



Enabling independent living



The voice of technology  
enabled care

## TSA Member case study

### Tunstall and Tameside & Glossop Community Healthcare

#### Background

Tunstall has worked in partnership with Tameside and Glossop Clinical Commissioning Group, Tameside Metropolitan Council and Tameside and Glossop Community Healthcare, to deliver a telehealth service since 2010. Over 250 patients are currently being supported by home telehealth systems and a Long Term Conditions Management Team, and the service has helped to reduce admissions to hospital by 38%.

#### Aims

The service aimed to provide patients with long-term conditions with the support to self-manage, and enable timely interventions that improved clinical outcomes and reduced healthcare costs.

#### Solution

Patients use home telehealth systems to monitor their vital signs and answer a series of health-related questions. Results are automatically transmitted for technical triage by the Local Council's Community Response Service (CRS). Patient readings verified as being outside their normal limits are reviewed by clinicians who contact the patient and give advice over the phone and/or visit the patient. Patients are monitored for 2-7 days a week for three months before being reviewed, and can be monitored for a maximum of 12 months in total.

Key to the project's success has been the collaborative effort of the CCG, the Trust, the local Council and [TSA](#) member, [Tunstall](#) to deliver a fully-managed service which meets the needs of its users and integrates with social care. This collaborative process began with an intensive period of engagement with local stakeholders and has resulted in telehealth being embedded into everyday working practices of local clinicians and relevant pathways.

## Outcome

The service has enhanced care provision for patients with Long Term Conditions and helped the Trust meet QIPP targets.

The service has resulted in:

- Reduced frequency of some home visits by the LTCMT
- Reduced inappropriate home visits
- Earlier interventions, avoiding more complex care
- Undiagnosed pathology has been managed and/or referred

Data based on 221 telehealth patients over 12 months, showed:

- 122 hospital admissions (55%) for these patients up to 6 months prior to their telehealth installation, which reduced to 75 admissions (34%) following the introduction of telehealth
- Of the 75 patients who have been admitted post installation, 38 were not admitted in the first 2 years of installation
- All 75 patients admitted were discharged earlier than the average bed stay for the condition Only 1 patient was admitted to hospital within the first 12 months of installation

*“Telehealth enables individuals to manage their own long-term condition effectively at home and can result in early diagnosis of unforeseeable health related problems as well as empowering patients to take a more active role in their care.”* Joanne Denny, Telehealth Triage Nurse, Tameside & Glossop Community Healthcare

*“It tells the nurses more accurately what the problem is, and it gives us such confidence. We just feel that with telehealth we’re not alone.”* Sandra, wife of COPD patient

## About TSA

TSA is the industry body for technology enabled care (TEC) services, representing organisations including telecare and telehealth service providers and suppliers, commissioners, digital health businesses, housing associations, emergency services, academics, charities and government bodies.

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