

Leading on digital transition in a Covid-19 challenged world

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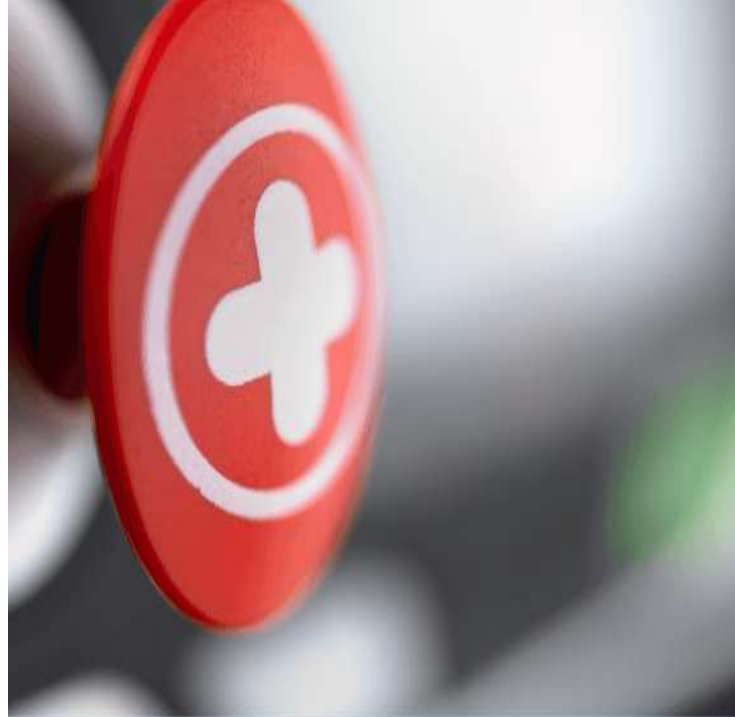
National Sales Manager

Legrand Assisted Living & Healthcare



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Assisted Living & Healthcare

Legrand Assisted Living & Healthcare consists of Aid Call's wireless nurse call systems, Tynetec's assisted living solutions and Jontek's state of the art monitoring centre platform.

This enables us to provide market leading, innovative, technology enabled care solutions for all care environments.

Aid Call Touchsafe Pro wireless nurse call system

Elegant Tynetec Reach at home alarm unit

Jontek Answerlink alarm monitoring & management platform

HTM compliant systems for hospital installations

Assisted living solutions for grouped accommodation

Technology enabled care for independent living



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How have Legrand reacted to the Covid-19 pandemic?

- Our manufacturing has continued to run throughout with appropriate measures in place.
- We have successfully managed to transfer all our back-office functions to home working.
- For our field engineers we have adapted our risk assessments and method statements according.
- For our BDM's we have embraced video calling, providing training remotely, product demonstrations and continued support.

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How have Legrand Supported customers during the Covid-19 pandemic?

- Enabling alarm receiving call centres to rapidly re-deploy staff to home in a secure and resilient way.
- Supporting people being discharged from hospital to home with plug and play at home alarm hubs to give immediate access to help if it is needed.
- For sheltered accommodation digital units are being deployed to provide resilience for those shielding and not able to accept engineer visits.
- Our service and maintenance operations have continued throughout.
- Supporting NHS by providing pre-configured systems to enable ward expansions and bringing new wards into operation.
- We have been installing into the Nightingale field hospitals including the Dragon's Heart field hospital in Cardiff, Exeter, Liverpool, Harrogate and University Hospital Cardiff as well as test and vaccine centres around the UK.

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Installing through the pandemic

- We are making every effort to support you through this difficult time and are taking all steps to minimise exposure to our customers and protect our employees.
- We have reviewed our RAM's and installation methods to work safely within the current government guidelines.
- We can continue to maintain or replace your systems through your planned maintenance or support unexpected system failure.
- New build projects can continue to be installed through the usual RAM process.



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A2D, What has Legrand been doing?

- Embarked upon a substantial R&D programme designed to transition all platforms from analogue to digital
- Leading on the development of new European wide standards
- Heavily involved in the Scottish digital Pathfinder & Test of Change projects
 - Products added to Scottish Digital Office 'Digital Telecare Security Assessed Suppliers Scheme'
- Developed and launched a white paper with GGI
- Working in partnership with our customers to ensure they become digitally ready
- IOT Connected devices programme:
 - Developing secure, standards compliant ecosystems
- Helping to realise the benefits of digital whether they be service efficiencies, improved performances and/or delivery of new transformative services

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Turnkey solutions for all care environments



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The impact Covid-19 has had upon TEC's and the digital shift

Thank goodness we have the new Tynetec IP units it has made life much easier for us especially when we can remotely program pendants and post them through people's doors keeping us at a safe distance and keeping clients safe at this challenging time. We have lots of Reach IP units ready to be installed so that when the hospitals are discharging to make way for the more needy of people, we are able to install a lot quicker, in some cases even arrange for family to collect the alarm and plug it in themselves for their loved ones. This is the great benefit of digitally enabled equipment!

North Tyneside Council



when we first went over to Jontek, we had been working on a different system and the transition was always going to be relatively difficult at times especially getting staff on board with, the new training that was required. All the change really for staff that had been using the system for so many years and now there was something new for them. But through excellent project management from Jontek and through support with the training department and the support of the management team as well in Galw Gofal to make sure all staff received adequate training to be able to provide new service. After about 6 months or so into the transition it felt like we had been working on Jontek forever really. It is a very useful system for us because of its openness and how many different things, the varied things that we can do with it.

Galw Gofal

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Why is regulation important as we move to digital for grouped living environments?

- Regulation is crucial and supported housing providers should be aware of BS8521-2:2020.
 - Also known as the NOW IP protocol, the standard was published by BSI in April 2020..
- TEC/Social Alarm providers should be aware of TS50134-9.
 - Based on SCAIP and enhanced by Cenelec, it was published by BSI as TS 50134-9:2018.
- These new digital 'protocols' are simple new rules that allow safety critical alarms/group living systems to speak the same language as their monitoring centre.
- Developed to overcome the interoperability issues as TEC shifted from analogue to digital.
- Offering benefits such as compatibility, flexibility, reliability, future proofing & cost savings
- These new protocols, supported by all UK TEC manufacturers & industry bodies have become the de facto industry standard for digital TEC & grouped living systems.

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TS50134-9 Fully Compliant
BS8521-2 Fully Compliant

What does a digital TEC's world look like post Covid-19?

The success will heavily depend on recognising and addressing challenges in three key areas:

- Greater collaboration is needed at every level, without which the full potential of digital technology to integrate services and improve outcomes can never be realised.
- There is also still the huge education and communication mountain that must be scaled to ensure successful deployment of any technological change.
- The regulatory and legislative environment needs to be considered: are our laws and regulators set up to help or hinder the unleashing of the digital premium?.

2025 is now less than five years away, the UK TEC sector is clearly in transition and to unleash the digital premium we need to make that leap

Whether it be to maintain the integrity of existing services or develop new transformative ones

We all need a plan & Legrand can help you to develop and execute yours.





**Thank you
for your time**

For more information visit:

www.Tynetec.co.uk

www.Jontek.co.uk

www.Aidcall.co.uk

