Tunstall

Professional and Managed Services

Our services

Tunstall has a range of services dedicated to helping providers deliver effective health, housing, and social care services. Using the three Ds of Design, Deployment and Development, our teams of experienced specialists work in collaboration with customers to understand their particular challenges and develop a strategy to address them, transforming services using technology as an enabler. From advice on strategy and service redesign to training, marketing, technical support and finance options, Tunstall supports customers to deliver services which change lives today and create a foundation for tomorrow. The approach is modular, meaning customers can choose support with specific areas or partner with Tunstall for a full managed service.

As technology advances, we have the capability to not just react to events, but to predict and even prevent them using data-driven insights. Tunstall's next generation of technology makes care more personalised and proactive, enabling the right level of care to be delivered at the right time. This Cognitive Care approach provides an intelligent solution which connects services, helping to transform the way health and social care is delivered.

Our experience of delivering integrated services across the world has proven that using technology to enable coordinated care delivery delivers better outcomes, financial savings, and improved quality of life. Our highly qualified and specialist teams have years of insight into the challenges facing providers and the ways services can be redesigned to become more efficient and sustainable, and to shift the focus from addressing crises and treating illness to helping people to maintain their wellbeing at home.

Consultancy services

Design

Our Design Consultancy Services are fundamental for ensuring effective, efficient service design and set up. The output is a business case for service deployment.

STRATEGY

Evaluation of current services. Development of a strategic document, showing the desirable outcomes, for all aspects of Connected Care technologies and services.

BENEFIT IDENTIFICATION

Analyses the market potential and produces a Service Development Plan to deliver financial benefits and customer focused outcomes.

SERVICE ANALYSIS AND DESIGN

- Analyses the current situation and develops a tailored local solution in line with best practice.

- Analysis of the existing 'As Is' service provision

- Facilitation of a 'visioning' stakeholder workshop

- Design of a tailored 'To Be' solution with recommendations for service improvement.

- Development of a change gap analysis and implementation plan for the delivery phase.

ENGAGEMENT

Develops training and communication plans to increase awareness of connected care technologies and services.

- Design of bespoke training programmes

- Design of a marketing and communications plan in order to raise awareness and profile with stakeholders, the workforce and within the community

Delivery

Our Delivery Service will provide dedicated project management, consultation, training and ongoing technical support to implement the solution.

PROJECT MANAGEMENT

Following PRINCE2 methodology and carried out by dedicated, accredited project managers.

- Project documentation, including project deliverables, objectives and implementation plan
- Defined project structure including project team and project board
- Effective issue and risk management
- Tracking of key project milestones

SOFTWARE SOLUTIONS

Defining and Implementing of technical solutions.

- Provision of infrastructure
- Training needs identification
- Data analysis and process consultation
- System validation and testing
- Guidance in industry standards

TRAINING

Courses delivered by accredited trainers.

- Increasing/maintaining level of understanding about products and services
- Helping staff to appreciate their professional role, increasing motivation
- Measuring and unifying standards, and reinforcing organisational aims

MIGRATION OF SERVICES

Develops training and communication plans to increase awareness of connected care technologies and services.

- Design of bespoke training programmes
- Design of a marketing and communications plan in order to raise awareness and profile with stakeholders, the workforce and within the community

GOVERNANCE

Ensures and maintains the overall direction, effectiveness and accountability for delivery.

- Definition and implementation of organisational structure
- Ensures delivery of organisational purpose and effective working
- Exercises effective control

SERVICE DELIVERY

Provision of a range of prevention and intervention services including:

- Monitoring and outbound calling
- Installation, maintenance and decommissioning
- Referral management
- Help desk and support services

PRODUCT PROVISION

Supply and delivery of products

- Manage manufacture, purchase and delivery of required products
- Forecasting of future product requirements and stock management

COMMERCIALS

Commercial Management

- Identify risks
- Manage contract variations
- Adhere to agreed financial processes

Development

Our Development service is essential to drive performance, service optimisation and benefits realisation.

PERFORMANCE AND QUALITY MANAGEMENT

Dedicated management of the contract performance and quality.

- Management of actions and issues
- Service development requests
- Data analysis and reporting
- Monitoring of SLAs and KPIs and governance standards

SERVICE OPTIMISATION

Identification of opportunities to embed Connected Care technologies and services and ensure growth in line with the strategic aspirations of the service.

- Embeds Connected Care technologies and services within care pathways
- Drives marketing and communications actions
- Identifies and recommends system and process improvements

BENEFIT MANAGEMENT

Driving the realisation of benefits throughout the life of the contract.

- Monitoring of the Service Development Plan to ensure that the anticipated benefits and outcomes are realised

MARKETING AND COMMUNICATIONS

A structured programme to raise awareness, engage stakeholders and promote the service. A comprehensive strategy will be developed including elements such as:

- Website content, social media
- Collateral for users, carers and professionals
- Events
- PR and internal communications

Managed Service teams

Tunstall's Professional and Managed Services are delivered by our qualified and experienced teams. Their specialist support helps commissioners and providers to utilise technology to underpin cost effective sustainable services which are outcome focused and tailored to the individual requirements of the locality.

Design

Our consultants and trainers have extensive experience of both challenges and solutions within the social care, housing and health sectors.

KEY SKILLS:

- Process analysis and design
- Business planning
- Benefits identification
- Training needs analysis
- Business case review and development
- Organisational transformation
- Service improvement

- Coaching and mentoring
- Change management
- Leadership
- Stakeholder engagement
- Customer insight and customer journey mapping

Delivery

Insight into the successful transformation and delivery of services, with hands-on support from a specialist team of Project Managers and trainers with PRINCE2 accreditation methodology.

KEY SKILLS:

- Project planning
- Coaching/upskilling
- Milestone tracking
- Specialist software knowledge
- TAP methodology

- Stakeholder engagement
- Risk management
- Governance
- Commercial management

Development

A highly qualified and experienced team of Service Development Managers and Data Analysts to drive performance, service optimisation and benefits realisation.

KEY SKILLS:

- Research, analysis and interpretation
- Data analysis/validation
- Business intelligence
- Management reporting

- Financial modelling
- Performance management
- Benefits management
- Outcomes review

Connected Care services

Connected Care helps to manage risks and provide efficient, 24-hour support, enabling the right amount of care to be delivered at the right time. This coordinated approach reduces demand on care providers and improves the individual's quality of life as people remain independent in their own homes.

Monitoring and call handling

Tunstall offers a range of monitoring and call handling options including:

MONITORING

Our experienced, specialist team can provide 24/7 calls handling and monitoring services on your behalf, following your individual organisation's protocols.

CALL OVERFLOW

Calls can be diverted to our dedicated Call Handlers at pre-determined times to accommodate changing call levels and in the event of reduced staff availability.

Referral, processing and management

Tunstall can manage referrals on behalf of customers, conducting a professional, risk-based assessment of the service user's needs, and prescribing appropriate connected care technology.

Business continuity

A range of Business Continuity and Disaster Recovery options are available, enabling continued, seamless operation during maintenance, upgrades and outages.

Out of hours

Our specialist Response monitoring centre can handle calls on your behalf during the Out of Hours period, helping to increase the efficiency of your service.

Connected Health services

Our health services enable patients to monitor their health remotely while helping alert their healthcare professional to early warning signs of clinical deterioration and providing improved and timely patient information aiding clinical decision making.

Clinical Triage

Supporting people with long-term conditions such as COPD and Heart Failure monitor their vital signs and symptoms, empowering them to self-manage and enabling early clinical intervention, resulting in reduced hospital admissions and improved quality of care.

Track and Trend

Our Track and Trend service enables patients to collect vital signs and symptoms data over time which is then reviewed on a regular basis by healthcare professionals as part of ongoing care plans. The service enables healthcare professionals to increase caseload capacity and supports medication titration and better management of long-term conditions such as diabetes

Education, Coaching, Consultancy and Training Services

Providing educational support and materials, patient coaching and specialist training, aimed at healthcare professionals, patients and carers and can be tailored to specific needs/conditions such as weight management.

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.

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