

Tunstall Healthcare
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Press Release



For Immediate Release

Title: Multi lingual management of chronic conditions

To better manage the multi lingual needs of patients living with chronic illness in Wales, Tunstall Healthcare has just deployed the first bi lingual telehealth service of its kind in the region.

Once installed in the home, the Tunstall RTX telehealth monitor allows patients to take their vital signs including blood pressure, blood oxygen levels and pulse and answer a series of health related questions before transmitting the data to a monitoring centre for prioritisation and action.

Being a first of its kind, the new multi lingual system can communicate with the resident in English or Welsh with the details taken from the resident transmitted and displayed to the monitoring nurse in English.

This daily home monitoring with telehealth will result in an improved quality of life for patients, ensuring timely support when needed whilst also empowering patients to better understand and control their condition.

The two councils currently using the new multi lingual telehealth systems, Anglesey and Gwynedd, also believe that daily monitoring will allow more preventative care, reducing the number of unplanned hospital admissions, emergency ambulance call outs and GP visits, therefore freeing up capacity to deliver services to more patients.

Nursing staff also benefit as they have improved communication through any language barriers, and greater resources and time to focus on proactive diagnosis and providing targeted support where it is needed.

Consequently, respiratory nurses working in the two councils will potentially be able to increase their caseload, while improving outcomes for a greater number of patients.

According to Rhianwen Jones, Telecare and Community Support Projects Coordinator, telecare has provided an innovative way to help monitor COPD patients living in rural areas of Wales.

“On average a district nurse makes 5.6 visits to patients a day, but with the aid of telehealth we hope to raise this to nine patients being monitored by one specialist nurse at a time“, Ms Jones said.

“By increasing the efficiency of our COPD services, we can support more patients in the home to help avoid unnecessary GP and hospital visits and reduce the National Health Service’s carbon footprint.”

Evidence from other telehealth deployments such as Sheffield in the UK has highlighted the potential of telehealth to deliver significant cost and efficiency gains for the National Health Service.

Sheffield’s innovative approach to managing the condition saw COPD related hospital admissions decrease by 50%, saving the Primary Care Trust money.

Tunstall’s RTX telehealth system would equally suit Australia’s multi lingual population and also assist in the management and care of people living with chronic conditions in rural and remote areas.

To find out more about Tunstall telehealth visit www.tunstallhealthcare.com.au or call 1300 760 333.

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If you require any additional information or images please contact Lauren Tucker, Marketing Coordinator 07 3637 2200, lauren.tucker@tunstallap.com
For more product information, case studies and latest news visit tunstallhealthcare.com.au

About Tunstall Healthcare

With over 2.5 million users globally, Tunstall is the market leading provider of telecare and telehealth solutions. Across Australia Tunstall’s solutions support older people and those with long term needs to live independently, by effectively managing their health and wellbeing. Tunstall provides technology, expertise and advice to millions of people enabling them to lead independent more fulfilling lives. For more information on how telecare and telehealth can improve quality of life, visit [**www.tunstallhealthcare.com.au**](http://www.tunstallhealthcare.com.au)