

**MED<sub>e</sub>QUIP**

# Connect

*Technology Enabled Care Service*

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## Introduction

Based in Rawtenstall, Lancashire - Medequip Connect is a nationally based Technology Enabled Care Service (TECS) who currently provide services to over 10,000 households in many locations throughout the UK.

We have offices in Cumbria, Oxford, Ipswich & Rawtenstall and work with Wirral Council and CCG to provide their TEC services.

We provide an installation service in these locations and can provide a postal installation service anywhere in the country.





## Learned Knowledge & Experience

Established since 1994



have evolved through learned experience throughout the development of Community Alarms systems, Alarm Monitoring Services and Emergency Responder Services.

This has given us the ability to adapt to change being one of the **First** Contact Centres to use the UMO platform in 2008 and transition to DIGITAL TEC in 2018



## Partnership Working



We work in partnership with Local Authorities, NHS, Housing Associations and Sheltered Accommodation Schemes, as well as private individuals. We also work to raise money and awareness for charities such as Alzheimer's Society.



## Accreditations

We are part of Medequip Assistive Technology Ltd who already provide community equipment services to 17 million people in local authorities and the NHS across the UK.



Medequip and Medequip Connect pride ourselves on our accreditations and the services that we provide with our partners to Vulnerable Adults Nationwide





## Connect - 24/7 Emergency Response Centre(ERC) - Monitoring

- Our ERC provides immediate assistance to clients via 2-way communication between the client and TEC Quality trained control centre staff. The ERC uses the UMO Platform allowing us to have immediate access to the client information and medical conditions.
- Whilst the call is taking place the ERC will be in communication with the client, assessing the situation and taking the appropriate action, whether that be contacting a designated person, an Emergency Careline Responder or the Emergency Services.



## Connect – Corporate Alarm Monitoring

Working with CCG's and Housing Associations we can provide a bespoke service to our customers including.

- 24/7 Monitoring of Sheltered Accommodation Schemes & Dispersed Alarms.
- “Out of Hours” Repairs-Line function including engineer despatch.
- 24/7 Emergency Response to Housing Association Customers
- 24/7 Falls Pick-Up service
- Fire Panel Reset
- Scheme Manager absence cover for Holidays, Sickness and Training



## Connect - 24/7 Emergency Response

This is a **physical** response service that works alongside the Emergency Response Centre (ERC) and provides an extra level of reassurance to our clients who otherwise might not have anybody else available to attend in an emergency.

During COVID – with the help of robust policies, procedures and PPE we were able to continue providing each element of our services. Meaning that we reduced unnecessary deployment of ambulances and the burden on the NHS.



## Facts & Figures

During the COVID-19 Pandemic, our Welfare Calls and Visiting Service was essential in supporting people by monitoring their welfare during times of shielding and self-isolation.

- Medequip Connect provided 3581 Wellbeing Calls and Reviews with clients during first 3 months of COVID19.
- Our Operators handled over 333,000 inbound calls in the 12 months between July19-June20.
- 5427 of the 333,000 calls related to non-injured Falls.
- For 2103 of the 333,000 calls, we despatched our Suffolk Emergency Responders to the client's own homes.
- Based on half of these being Falls related – Medequip Connect saved the NHS £212,828 p/a\* without needing to resort to the 999 Service for non-injured Falls.

\*Based on the average cost of an ambulance = £202.50



## Flexible Approach

Being part of Medequip Assistive Technology, means that we work to their values and can also benefit from the flexibility it gives us by being able to purchase a wide range of TEC equipment and innovative products.

We are Supplier Agnostic and are not tied-in to any specific manufacturer but have excellent working relationships with all TECS equipment manufacturers meaning that we can supply the right equipment for the right purpose.

All of the devices as pictured below are DIGITAL and can be placed in the best place for the Service User as no telephone line is required.



## Flexible Approach

Our Freedom Devices include the ability to provide 2-way speech between the wearer and the Emergency Response Centre, wherever they are ensuring that we can get help to their location and support independence when outdoors.



## Assistive Technology



Assistive Technology is where we can install a series of automated sensors that detect a range of situations that could include potential hazards.

Additional sensors can include smoke alarms, heat sensors, fall detectors, carbon monoxide sensor, door/window exit sensor, PIR (Passive Infrared Sensor), flood and gas sensor.

As one of the first Digitally Ready TEC providers in the UK, we receive alarms and notifications from Analogue, GSM and fully Digital devices throughout the UK.

This includes a larger more versatile suite of functions from activation of sensors to lifestyle monitoring for prevention.



## *Proactive Approach*

Our services are now moving towards new digital innovations using data analysis and Artificial Intelligence to be more proactive and avoid crisis situations.

To support Independent Living Medequip created MCP – the Medequip Connect Partnership. Working with leading DIGITAL alarm manufacturers and IOT companies such as:

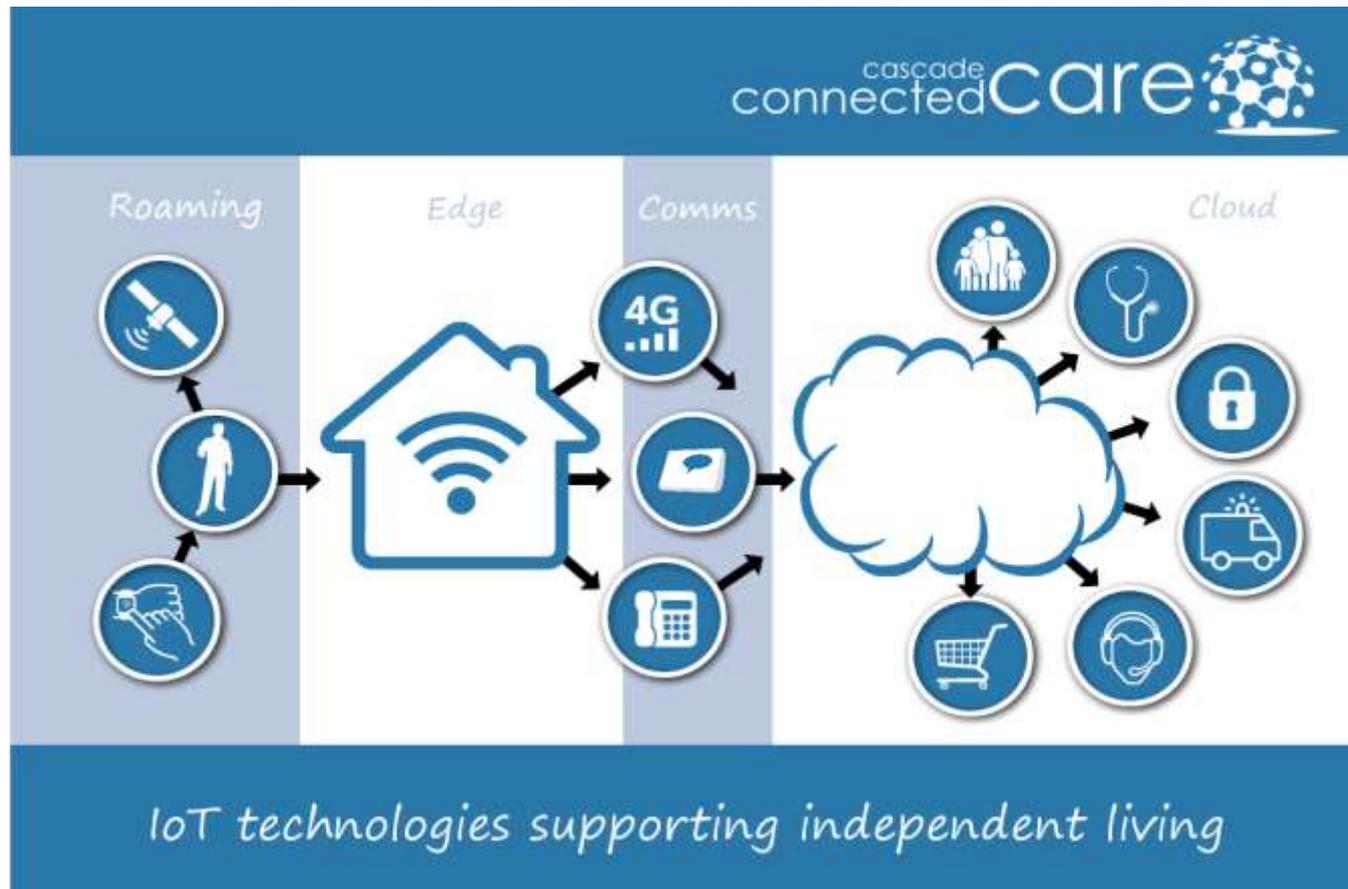


By shifting the emphasis to early intervention and prevention, it can provide desirable outcomes for both individuals and Corporate identities.



## IOT integration & Preventative Alerts

### The Connected platform for independent living



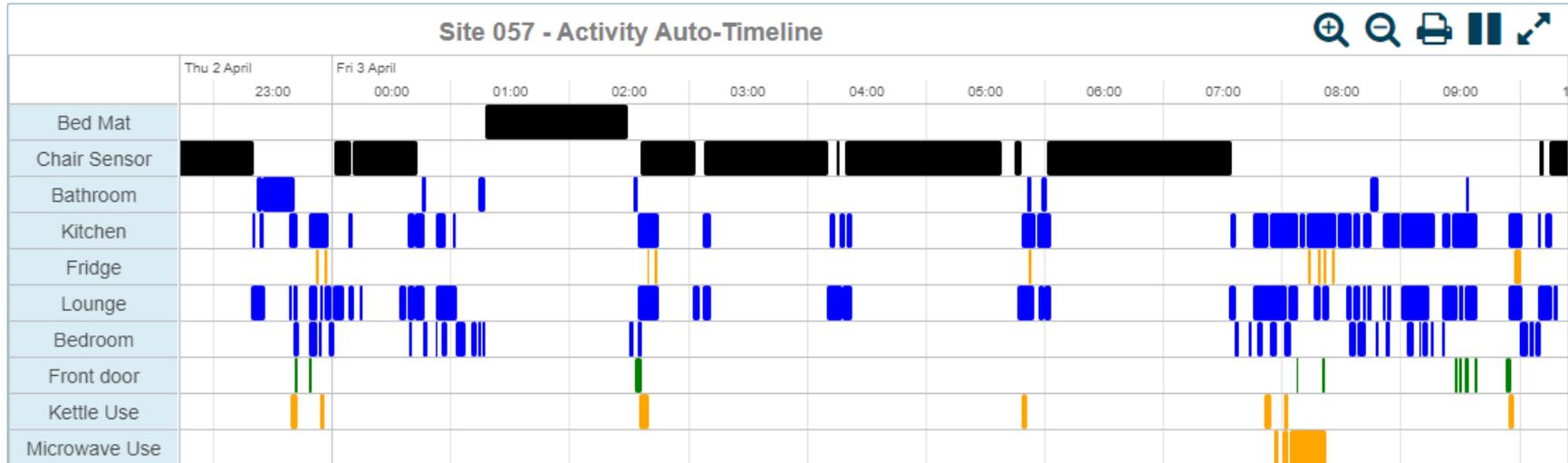
## IOT integration & Preventative Alerts The Connected platform for independent living



## IOT integration & Preventative Alerts

These systems enable us and families to provide remote support for:

- People Living with an acquired brain injury
- Digital Transformation of Adult Care Services
- Supported living with learning disabilities
- Discharge to assess
- Proactive intervention
- Integrated Health & Care during social isolation



## IOT integration & Preventative Alerts The Connected platform for independent living



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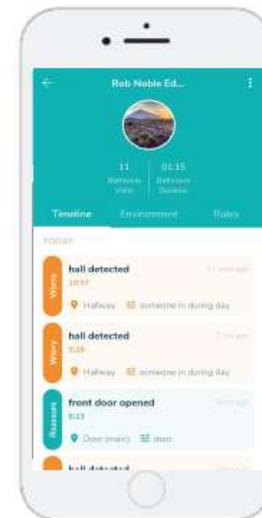
Alarm Receiving Centre



IOT and Telecare devices



Secure Database (AWS)



## *How Medequip connect have helped other partnerships*

- **GROVE Residential Home, E17 London – Digital alarm provision (Care Call Solution)**
- **Decommissioning of Traditional Telecare – dispersed alarm provision & environmental sensors**
- **Suffolk Adult Services – special Equipment & Referrals**
- **TWC & GCC – Provision of equipment and support in their digital transition**
- **RABI – Suffolk**
- **WIRRAL Independent Service – Full scale digital trials of IOT and TECS**



## Contact details

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*Thank you for your time*

