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Why The Home Digital Ecosystem Needs To Extend Beyond The Telecare Hub

Or

The Benefits of Digital Peripherals

June 2021

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ASSISTED LIVING & HEALTHCARE

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Assisted Living & Healthcare Business Unit

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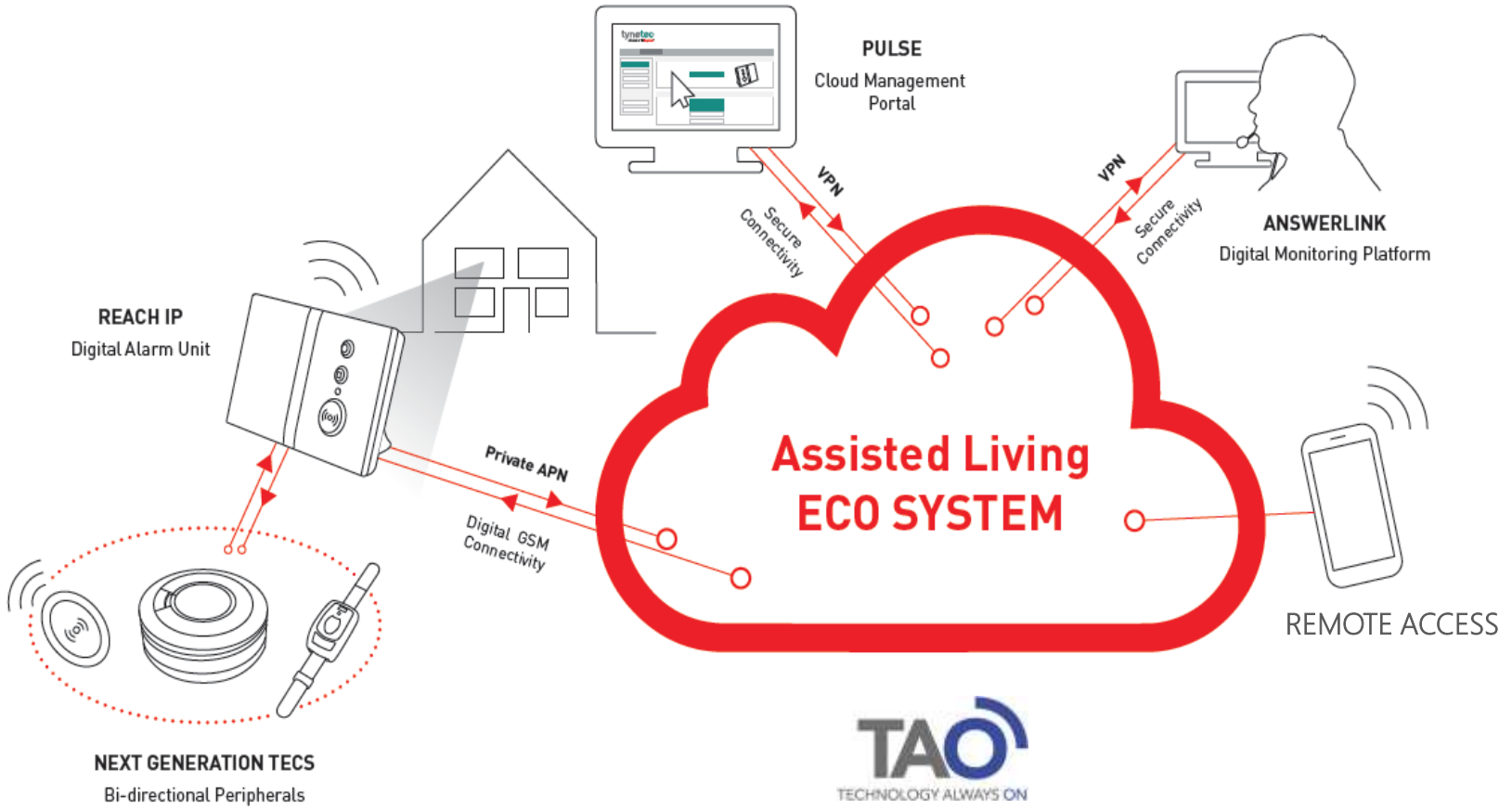

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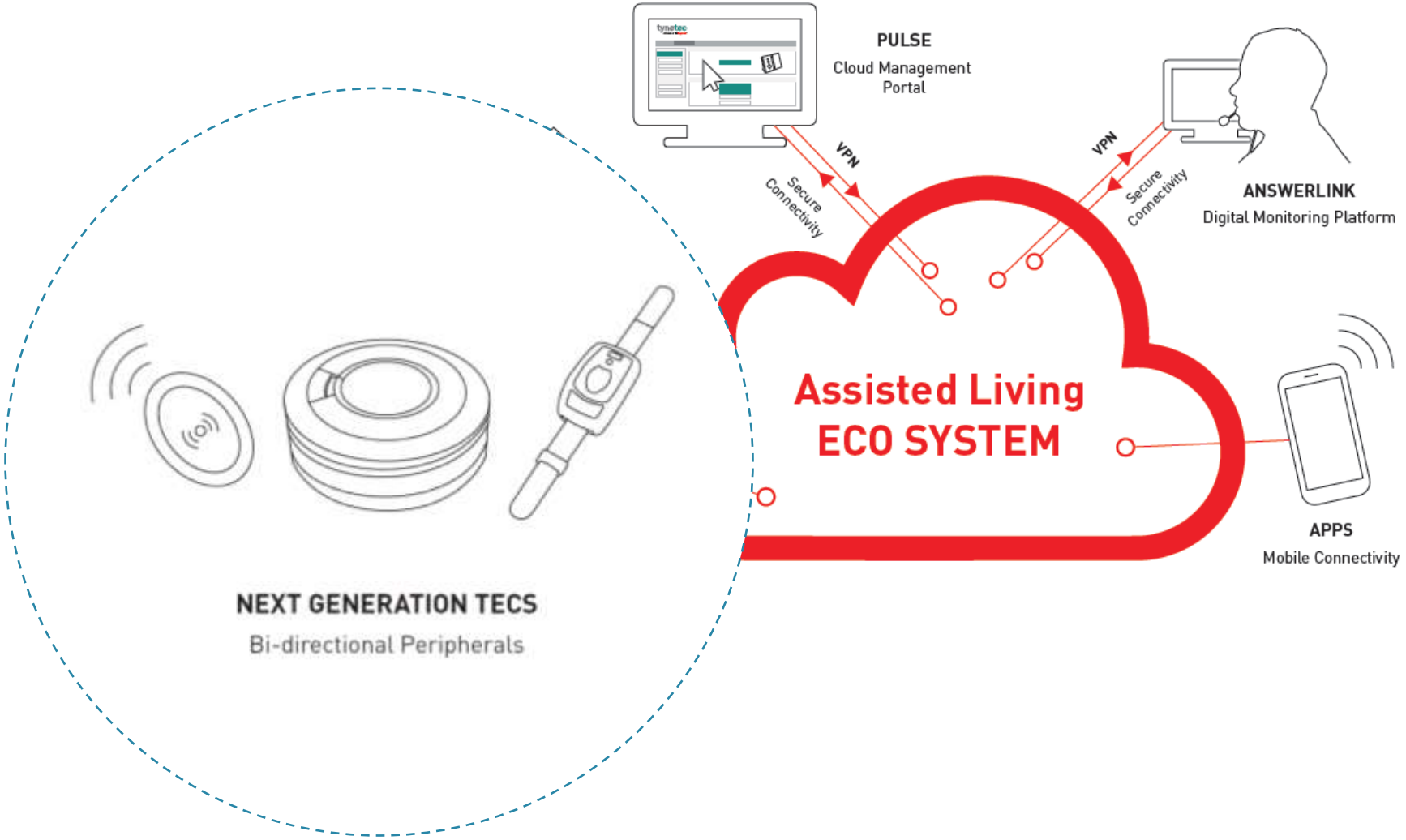

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Bi-directional capability

- All our digital peripherals have transmitters **and** receivers allowing the sending and receiving of the radio signal
- This ‘Heartbeat’ occurs multiple times per day
- If the Heartbeat is missed 3 times in a row an alert is flagged on the online management portal, which can also flag an instant email and a daily report to the service
- Allows remote use of active time spans
- This allows proactive management by the service benefitting their customers
- Improved battery technology supporting the bi-directional ’Heartbeat’ to maintain lifespan
- Alarm unit updates to online portal every 5 minutes

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The practical benefits

Now allows remote management

- Sending a replacement pendant through the post instead of a home visit
- Online changes to active time span eg door contacts
- Remote initial diagnostic of any issues

Potential saving of £20-£30 per hr to the service, but also freeing up time to assist those with greater need.

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Real service examples

- Full alarm install pre done and posted out for self activation

1 x remote install per day could save approx. £10k per year – based on saved install time

- Adopting safe door step installs

3 x door step installs per day saving 30 minutes per visit could save approx. £16k per year

- Out of range alerts – when the ‘Heartbeat’ fails.

End user goes into Hospital or visit family still wearing pendant – allows proactive call to NoK

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Practical benefits

Falls detector

- User replaceable battery
- Automatic falls detection and separate manual alert button
- 3 day inactivity alert

Use of digital technology that will now proactivity tell the service if the end user isn't using the device. This will allow more timely interventions with the end user – hopefully aiding in a better care package & helping to avoid any unnecessary incidents

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Needs of a digital service

Digital TEC may initially be more expensive, but can be off set with long term savings by evolving the way the service works.

Funding

- Work with Social Services, commissioners & CCG's
- Ambulance call out approx. £250
- Ambulance to A&E approx. £420
- Overnight hospital stay approx. £300
- Current care staff cost £20 per hour
- Current care home cost £600 per week

- The introduction of a digital falls detector package - which alerts if it isn't being worn – may be enough to scale back a proposed care package and give the end user more independence

- 1 avoided ambulance call out is all it takes to justify a careline service – based purely on price

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Digital Care Technology

Care Technology Outcomes Framework

In summary

Going fully digital could allow you to have a greater proactive impact on the quality of life of your end user as the equipment becomes proactive

Cost effective 3 Step approach

- New customers get fully digital equipment
- Existing customers
  - If their equipment fails due to A2D line switch over – replace with fully digital
  - If it fails due to age and you have existing analogue stock you could replace like for like – but this is a short term fix

  Review customer base and prioritise digital equipment roll out

Thank you

Any questions?

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For more info visit:
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