**PERCEPTION
of SAFETY**



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There are at least 1.8 million people using technologies to support their care and benefiting from regaining more choice, control and dignity in their lives.¹

NHS Transformation Directorate

About Technology Enabled Care Systems (TECS)



TECS can be tailored to the needs of every user, helping to automatically monitor risks, such as falls or fires. These systems also offer vulnerable people the ability to call a specialist monitoring centre for help in case of an emergency, 24 hours a day. Such technology is scalable, cost-effective and helps individuals to remain independent for longer, as well as care to be person-centred rather than place-based.



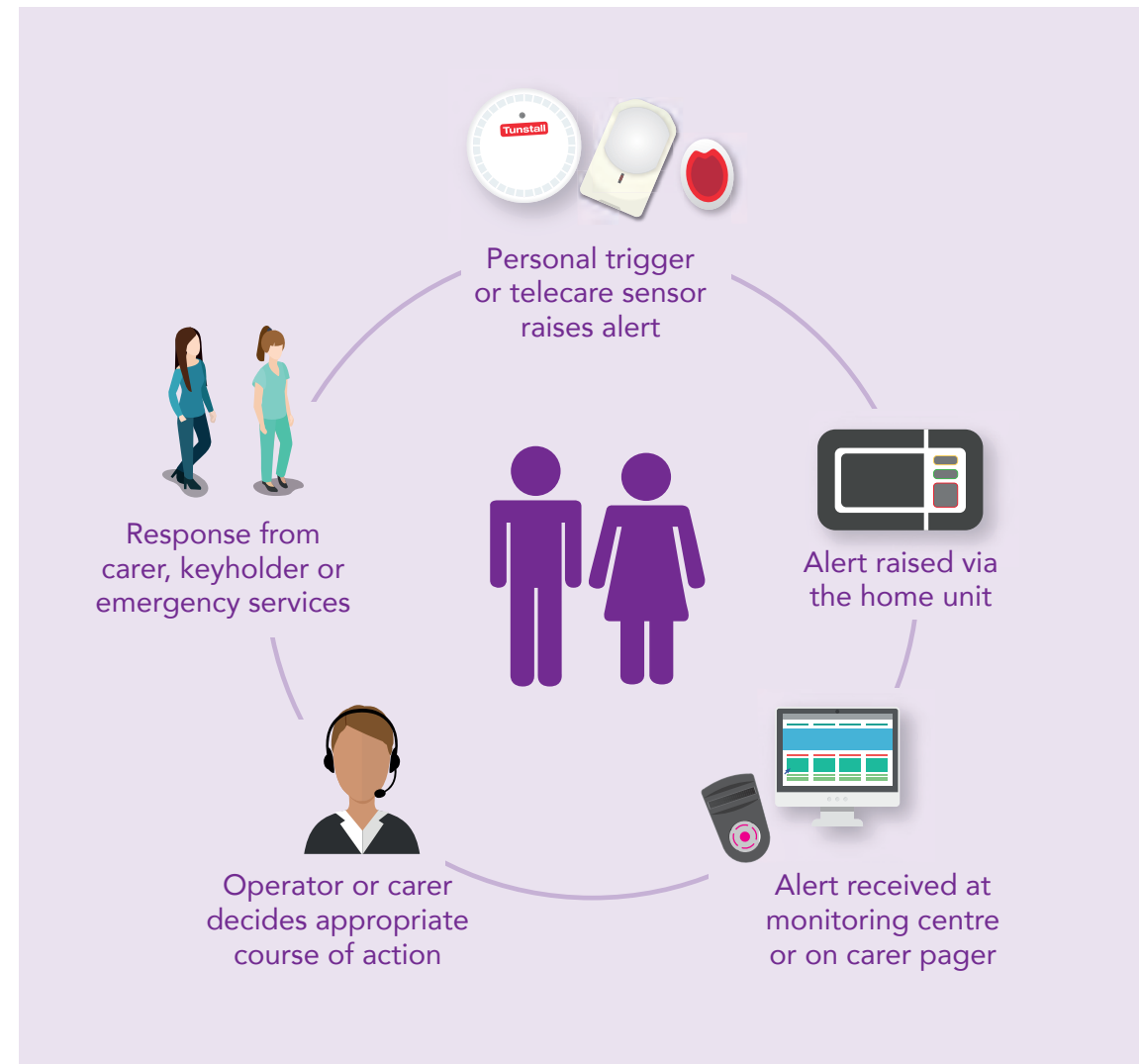
In their purest form, telecare systems consist of a Lifeline home unit which connects the user to a specialist monitoring centre via the telephone line, either by pressing the red button on the unit or on a wearable pendant. Trained operators can then alert a keyholder, response service or the emergency services as appropriate.



Unobtrusive sensors can also be placed around the home, which, if triggered, automatically send an alert via the Lifeline to the monitoring centre. These sensors can be deployed according to need; for example, bed occupancy sensors, heat detectors or gas detectors.



Telecare can also be used by carers in the home, with alerts being received on a pager, enabling them to rest or carry out activities knowing they'll be alerted, if (for example) the person they care for exits the home.





Tunstall Lifeline Digital



Tunstall Lifeline Digital sets a new standard in telecare home hubs. Its contemporary design houses advanced technology that is intuitive to use. Lifeline Digital makes social interaction easier by enabling clear communication supported by enhanced connectivity. It supports the drive towards preventative and personalised care by joining up data inputs with intelligent monitoring sequencing, and its remote programming and sensor monitoring drives efficiencies for care providers, whilst minimising disruption for users.

- **Outstanding audio clarity and volume** – our custom-tuned speaker enclosure helps the user hear the monitoring centre clearly
- **Communication options** including cellular network or a local Ethernet connection. The device has a 4G/LTE modem with fallback to 3G and 2G
- **Up to 72 hours battery back up**
- **Register up to 64 telecare sensors to one hub**
- **DMP and Tunstall+ app** to support remote device management and simplified installation
- **Basic inactivity monitoring** – checks at regular intervals
- **Away mode**
- **Integral temperature guard**

Supporting digital protocols

Lifeline Digital supports EN50134-9 (CENELEC).

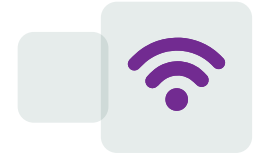
Peripherals and devices

Lifeline Digital supports our existing peripheral portfolio, protecting customers' previous investment.





Tunstall Lifeline Smart Hub



Lifeline Smart Hub provides a ground-breaking, future-proof foundation for the delivery of digital care. Incorporating mobile and wireless technology, it can work anywhere with a power supply and network coverage. With our Device Management Platform (DMP), multiple devices can be monitored, configured and updated simultaneously.



Robust and reliable: Heartbeat checking provides continuous monitoring of Smart Hubs in use ensuring they are active and connected to mains power.



Designed to evolve: Built upon a platform offering over the air updates enabling new services to be easily and quickly introduced as they are developed.



Future-proof: IP empowered to support the move to enhanced data-rich services using the UK's digital communications infrastructure.



DMP: Data on the performance of the hub and linked devices, and logs events on the DMP web platform.

- Remote configuration for quick and easy set up
- Over the air firmware updates of new services



Tunstall+ app: Simplified installation and set-up of Lifeline Smart Hub and telecare sensors.

The Lifeline Smart Hub package includes:

- The Smart Hub unit and personal pendant
- Connectivity through the Tunstall multi-network SIM providing a low cost tariff fully inclusive of all data and minutes
- The ability to manage all deployed devices through access to the Device Management Platform (DMP)

Lifeline Smart Hub features:

- Excellent speech quality
- Inactivity monitoring functionality
- Away mode
- Automatic visual and audible warning alerts
- Integral ambient temperature sensor
- Up to 24 hours battery back up
- Configurable behaviour and response to events
- Plug and play registration of up to 50 telecare sensors
- Multiple connectivity options: Ethernet, 4G and VoLTE

The digital journey



As the UK continues the transition to a fully digital communications network, we're here to help you plan the transformation of your end-to-end TECS solution.

Taking a consultative approach, we will support you as you scope the challenge, and offer a range of upgrade options to give you choice and control over your digital future.



Understanding:

- Telecommunication providers and their roll-out plans
- Interoperability and IP protocols
- The opportunities presented by digital



Preparation:

- Your digital upgrade path and digital transformation strategy
- Understanding the scope of your challenge
- Proposing upgrade options and implementation timeframes
- Building innovative procurement models and financial upgrade packages
- Solutions that maintain industry standards and deliver quality
- Mitigation of cyber security risks

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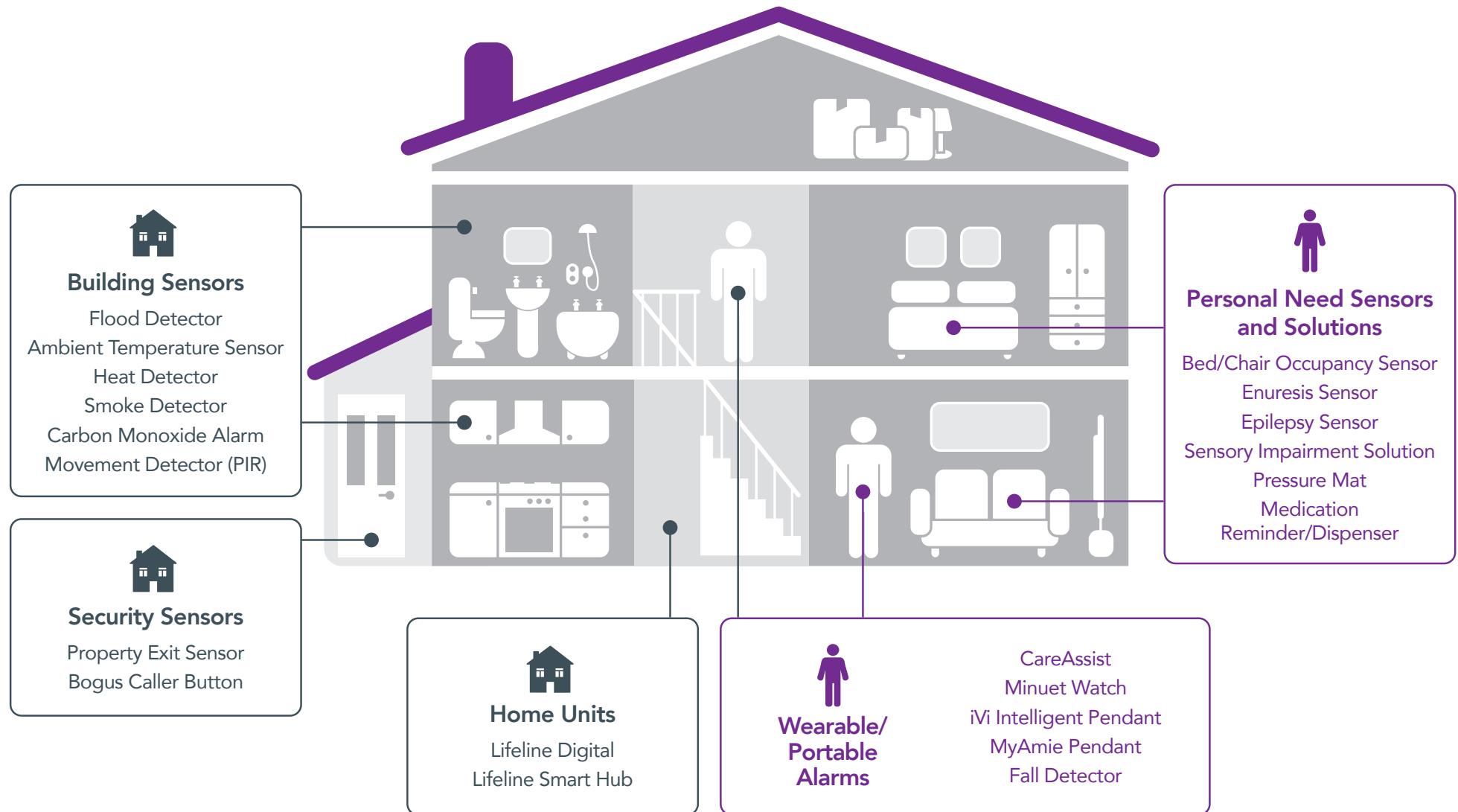
The shift to digital services is also an opportunity to move away from reactive models of technology-enabled care to preventative approaches, allowing local authorities to build a holistic package of care and support services that can evolve as people's needs change.³

All-Party Parliamentary Group for Assistive Technology

Telecare sensors



All of Tunstall's Lifeline units are compatible with a wide range of telecare sensors which can be chosen according to the needs of the individual user and their circumstances. You can view the full portfolio at www.tunstall.co.uk/portfolio



About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for 65 years, growing to become a UK manufacturer with a global presence. Its pioneering software, hardware and services enable providers to deliver integrated, efficient and person-centred care in the community, and empower people to live more independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 19 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

As technology advances and solutions become increasingly digital and cloud-based, we will work closely with our customers and partners to enable them not just react to events, but to predict and even prevent them, using data-driven insights. Our focus is on creating a more connected world that fulfils the potential of technology to offer intelligent care and support, and give people greater choice and control about how they live their lives.

References:

1. NHS Transformation Directorate, Adult Social Care Digital Transformation. Available to view at: <https://transform.england.nhs.uk/key-tools-and-info/adult-social-care-digital-transformation/>
2. Association of Directors of Adult Social Care, Digital Transformation in Social Care - How to Get it Right, April 2022. Available to download at: https://www.adass.org.uk/media/9179/adass-lilli-report-2022_med-res-sp-1.pdf
3. All-Party Parliamentary Group for Assistive Technology, Smarter Homes for Independent Living, 28 April 2022. Available to download at: <https://www.policyconnect.org.uk/research/smarter-homes-independent-living>

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