



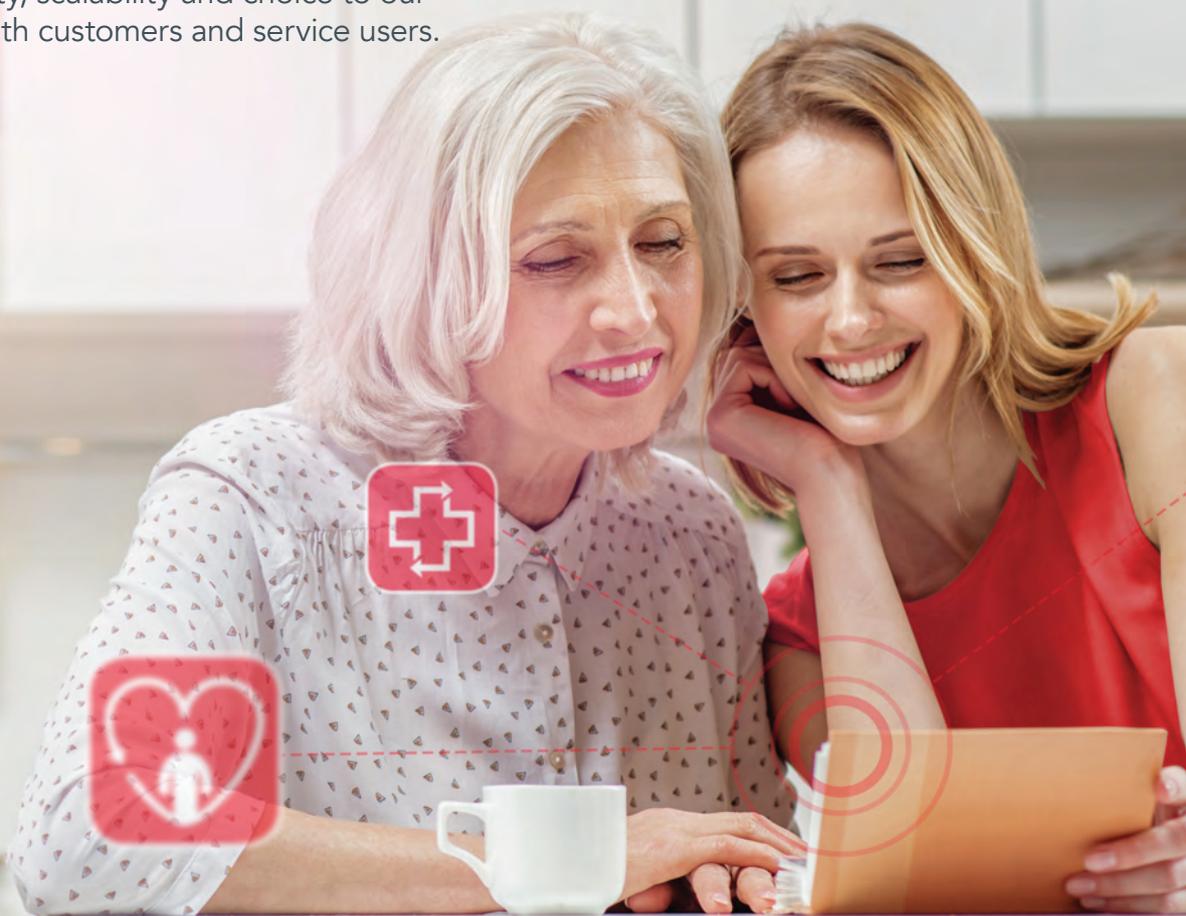
**Connected Care &
Health solutions for
person-centred care.**

Driving the future of digital Care & Health

More than 3.7 billion people globally use the internet, growing on average by 10% each year – with mobile devices accounting for 55% of this connectivity. Combine this with an increasingly ageing population, people with long term health conditions and those with reduced mobility, and it's clear digital Care & Health will play a crucial part in our future.

This constantly evolving digital landscape evidently offers exciting opportunities for innovations in health, housing and social care provision.

Tunstall has always been at the forefront of this technology – developing solutions and services which offer unrivalled connectivity, functionality, scalability and choice to our Connected Care & Health customers and service users.



Pioneering technology for global healthcare solutions

The digital revolution is happening in parallel with the world's population ageing at an unprecedented rate.



Life expectancy in virtually every country in the world is experiencing growth

For the first time in our history there's a real prospect of a world where older people will outnumber the young.



This demographic shift is contributing to a significant increase in chronic illnesses

This is putting pressure on individuals, families, social and healthcare providers to seek out or deliver suitable levels of support and care.



So we're putting people at the heart of our trusted solutions

We integrate world leading smart technology with high quality monitoring and support services to encourage independence and self-management. We're able to give individuals more choice in their care options whether they're living with a disability, have a long term condition or are in their later stages of life.

We aim to balance independence with reassurance, providing tailored support that meets individuals' needs, now and in the future.

By providing technology based solutions and services, we are streamlining our customers' ability to deliver new, more efficient and effective models for care and health management in the community setting.

"Our vision is a world where people have the freedom to live life to the full in a place of their choice."

Enabling Care & Health to work together

Tunstall delivers global services within housing, health and social care, providing interconnected solutions that enable cost, time and resource efficiencies.

By combining our unique cross-sector operating platform with our global healthcare experience and leadership, we create person-centred solutions fit for the future.



What makes us different



We harness inherent data from ambient sensing to predict preventable events, which helps us provide intuitive, end-to-end digital Care & Health solutions.



We're established pioneers of new technology that enables better independent living. We're focused on providing complete and future-proof, managed care solutions.



We empower people through preventative and proactive care – we enable people to maintain their lifestyles for longer through carefully managed Connected Care & Health solutions, delivered with the most appropriate levels of care.



We connect stakeholders in a variety of settings, enabling 24/7 person-centred Connected Care & Health solutions.



We are thought leaders and drivers of emerging, empowering technology. We fuel innovation and continual care-centred efficiencies.



We're an experienced world leader driving the digital Care & Health revolution – our transferable global experience in the health, housing and social care sectors is unparalleled.



We deliver cost-effective solutions using our proven, highly regulated products. We offer a concise, benefits-driven portfolio, which underpins our consultative approach.

Solutions for more progressive healthcare

Connected Care

Tunstall Connected Care solutions and services enable people to live more independent, fulfilling lives at home and on the move.

Regardless of the user's home location, our proactive and integrated approach to care can pre-empt potential situations and react accordingly. For example, use of Connected Care data can be used to identify changes in a person's behaviour, which could be a sign of deteriorating health.

Through carefully managed Connected Care solutions we support and monitor individuals 24/7. Key stakeholders can access and review this information from any location at anytime.

Person-centred care to meet growing demands

As care demands continue to rise, we are constantly developing new solutions. These reduce reliance on healthcare visits and institutional care – and are safe, secure and efficient.

Solutions throughout the Care Continuum

We provide appropriate digital healthcare solutions that support people living independently in their own homes, through to people in group living environments including Retirement & Supported Living, Residential & Nursing Care and Hospital Care.



Case study

Tunstall Televida, Spain

Challenge

- To create a preventative approach across care sectors that were a public-private collaboration.
- To use technology and continuous improvement to create an international reference point for excellence in teleassistance delivery.
- To provide Barcelona's Local Teleassistance Service (SLT) to 67,000 people with a range of connected support services.

Solution

The Tunstall Televida Teleassistance Service combines telecare monitoring and response. It co-ordinates social care and third-party services to deliver proactive outbound contact from monitoring centres.

Delivering innovative solutions to support future social and residential care needs.

Positive outcomes



475,000 service users across Spain



19.4 million calls handled across 8 monitoring centres



Preventative approach with **80% outbound calls** and rapid response



Co-ordinated across **multiple stakeholders**



Reduced A&E visits and ambulance call outs



Delayed admissions to residential care

Connected Health

Through carefully managed digital solutions we support patients in a community and hospital setting.

We deploy medically-approved devices that generate accurate, actionable and clinically reliable data, supported by expert clinical advice and support.

Tunstall Connected Health solutions are unified through our collaborative digital ecosystem that enables pro-active healthcare and smart data empowerment through a single user interface.

Patient-centred healthcare solutions

We support patients in the community by helping manage chronic conditions with remote patient monitoring and administrative clinical support. We help customers transform workflows and optimise services to design new models of patient-centred care.

A proven track record in digital health

Tunstall is driving the digital health revolution and reshaping how models of care are delivered as technology processes. Tunstall's approach to remote Care & Health monitoring using digital technologies has proven to keep patients out of hospital for as long as possible, improve the quality and efficiency of care as well as reduce costs.

Strategic, innovation-led digital health solutions for now and in the future.



Case study

Western Health, Australia

Challenge

- Home dialysis has proven to improve outcomes, quality of life and lower costs
- Traditionally uptake is low and drop-out rates are high due to lack of patient confidence

Solution

- ICP triagemanager® software in conjunction with video conferencing improves education and gives patients greater confidence in self-care
- Education delivered through ICP myMobile® and a 24/7 managed support service



Positive outcomes



Integrated home monitoring and video conferencing support for home dialysis



50% reduction in avoidable hospital admissions



106% increase in home dialysis uptake, **hitting 33% target**



Increased compliance of protocols and longevity of patients on home service



Connected Services



Tailored services to meet your needs

Designing and delivering services that support vulnerable individuals, and those with challenging healthcare conditions can be complicated.

At Tunstall we spend time understanding the requirements of organisations and their services to determine the appropriate technology, platforms and services to optimise the tailored delivery of Care & Health solutions.

At the core of our services is the provision of our market leading Software as a Service (SaaS) enabled platform. We can also deliver fully outsourced service models, providing highly trained teams to manage end-to-end care delivery from 15 response centres worldwide.

For a growing number of customers we also provide social care teams and first responder services to deliver face-to-face care to service users at home.

Solutions for the future

While the majority of traditional telecare services are reactive to events, our approach is to address situations before they become an issue.

Our solutions develop proactive and personalised programmes of care to achieve better care and health management at lower costs and with increased efficiencies.

We're building the first generation of predictive care using big data enabled analytics to flag potential adverse events before they happen. This will enable interventions to be made earlier to avoid or mitigate issues.

Initial pilot results from care data alone have demonstrated a greater than 80% accuracy in predicting falls – one of the largest causes of hospitalisation among the elderly.



