



Tunstall

BETTER SERVICES, BETTER LIVES

Planning for the digital future

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TSA and ADASS recommendations



The importance of integrating health and social care



Shared common goals



A truly joined up, integrated approach

Value and benefits to citizens and the system

Reduced home visits **Effective medication** prompts and review Supporting **Reduced visits** to primary integrated service Clinicians able to Reduced chance of and secondary care delivery target activity cross infection **Early intervention** for crises decreases Reduced demand on Increased wellbeing of **Better understanding** the chance other care is needed **Reduced GP visits** out of hours care patients and families of what 'normal' is Delayed admission to Increased **PRIMARY CARE Improved awareness** Increased independence/ independence/quality of life residential care of condition symptoms quality of life **Early intervention** minimises entry to future higher cost care 24 hour Improved condition Reduction in **Prioritisation** of management ambulance call outs workload reassurance Reduced Reduced Family members/carers more Reduction in **Targeted care** exacerbations anxiety **CITIZENS** willing to accept discharge travel time **SOCIAL CARE** by locality Reduced chance **Reduction in bed-**Early warning of Improved medication of cross infection blocking Improved working between primary, compliance changes in condition secondary, community and social care **Reduced hospital** Faster/earlier admissions hospital discharge **Timely discharge** Early intervention to 24 hour reassurance/reduced from hospital support crises anxiety for citizens, family and carers **SECONDARY CARE** Reduced clinician visits to **Increased capacity** see patient at home for case managers Citizens better equipped to manage conditions at home, post discharge



Moving forward together



Working in partnership



Technology has historically been seen as a barrier



Move from analogue to digital

Beyond Housing: Reach and Respond



- Established Oct 2018
- Merger of Yorkshire Coast Homes and Coast & Country Housing
- Registered Provider, not-for-profit
- 15,000 homes and 30,000 customers
- Annual turnover £73m
- Workforce of over 750 colleagues
- G1 V1 organisiation



- Set up on 1 December 2021
- A new single integrated brand
- Bringing 3 legacy services together
- Serving 8,800 customers (B2C)
- A range of commissioned/commercial contracts (B2B)
- TSA QSF accredited
- 24/7 end to end service offer
- £2.75m turnover







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Thank you