The future is now

We have structured our business around helping customers like Birmingham City Council and NITo deliver a fully integrated approach, effectively embedding telehealthcare into the organisation's culture. We work in partnership to redesign service delivery and care pathways in order to achieve broader strategic goals and generate financial efficiencies.

Birmingham City Council

Birmingham City Council has invested £14 million into a large-scale, city-wide telecare service designed to benefit up to 25,000 people over three years. It is part of the Council’s five-year strategy which is deploying resources at an early stage to support adults to stay in their homes for longer, reducing the need for domiciliary and residential care.

Peter Hay, Strategic Director for Adults and Communities, Birmingham City Council and President of the Association of Directors of Adult Social Services:

The benefits of telecare and telehealth have been now been proven (see tunstallwsd.co.uk).

In the past, many telecare and telehealth services have been delivered as pilots, working in isolation from mainstream pathways. The evidence now shows that in order to maximise the outcomes, services need to move to mainstream, large-scale delivery. However, this will require a radically different approach, challenging traditional barriers in health and social care and re-imagining the service user and professional experience.

Northern Ireland

TF3 (a consortium of Tunstall Healthcare, Fold Telecom and Ai Group) is delivering a large-scale telehealth service in Northern Ireland.

The service has the capacity to support over 26,000 patients with long-term conditions, helping to improve health outcomes through better engagement with clinicians and enhanced self-management.

Over the next five years, TF3 will provide a telemonitoring service to Northern Ireland (RTNI) which will support over 1,300 people a year, helping to reduce the pressure on frontline services by enabling people to be cared for in the community.

By using advanced technology in the right way, we enable patients and carers to monitor their condition at home, which leads to earlier intervention and reduces admissions to hospital.

This is at the very heart of where our health service needs to go – we need to be more flexible, put the patient at the centre and ensure more people have the chance to stay at home with their families.

Eamon Roche, Minister of the Department of Health, Social Services and Public Safety, Northern Ireland Executive.

Why Tunstall?

We understand that undertaking this kind of systemic review and wholesale change requires faith and commitment from all stakeholders. And that’s exactly why we believe you should place your trust in the market leader – a company with the resources, expertise and experience to deliver, from vision to reality.

We work with local authorities, healthcare commissioners, housing associations and charities to bring care into the home. We combine 24/7 remote monitoring of environments and physical vital signs, with real-time response and support.

Our solutions bridge the gap between health and social care, enabling providers to deliver more efficient, integrated services that offer value for money and a better quality of life for the individual.

Our end-to-end service delivery and support means we can tailor your solution to your needs. And our passion for making life better for the people who use our products and services means we won’t let you down.

To find out more about Tunstall LifeCare call 01977 660479 or email tlc@tunstall.co.uk
The challenge

46% increase in social care spending between 2005/06 and 2007/08
15.4 million people in England live in a long-term condition, expected to rise to 18 million by 2031

Large-scale services, individual support

Telecare is the remote monitoring of a person’s wellbeing and environment using sensors placed around their home which alert a response centre if they detect a problem such as a fire, flood or fall. North Yorkshire County Council has made telecare available as part of the range of mainstream personalised solutions to suit their residents’ individual circumstances. In the first year of the programme 1,000 saved £1.8 million that would otherwise have been spent on domiciliary or residential care.

The solution

Health and social care providers across the UK are facing difficult choices. The challenge of an ageing population combined with recent spending cuts means more needs must be delivered for less.

The goal is to create a true ‘life’s cycle’ where the individual is offered support which takes into account all of their health and care needs in a single outcome. The Telecare LifeCare must be fully integrated and reduce duplication in care and the way services are delivered.

The solution

Telehealth is the remote monitoring of a person’s wellbeing and environment using sensors placed around their home which alert a response centre if they detect a problem such as a fire, flood or fall. North Yorkshire County Council has made telecare available as part of the range of mainstream personalised solutions to suit their residents’ individual circumstances. In the first year of the programme 1,000 saved £1.8 million that would otherwise have been spent on domiciliary or residential care.

The results

8% reduction in residential care costs
9% reduction in overall care costs
26% reduction in community support costs
95% of users said Telecare helped them feel safer
87% of users said Telecare had helped them to carry on living at home

Business case development

Agree specification
Deﬁn e service bene ﬁ ts
De ﬁ ne business case
Develop deployment programme
Stakeholder engagement
Measurement

1. Strategic definition of service user needs and outcomes
2. Financial and commercial assessment
3. Draft business case
4. Development and deployment
5. Planning and mobilisation
6. Monitoring and evaluation
7. Service introduction
8. Review

Telecare delivery model

Service user’s needs regularly reviewed
Identify people who would be appropriate responders
Appropriate protocols established
Regular remote/onsite monitoring provided 24 hours
Understand individual care needs
Communications marketed and supported, stakeholder briefings provided
Mobilisation and deployment joined up hardware and operational processes

Telehealth care is not about technology, it’s about people. Empowering people to live their lives as independently as they can. Technology can play an important role in that. But it will only ever fulfil its potential if it is integrated into a properly designed patient care plan, if it supports what a particular individual actually needs.

— Paul Burstow, Minister of State for Care Services, King’s Fund International Congress On Telehealth And Telecare, March 2012