

Tunstall Healthcare UK

Portsmouth City Council

Scrutiny Meeting

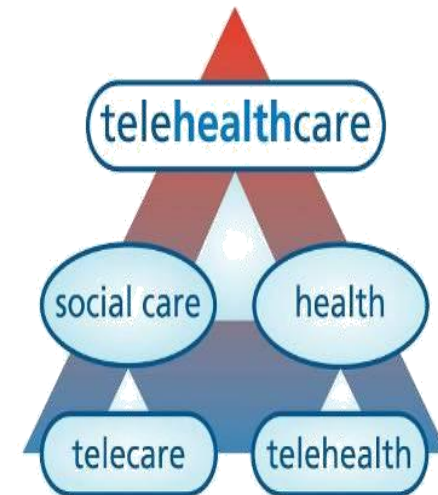
Darren O'Higgins

February 2013

**Tunstall**

# Tunstall Healthcare Group

- **World's leading** provider of telehealthcare and alarm systems with over 50 years industry experience in settings that include:
  - Individual homes
  - Supported Living, Extra Care & Sheltered Housing
  - Residential & Nursing Homes
  - Hospitals
- Global company headquartered in the UK - operating in **30 countries** worldwide and employing over 1900 colleagues
- Market leading housing and telehealthcare solutions, systems and services including integration & interoperability of hardware, software, service, support and 24/7 personal response
- Founder member of Continua
- Industry partner for DH 3Million Lives project



# Hillingdon – Telecare Initiative

New model of care  
mainstreaming telecare  
and re-ablement services

Move more service provision  
to home based support,  
risk prevention and early  
intervention



# Free to Over 85's

Telecare provided Free to all Over 85's

Free for 6 weeks as part of re-ablement package

Free to all meeting FACS criteria

Residents can also opt to self fund

# Home Safety basic package

Telecare not a familiar term for the public

Described as Home Safety package

Lifeline with pendant, smoke detector and bogus caller button

Other sensors assessed on individual needs basis



# Outcomes Telecare and re-ablement service

## LB Hillingdon

1221 new telecare installations in first year

565 self referrals

Reduction in residential/nursing care placements from 8.08 to 3.57 per week

10% reduction in homecare hours purchased

Smaller homecare package in 42% of cases

Delayed demand for further services in 48% of cases

Lots of case studies of local people feeling safe and secure in their own homes

# Telecare Service Delivery Plan

## 4 key elements

- Business Plan
- Leadership Plan
- Staff Engagement Plan
- Local Service Provision Plan

## 2 supporting elements

- Partner organisations
- Self funders

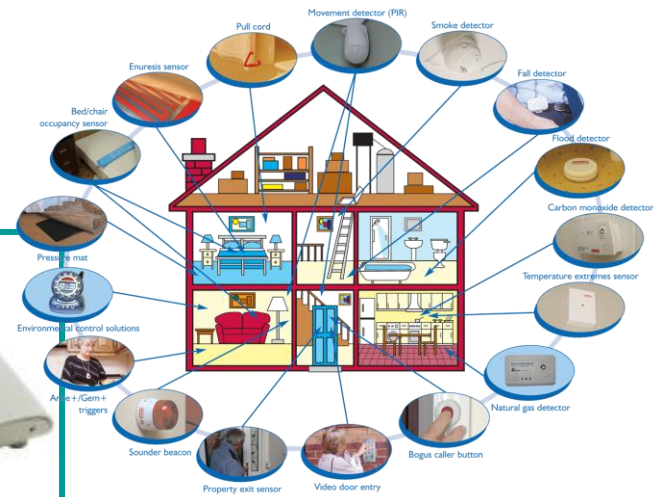
# Telecare System Overview

## Telecare monitoring



UK Example:  
250 monitoring centres (Tunstall share 70%)  
1.7m telecare users (75%+ Tunstall supply)

Secure data transmission  
Data validation  
Approved hosting





# Telehealth System Overview

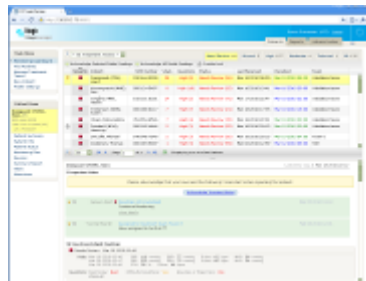


Bluetooth, infrared, wired

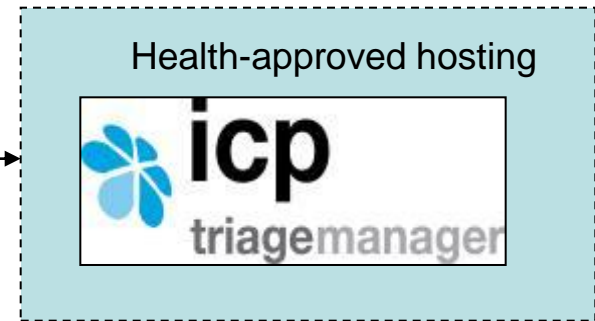


PSTN or  
GSM/GPRS

Patient engages through peripheral, monitor use or within a scheduled time



Clinician access through secure link



Proactive, prioritised case management based upon identified patient need



SMS or email alerts

**Tunstall**

# Blackburn with Darwen Council

## Aims

- Reduce delay residential care admissions
- Increase telecare users from 60 to 1800
- Incorporate telecare into re-ablement
- Support to carers
- Achieve savings

# Solution

Blackburn worked with CSED to support initiative:

‘Hearts and minds’ engagement programme

Processes:

referral, assessment, installation and review

Integration into community re-ablement and rapid response service

# Outcomes

- Robust evaluation with CSED support  
Telecare service users reached 1,000  
in 18 months

Residential Care admissions reduced  
by 18% - significant savings

Many personal testimonies from  
service users and carers

# Telehealthcare Service

Working with the PCT  
expanded the service  
to include Telehealth



# Integrated telehealthcare service

Blackburn Council with NHS Blackburn

Provision of telecare and telehealth services

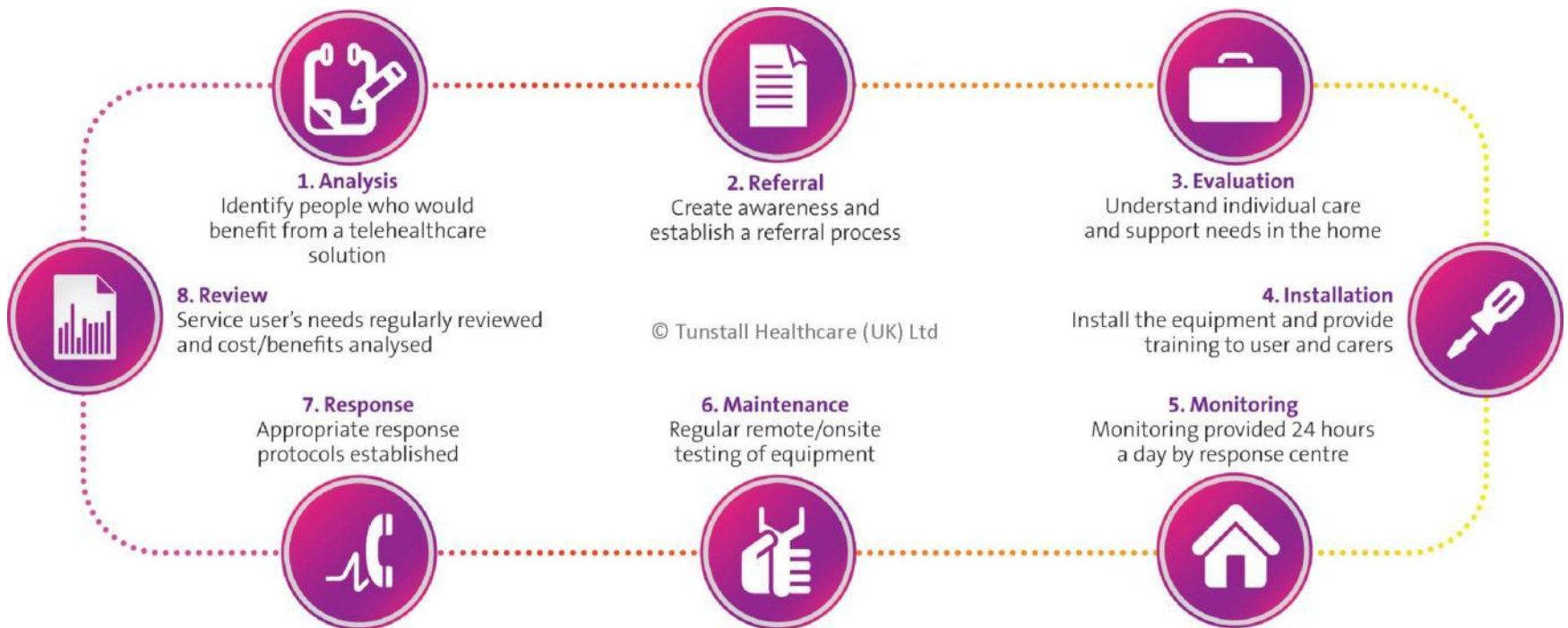
Telecare equipment funded by Council

Telehealth equipment funded by NHS

Joint funding of telehealthcare service

# Tunstall LifeCare

## Local Government/ Industry Partnership and Development

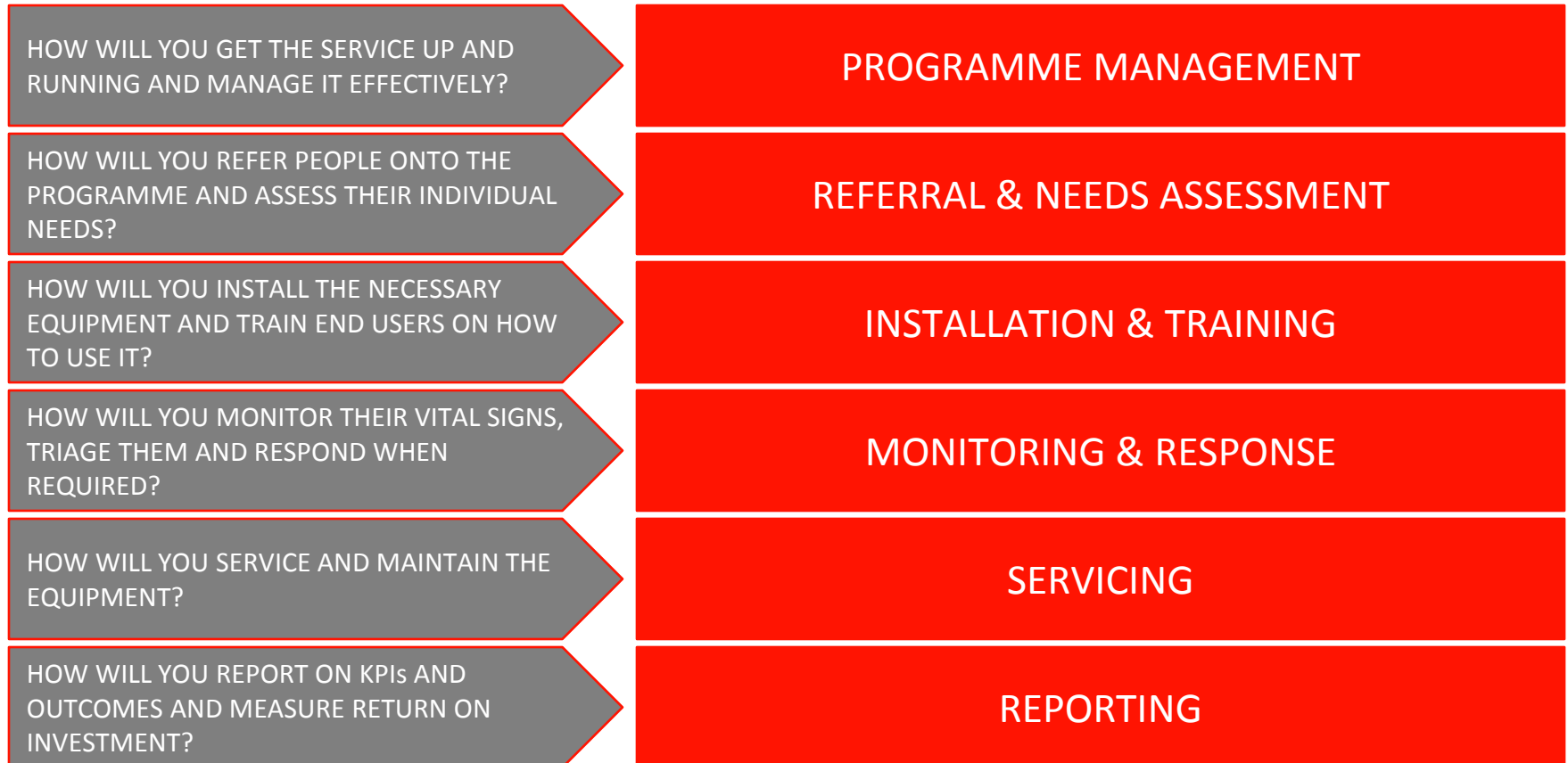


# Tunstall LifeCare STRATEGY, DESIGN & PLANNING





# Tunstall LifeCare SERVICE IMPLEMENTATION & OPERATION



Thank you