



**Housing LIN**

*Connecting people, ideas and resources*

**Housing Learning and  
Improvement  
Network**

# Welcome to the South West LIN Telecare workshop.

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Lead

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**Date for Diary!**

**South West and South East LIN Regional  
Conference.**

**20th October 2015**

**The Royal Marriot Bristol.**

# Revolutionising housing with care with life enhancing technologies

## SW Housing LIN technology workshop

1.7.15



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# Agenda (part 1)

- 10.30 Welcome
- 10.40 The art of the possible – Kevin
- 11.10 I have so many questions
- 11.40 Turning questions into actions
- 12.15 Summing up and National LIN update
- 12.30 Lunch



# Agenda (part 2)

- 13.30 Coach to Kilkenny Court
- 13. 50 Welcome to Kilkenny Court  
Taunton Borough Council
- 14.00 Break into 4 groups
  1. Tour of Kilkenny plus a look at the new technology
  2. Tour of Dean Helpline
  3. Myclinic Health offering for Housing
  4. A look at some of the emerging Apps (M Track/M Pro)
- 15.30 Return coach to cricket club
- 16.00 Depart



Revolutionising housing with care with life  
enhancing technologies

Part 1: Welcome, scene setting



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# Welcome - Objectives of the day

- To explore how “technology enabled housing” can support your business objectives
- How can technology maximise your housing with care and support offer
  - How can it support you to meet the wellbeing needs of all your housing clients

# Background

## Research - SW leadership set

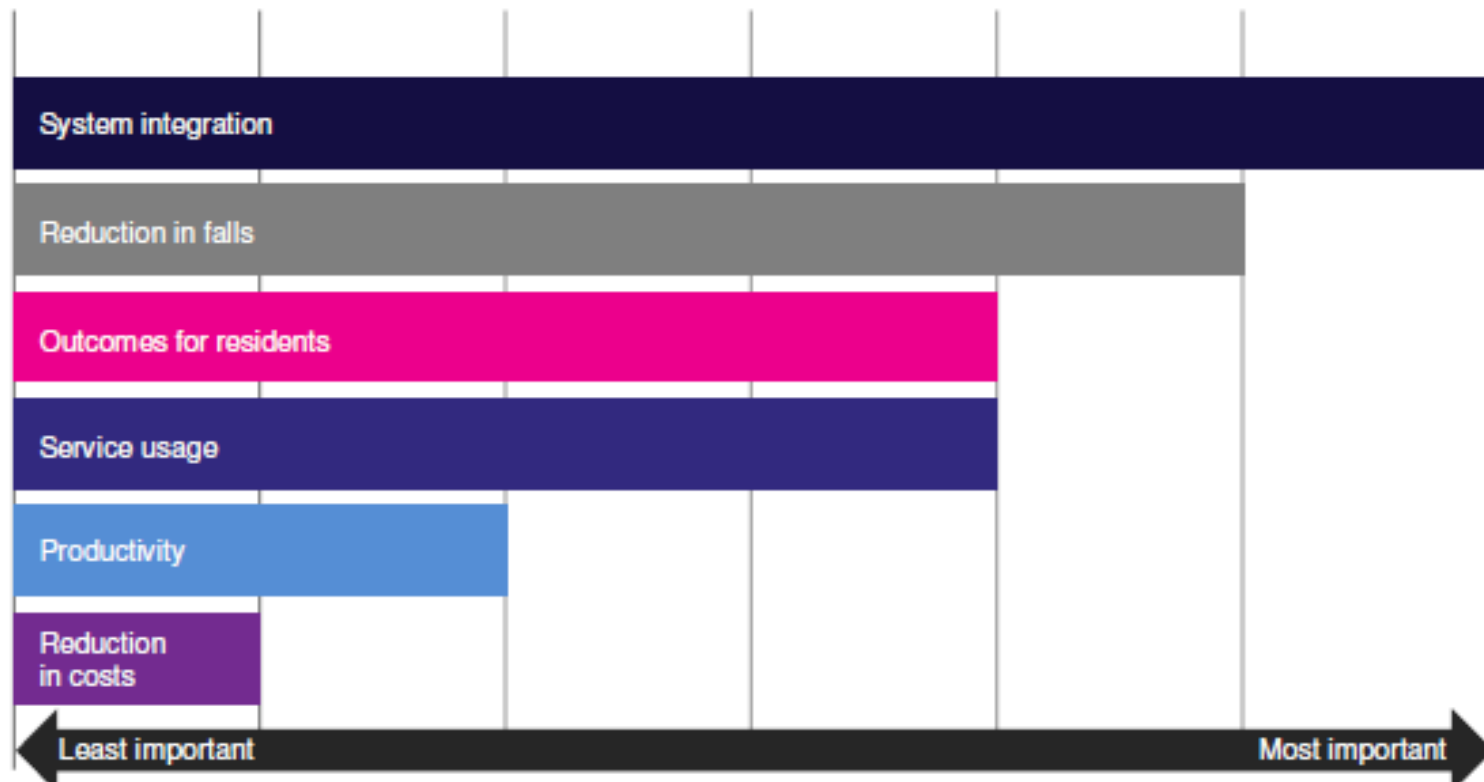
- 22.1.15 session looked at the opportunity for the SW to drive the step change in **technology enabled housing with care** and the potential to leap frog into the digital world
- **What did we do?**
- Took the feedback from the workshop and online survey
- Created a white paper, infographic and slide share





# TECS benefits in housing with care

4a) Survey results - What are the top benefits you envisage to achieve from embedding technology-enabled care into your plans for housing with care?  
(1 = most important, 6 = least important)



# The challenges

## Funding

Public sector cost-cutting, welfare reform, universal credit

## Increasing demand/limited supply

Ageing population, increasing LTCs and dementia, lack of affordable and appropriate housing

## Health and social care

Need to integrate services and systems, focus on prevention, growing social inclusion and wellbeing agenda

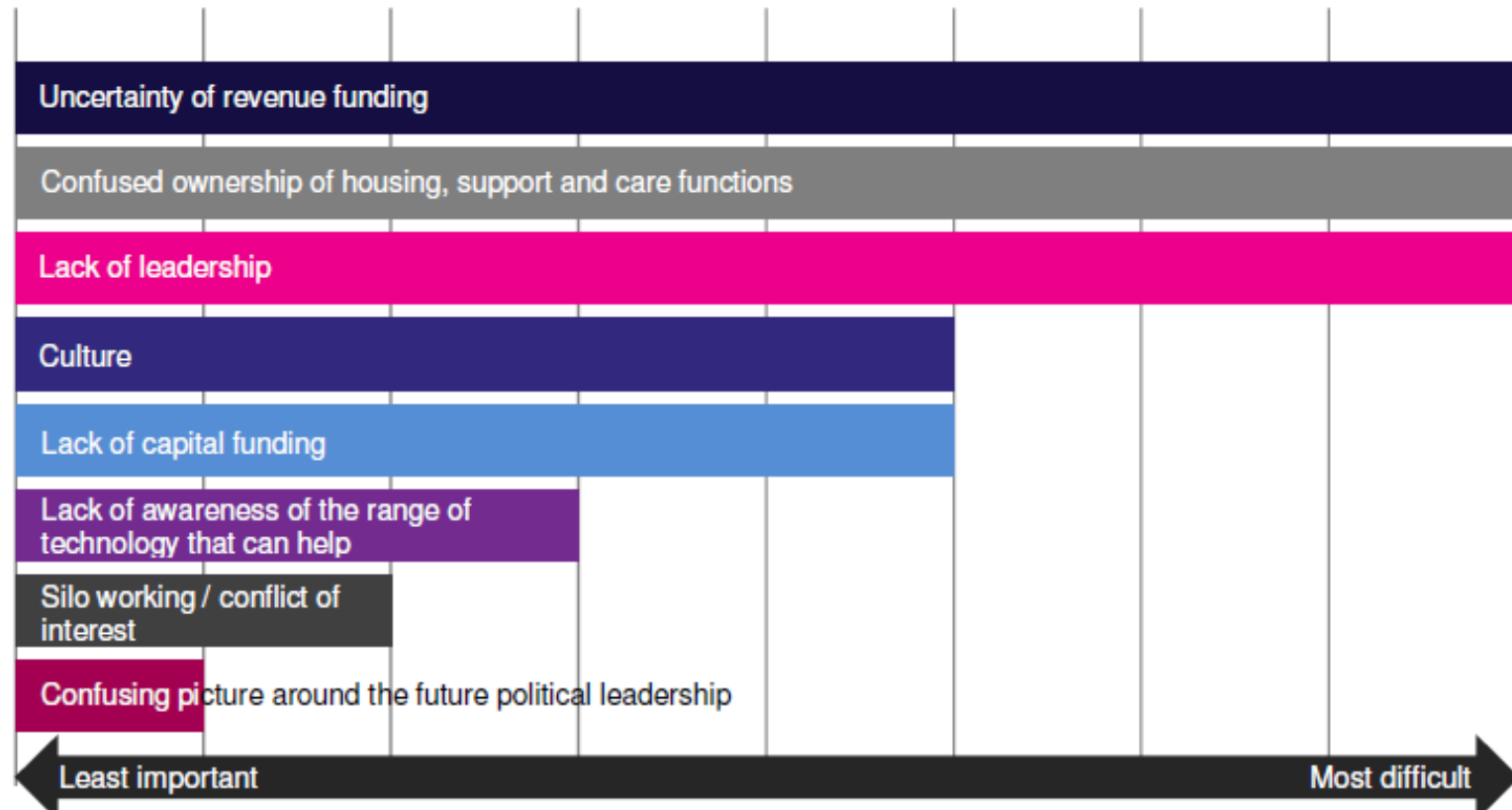
## Expectations

Customer expect better services, increasingly tech savvy, desire to stay in one's home longer, being part of the community, overcoming negative perceptions

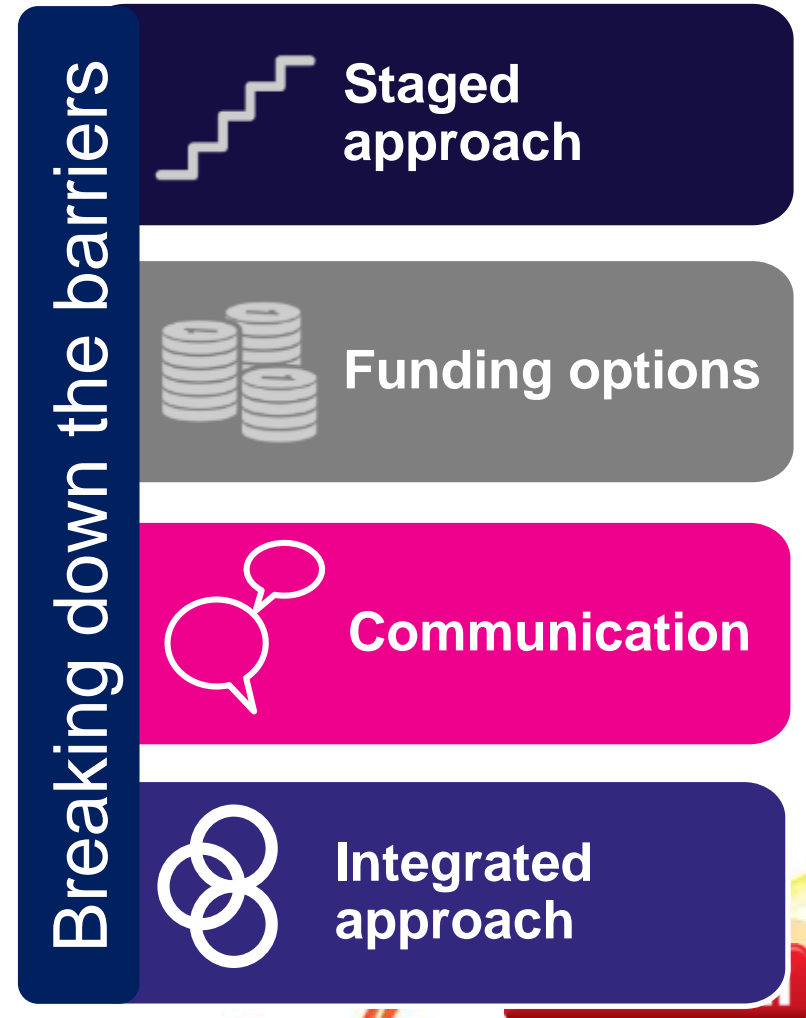
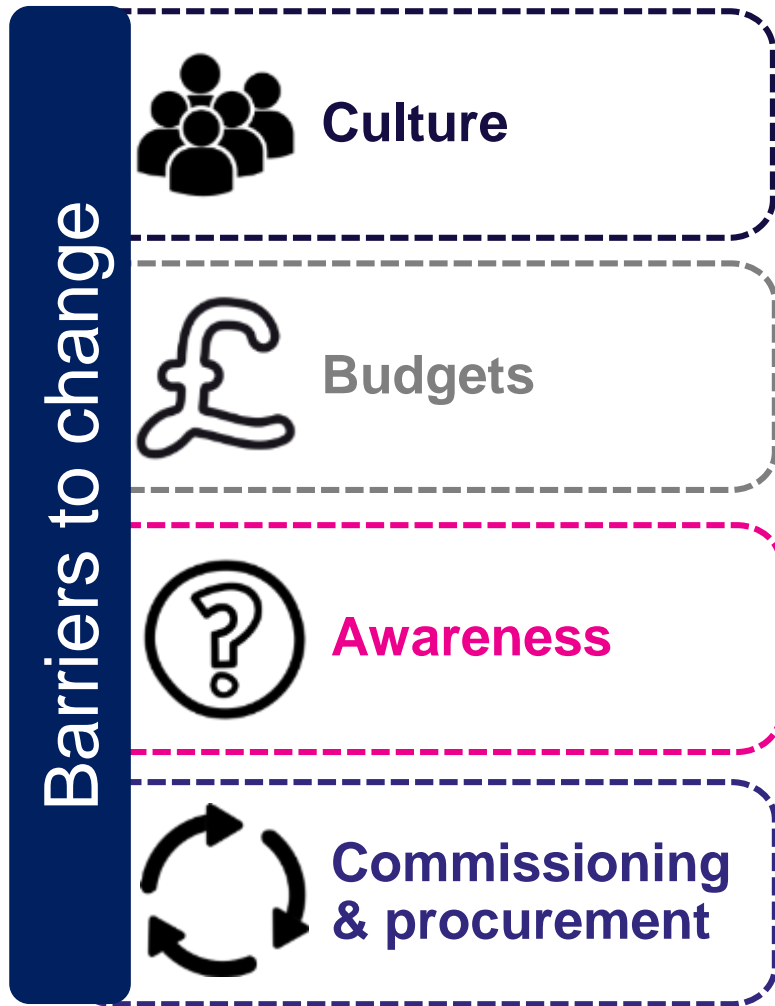
# Barriers to adoption

## 5a) Barriers to adoption – survey replies

What are the barriers to greater adoption of technology to support housing with care developments? (1 = most difficult, 8 = least important barrier)



# Making a change



# Revolutionising housing with care with life enhancing technologies

- Part 2a: Introducing technology enabled care
- Ali Rogan

# Our vision



We want everyone to be able to **live their lives to the full** in a place of their choice that meets their **physical and emotional needs**. We want to **work in partnership** with providers to support them on the journey to digital.

We want to enable the delivery of **truly integrated** health, housing and social provision which **wraps care around the individual**. We want to lead the change, working with you to **harness the power of technology** to enable freedom and deliver peace of mind, **now and in the future**.



# What can be achieved by doing it well? Life at your fingertips



## CONNECTED

with internet access  
and video telephony

## ASSURED

in a home that will  
evolve with you

## SECURE

with video door entry  
and access control

## IN CONTROL

Easy repair reporting  
and calendar management

## INDEPENDENT

help only when  
you need it

## SAFE

with help available  
24 hrs a day

## PROTECTED

with environmental  
telecare sensors

## WELL

self care with health  
apps and telehealth

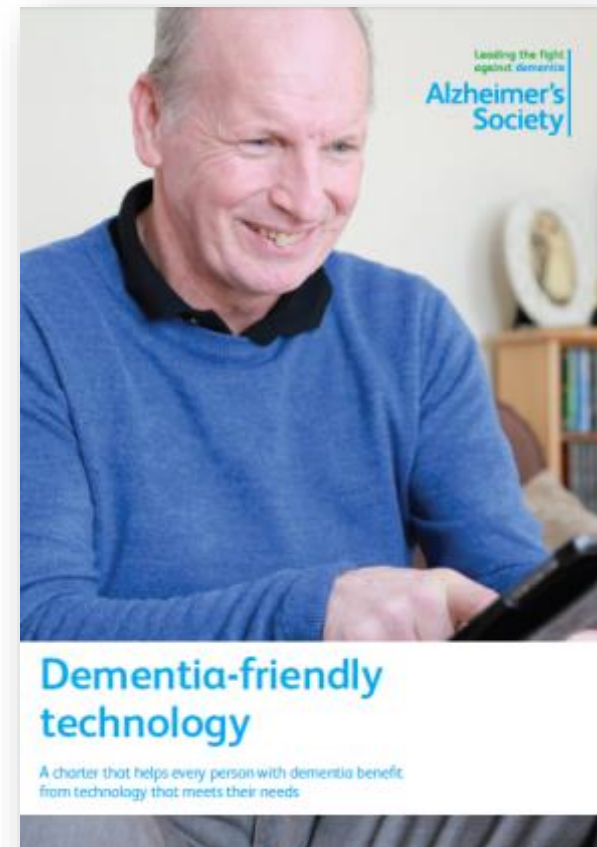
## FULFILLED

with social events  
and access to your  
community

# Dementia-friendly Technology Charter

## Aims

- Enable every person with dementia to have the **opportunity to benefit** from **technology appropriate** to their needs
- To outline and encourage **high level principals and best practice** for those organisations **providing services** to people with dementia



## First year ambitions



[www.alzheimers.org.uk/technologycharter](http://www.alzheimers.org.uk/technologycharter)

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# Revolutionising housing with care with life enhancing technologies

- Part 2b: the art of the possible

“you don't know, what you don't know”

- Kevin Alderson

Revolutionising housing with care with life enhancing technologies

# Connected housing with care

What, Why, How



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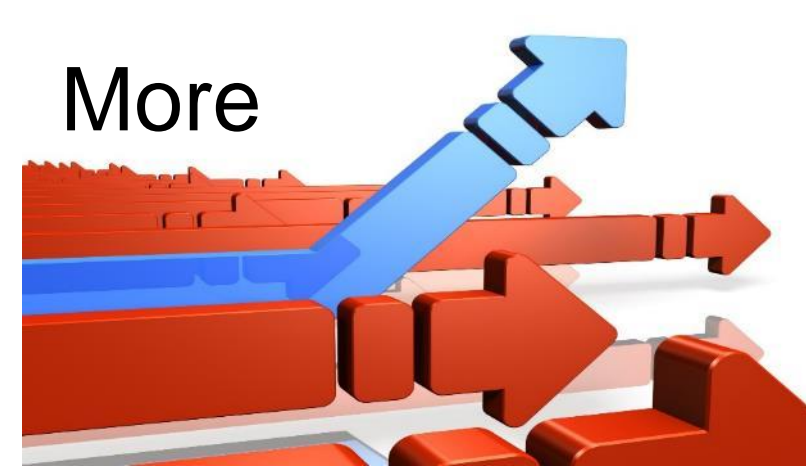
# IP - What is it?

- internet protocol: a code used to label packets of data sent across a network, identifying both the sending and the receiving computers
- Used to move small packets of information around a network
- Files are broken into multiple data packets
- Each data packet is like a letter in the post
  - Destination IP address
  - Return IP address
  - Contain information

# IP is already here

- Next Generation Network – GSM/POTS
  - Already IP
  - Has caused issues with DTMF signalling
  - STMF has overcome these issues
- Transmitting using an IP based protocol is the long term future

# Why is IP different?



# Challenges



Cost

Reliability

Require backup

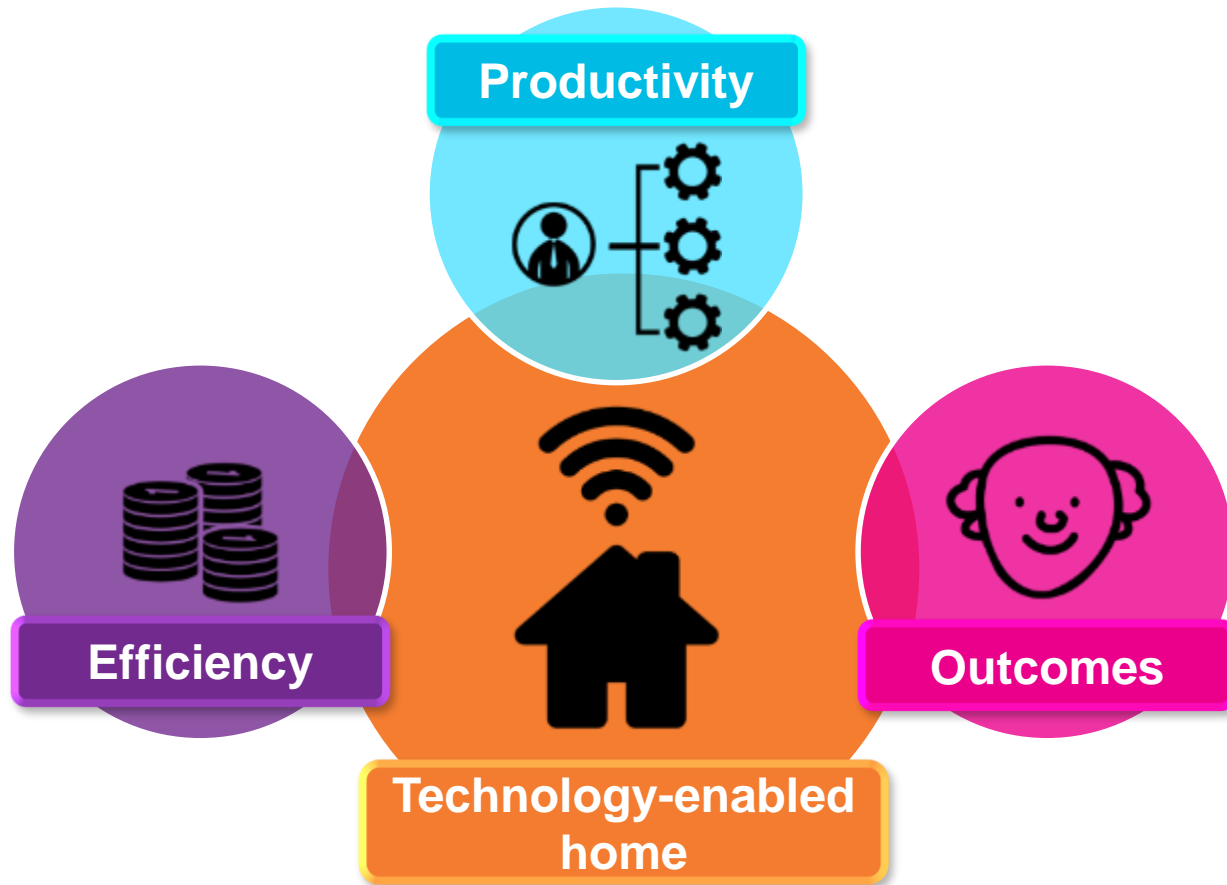


# Welcome to Tunstall's Connected World

*based on Secure, Open and Robust IP networking*



# The art of the possible

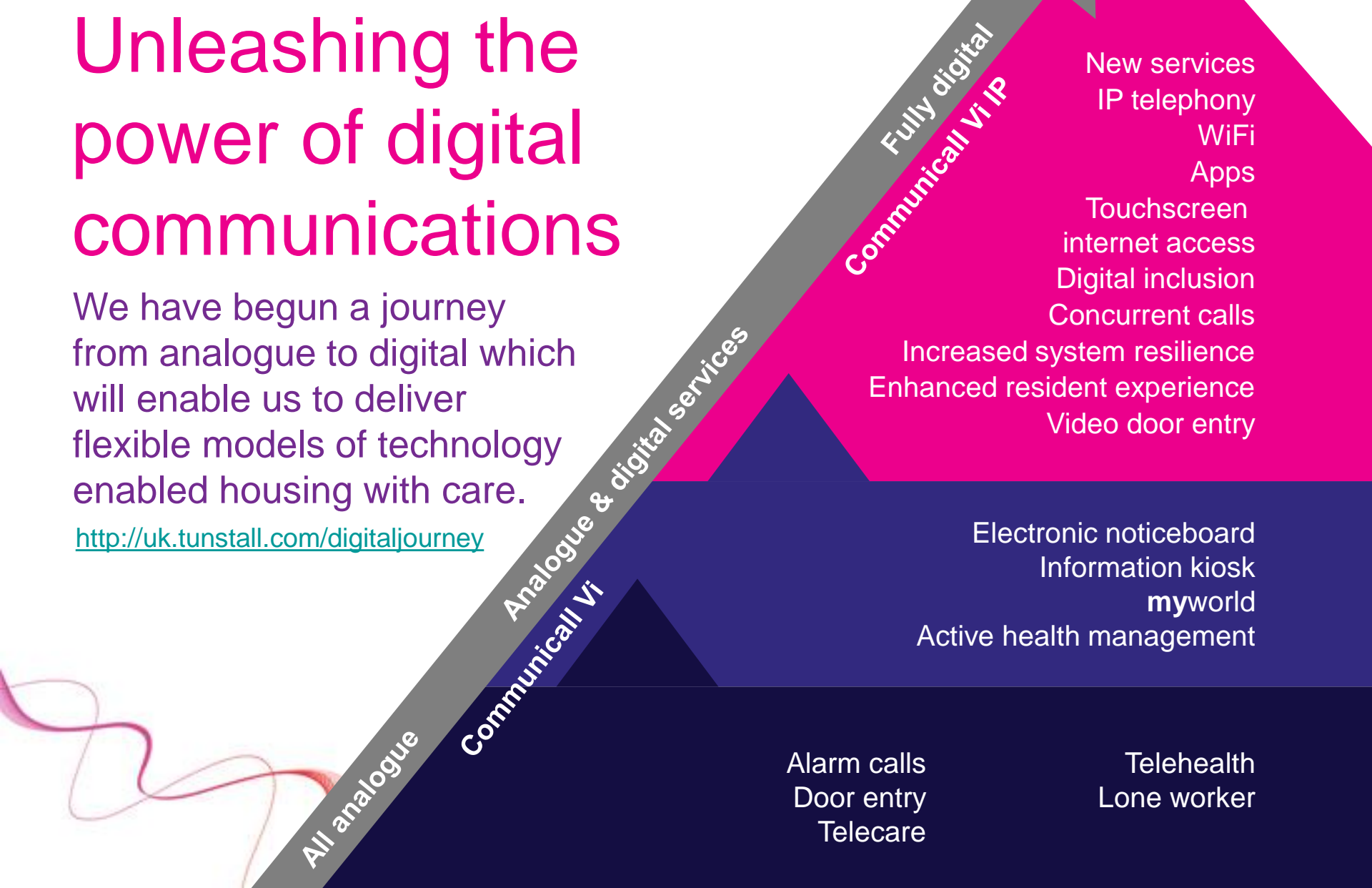




# Unleashing the power of digital communications

We have begun a journey from analogue to digital which will enable us to deliver flexible models of technology enabled housing with care.

<http://uk.tunstall.com/digitaljourney>



# Assisted Living offering choice

## Communicall Vi



## Communicall Vi IP



# Accessing information



Information kiosk

Digital noticeboard

CUSTOMER LOGO HERE

Welcome to Church View 2:55 PM March 25, 2014

### Information

**My name is David Carter**  
I am your Estate Manager, please feel free to come and see me in the office any time you have a question.

**My name is Estelle Jones**  
I am your Care Manager, please feel free to come and see me in the office any time you have a question.

### What's On

**Today**  
10:00am Coffee Morning

**Wednesday**  
2:00pm Local History Group

**Thursday**  
7:00pm Games Night

**Friday**  
2:00pm Bingo

**Saturday**  
7:00pm Charity Raffle Draw

**Sunday**  
11:30am Community Lunch

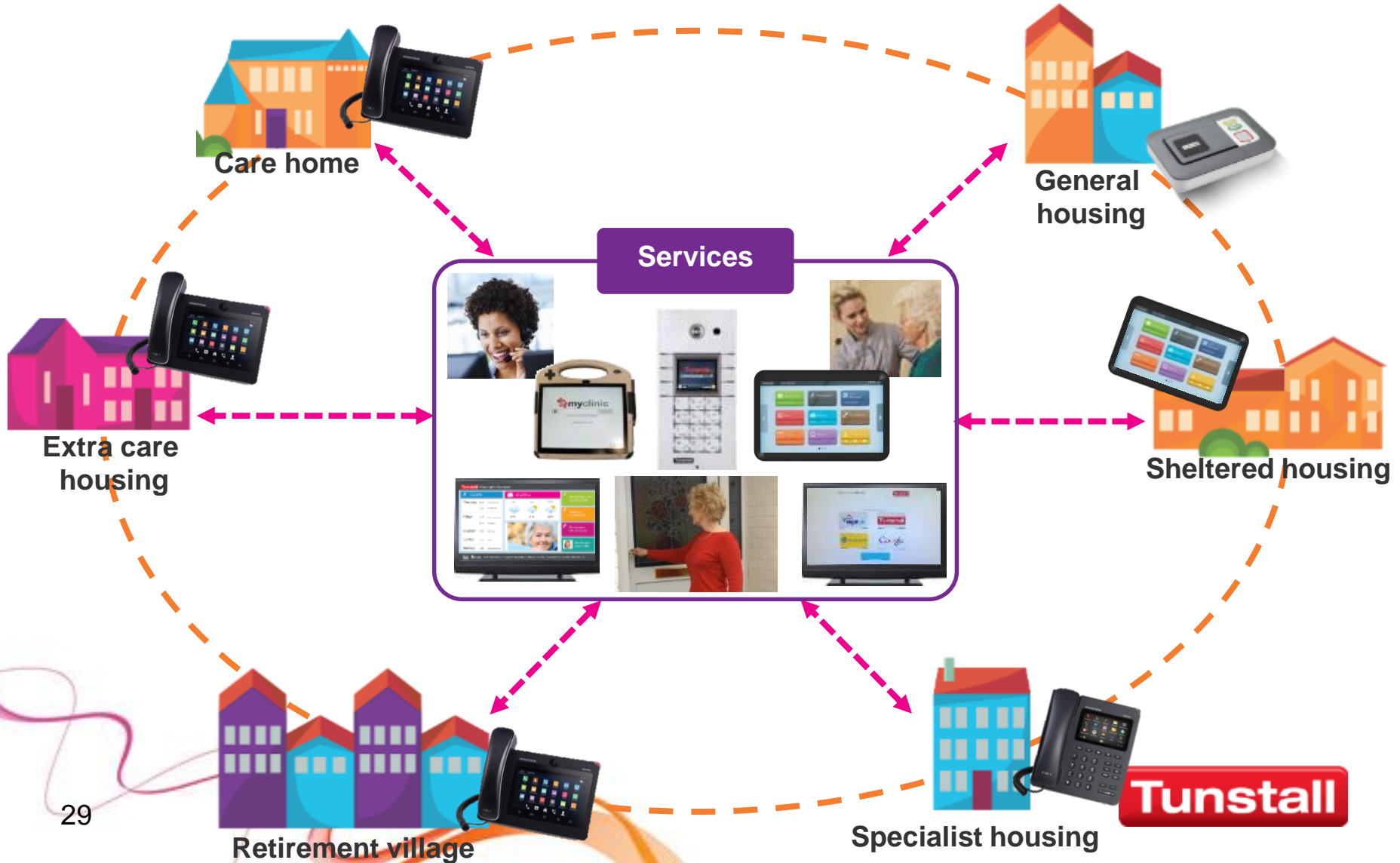
**Monday**  
11:00am Mobile Library Visit

**News** Royal Mail says it is planning to cut 1,600 jobs as part of cost-saving plans, but unions have warned it could lead to industrial action.

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# Reaching out – the community hub



# Revolutionising housing with care with life enhancing technologies

## - Part 3: Question time

# Questions - Themes

A: Funding

B: Specific applications

C: Linking to housing strategy

D: Attitudes to technology

E: Infrastructure / Models

F: Awareness

# Unleashing the power of digital communications



Revolutionising housing with care  
with life enhancing technologies





# Thank you

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