



Tunstall Response: World class monitoring services





About Tunstall Response

Tunstall Response operates a dedicated specialist alarm monitoring centre, providing monitoring services on behalf of over 170 local authorities, housing associations, police services and charities across the UK. Established over 30 years ago, Tunstall Response operates 24 hours a day, 7 days a week, 365 days a year, monitoring and safeguarding around 80,000 connections.

The centre handled more than two million calls in the last 12 months, receiving an average of 5,500 calls/activations a day.





Who we support

Accredited to the TEC Services Association's (TSA) Quality Standards Framework (QSF) for TEC Services, Tunstall Response offers high quality, expert support to people with a variety of needs.

We are able to provide support to:



Older people



People with physical or sensory impairments



People with long-term conditions



People at risk of domestic violence



People with complex needs



Lone workers



People with dementia



People for whom English is not their first language

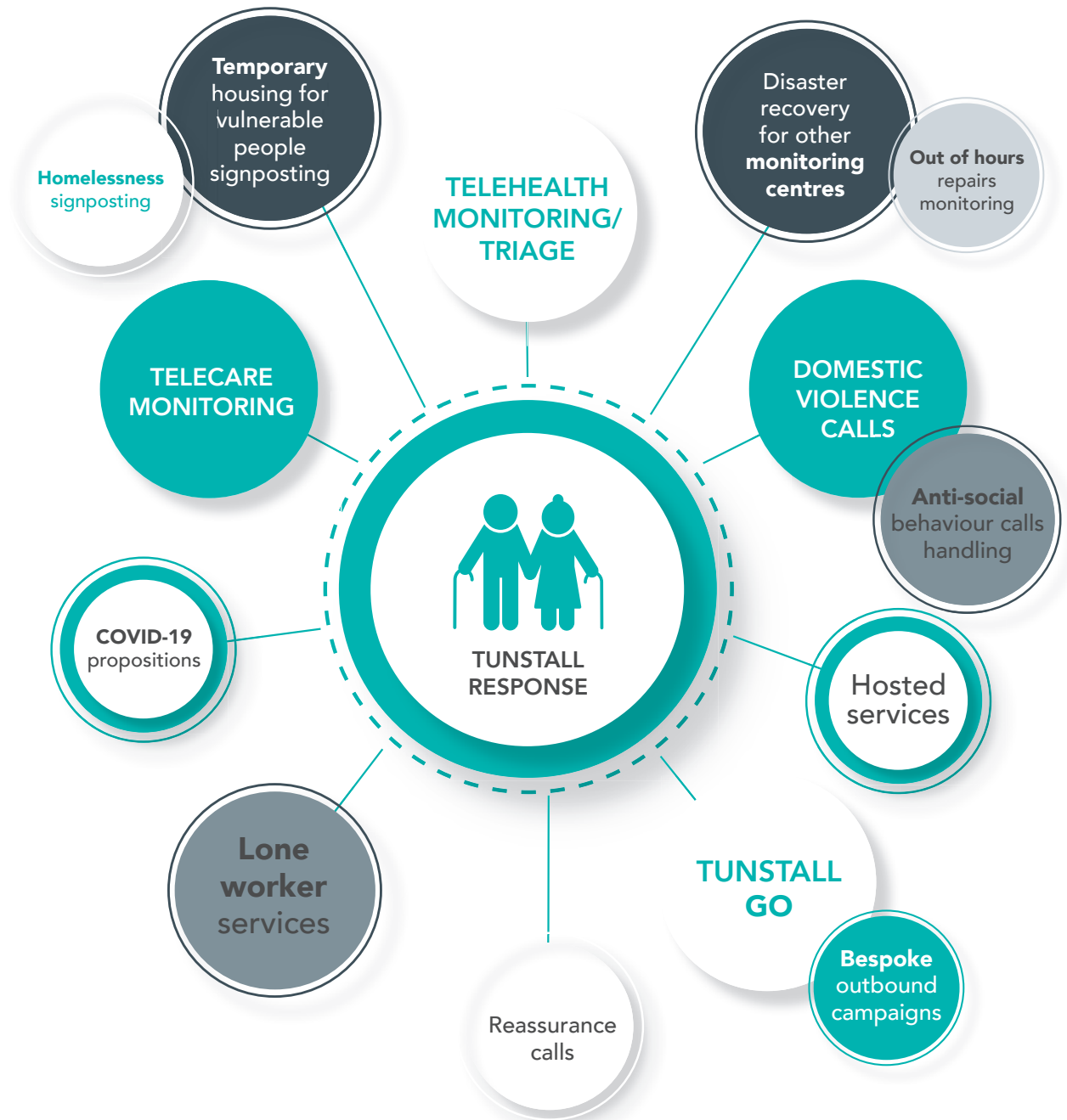
Tunstall Response also offers a range of other support including disaster recovery, out of hours monitoring, out of hours emergency repairs triage, lone worker and hosted services.

Our services

Tunstall Response offers a wide range of services, each tailored to the particular needs of the customer.

Tunstall Response's operations are underpinned by Tunstall's PNC software, the most commonly used specialist monitoring centre software in the world. This means we have unparalleled access to technical expertise as well as global experience of delivering monitoring services to ensure our customers benefit from world class solutions.

Our sister company Tunstall Healthcare designs, manufactures, installs and maintains telecare technology across the health, housing and social care ecosystem. It also offers managed services, helping our customers to transform their services with end-to-end support. This breadth of knowledge and scale of resources makes Tunstall Response uniquely placed in understanding and solving its customers' challenges.

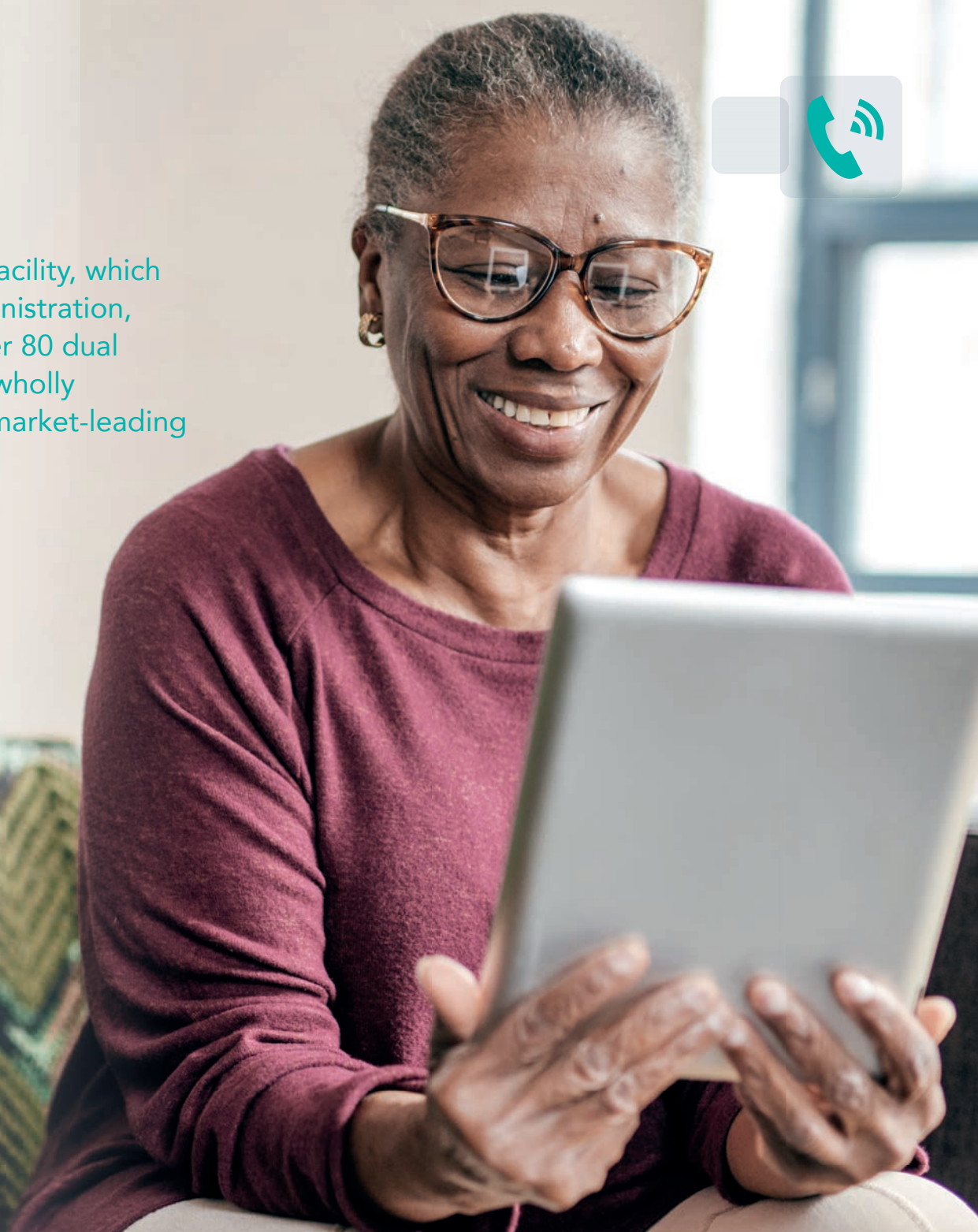


Our centre

Tunstall Response operates from a purpose-built facility, which houses around 100 staff including operators, administration, clerical and managerial staff. On site there are over 80 dual screen working Response workstations which are wholly dedicated to monitoring services using Tunstall's market-leading PNC monitoring centre software.

Tunstall Response operators are highly trained and experienced and understand the diverse needs of the people they support.

We operate to the TEC Services Association's (TSA) Telecare Code of Practice, following the TSA's Code matrix, and use PNC's operational reporting feature, which has been developed to monitor to the TSA requirements. We also adhere to the Data Protection Act 1998, Caldicott Guardianship and the General Data Protection Regulation.





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



Our training

Providing the highest levels of customer support for potentially vulnerable service users is the cornerstone of our service delivery. Essential to our ability to provide a consistent, professional and empathetic service is the comprehensive, ongoing training our operators undertake to ensure they can provide the most appropriate support to service users in a range of situations.

New operators undergo a detailed three-week induction and training programme, with support and mentoring from our team of experienced team leaders and training personnel. Each operator will then move to supported live calls handling, with full competence only achieved after four to six months.

In line with TSA recommendations, training is carried out in a dedicated training suite and all staff undergo the same training to ensure they are fully equipped to manage calls to a successful conclusion. We use a diverse range of training methods which effectively embeds learning and ensures understanding.

Operators also receive thorough, customer-specific training which is agreed in association with the customer's required protocols to ensure they meet contract requirements. For the first month, the Tunstall Response centre supervisor makes daily checks on calls received and actions taken, ensuring that operators adhere precisely to contractual requirements and protocols.

Only once operators have completed the required training and have proven themselves proficient can they begin to handle live calls.

Training delivery methods include:



Onsite classroom training



Train the trainer sessions



Practical hands-on training in calls handling methodology



Live training





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A resident's family member got in touch to say that they would recommend Tunstall Response to anyone saying it was worth every penny and both they and their parents found it helpful. They also wanted to thank the amazing staff who answer the calls.



Business continuity and disaster recovery

Tunstall Response supports almost 400,000 connections as part of our disaster recovery service.

We maintain a detailed Business Continuity and Disaster Recovery Plan, written using the ISO25999 framework. It covers all of Tunstall Response's critical systems and technical and physical infrastructures. All critical systems are replicated across two geographically separate sites in real time and each site maintains a dedicated Business Continuity Planning Centre for use by staff in the event of evacuation.

The plan is reviewed and updated annually or when a substantial change occurs that has an effect on the details within the plan.

The plan is tested biannually using a mixture of real and desktop scenarios, the results of which are documented and fed into the review process.

Business Continuity Site

Should there be a system failure, additional IT and infrastructure backup is provided by Tunstall Healthcare's Head Office at Whitley Bridge. This scaled version of the Tunstall Response Centre can take over activities seamlessly should the need arise.

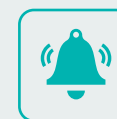
This commitment and the demonstrable procedures in place ensure that we can provide:



Unbroken 24/7 call handling and escalation services due to real-time data replication between the centres



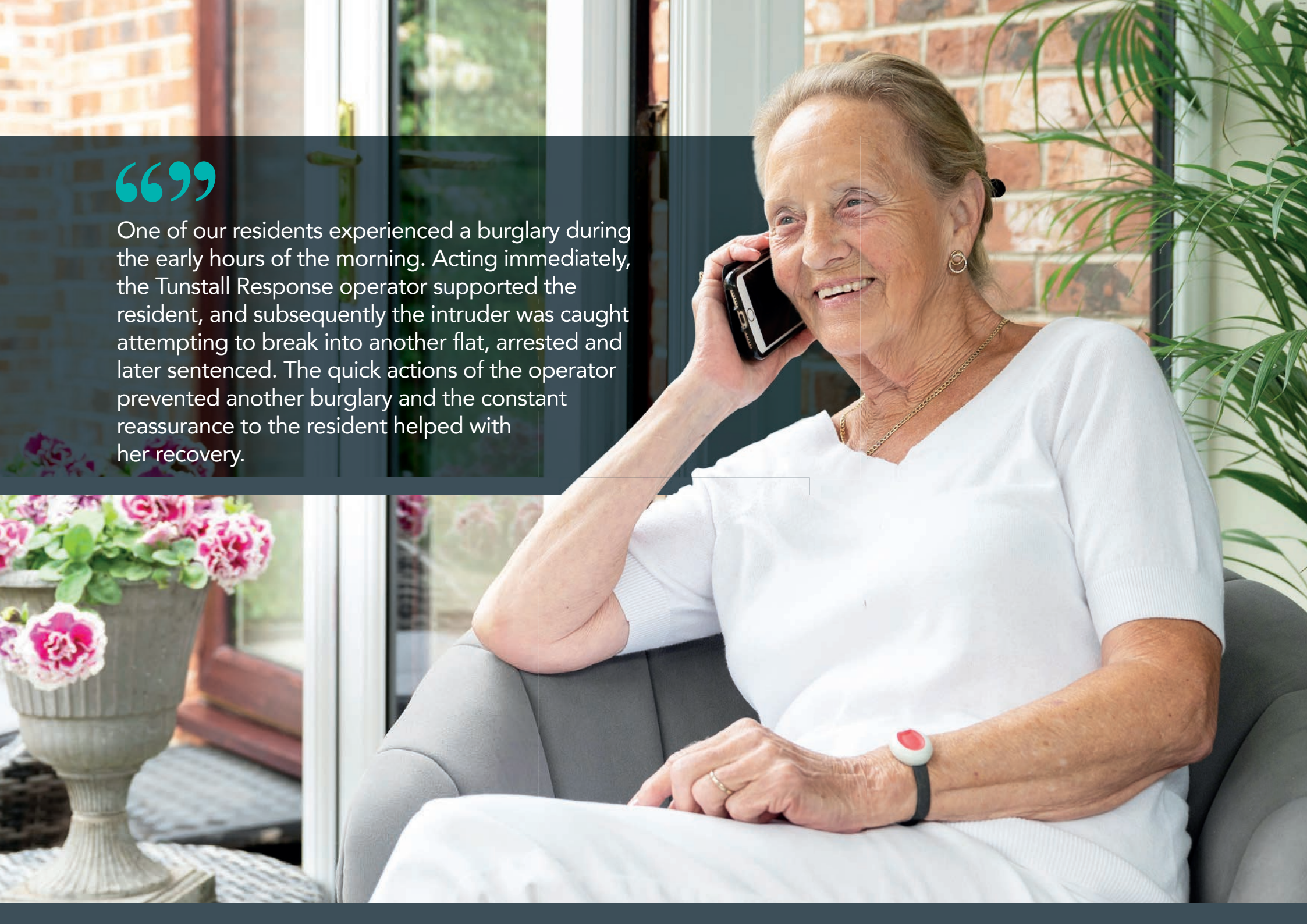
Seamless real time continuity of 24/7 call handling services irrespective of any continuity or disaster recovery issues affecting our main control centre



Competent and appropriate escalation processes for responding to alerts and emergencies

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One of our residents experienced a burglary during the early hours of the morning. Acting immediately, the Tunstall Response 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.





THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

A customer's story

Tunstall Response offers a wide range of services, including monitoring on behalf of other organisations. Kensington and Chelsea Council is one of these, with Tunstall Response hosting its Community Alarm Service. The Team tells us more.

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Our Community Alarm Service (CAS) supports around 2,000 residents who live independently in their home with the safety and security of a 24/7 responder service, whereby, with the activation of a pendant worn around their neck, a resident can alert the team if they need help and they will receive an immediate response.

CAS has been working with Tunstall Response for almost ten years, and they help manage our alarm calls from residential schemes and individuals' homes. Many of the staff from both organisations have been working together for a long time, so we have a great understanding of how to work together and communicate. We meet regularly, have a really open approach to working together, and, most importantly, share the same values in regards to the high standard of service we provide to our residents.

There have been occasions on night shift where we've barely had any alerts through, and it's because the team at Response have been so effective at dealing with calls before they reach us. For

example, there might be calls that can be referred to Housing Repairs straight away, or it might be a matter that can be logged and wait until the morning, like a lightbulb needing changing. Some of our residents have disturbed sleep patterns and just want someone to talk to for reassurance at night.

A year or two ago, a call had come through to Response from a resident in one of our flats. The alert had been raised by their carbon monoxide detector, and this resident was vulnerable and unable to exit their property alone. The Response operator also heard a smoke detector on the call, although this was not the detector in the resident's property. The operator not only alerted us, but also called the Fire Service. It turned out there was a fire in the flat below, and the actions of that operator may well have saved someone's life.

We trust Tunstall Response to be both professional and have empathy, and this can be a fine balance sometimes. We operate as a single team and have great support from all areas of the Tunstall business. At the end of the day, the resident just needs our help and it's important that, to them, the service is seamless and available whenever they need it the most.

About Tunstall

The Tunstall logo consists of the word "Tunstall" in white, bold, sans-serif font, centered within a red rounded rectangular background.

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for 65 years. Its pioneering software, hardware and services enable new delivery models which can transform services across the care continuum, and empower people to live 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.

Tunstall's innovation-led, person-centred Connected Care and Health solutions connect people and integrate services, enabling early intervention to avoid or mitigate adverse events, and improve outcomes. As technology advances, we have the capability to not just react to events, but to predict and even prevent them, using data-driven insights. The Tunstall Cognitive Care® approach can help to create intelligent, personalised care programmes and effectively allocate resources, making sure those in need have the right levels of support and reassurance.

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and or omissions contained within this document. This document should not be relied upon for product details, and reference should be made to current specifications.

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