Agilisys

IoT and TEC in the future of Housing and Health & Social Care

Our home, both the location and the physical building itself, influences almost every aspect of our lives – from how well we sleep, to how often we see friends, to how safe and secure we feel. It is estimated that we spend around 90% of our time indoors, with 65% of this spent at home. If we want to improve the health and wellbeing of individuals, families and communities, there can hardly be a more important place to start than the home.

The links between housing and health (physical, mental and social) are well established and there are a broad range of specific elements relating to housing that can affect health outcomes. For example did you know that public health England estimate 22% excess winter deaths can be attributed to cold homes?

Agilisys work as delivery partners to help you understand the benefits from deploying IoT (Internet of Things) to your housing stock and how the resulting data insights can be transformed into positive outcomes, efficiencies and business growth for Social Housing providers.

Not only will these insights provide the basis for you to proactively manage your properties (early identification of mould and damp issues, leaks, heat decay/ energy efficiency, overcrowding etc) but can also connect properties to tenant insights, allowing co-ordination of proactive interventions and support across multiple care support teams and organsations.

Social Housing suppliers will have increasing opportunities to work with the NHS and other community-based services to ensure that their customers can live independently for as long as possible. Assistive Technology or Technology Enabled Care

(TEC) will play an essential part in this future state. Future property adaptions should support independence through TEC which prompts; responds intuitively to needs; highlights changes in risks; connects community and professional support options; prevents hospital admissions, and speeds up safe discharge.

With the average hospital stay costing £400 per night, it is not hard to see that provision of suitable housing can make a case to provide a "virtual ward" or "step down" beds, redirecting the acute hospital funds into the community, whilst still making significant financial savings to the NHS. Case studies are already showing that TEC in the home is prolonging independent living and reducing hospital visits by over 40%.
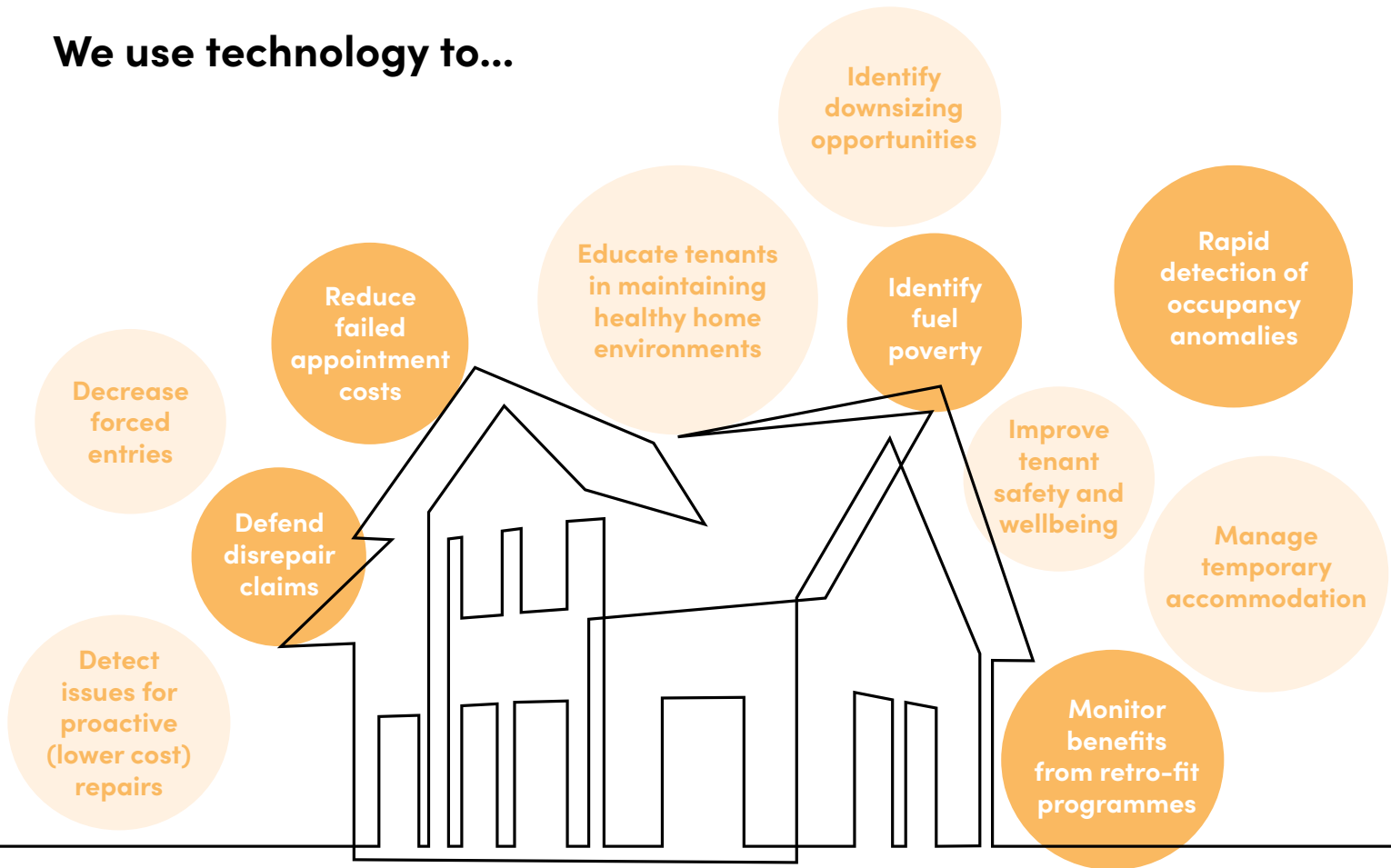
IoT and TEC can enable you and partner organisations to deliver support when it is needed, mitigate future costs and achieve financially sustainability.

We are truly passionate about the future of person-centric care and the role Housing can play in sustainable service delivery. We have the vision and the industry expertise to support our clients to be bold and brave in their digital innovation whilst maintaining data integrity and security. The solutions deployed today will be part of the journey for fully integrated services and person centric care management in the future.
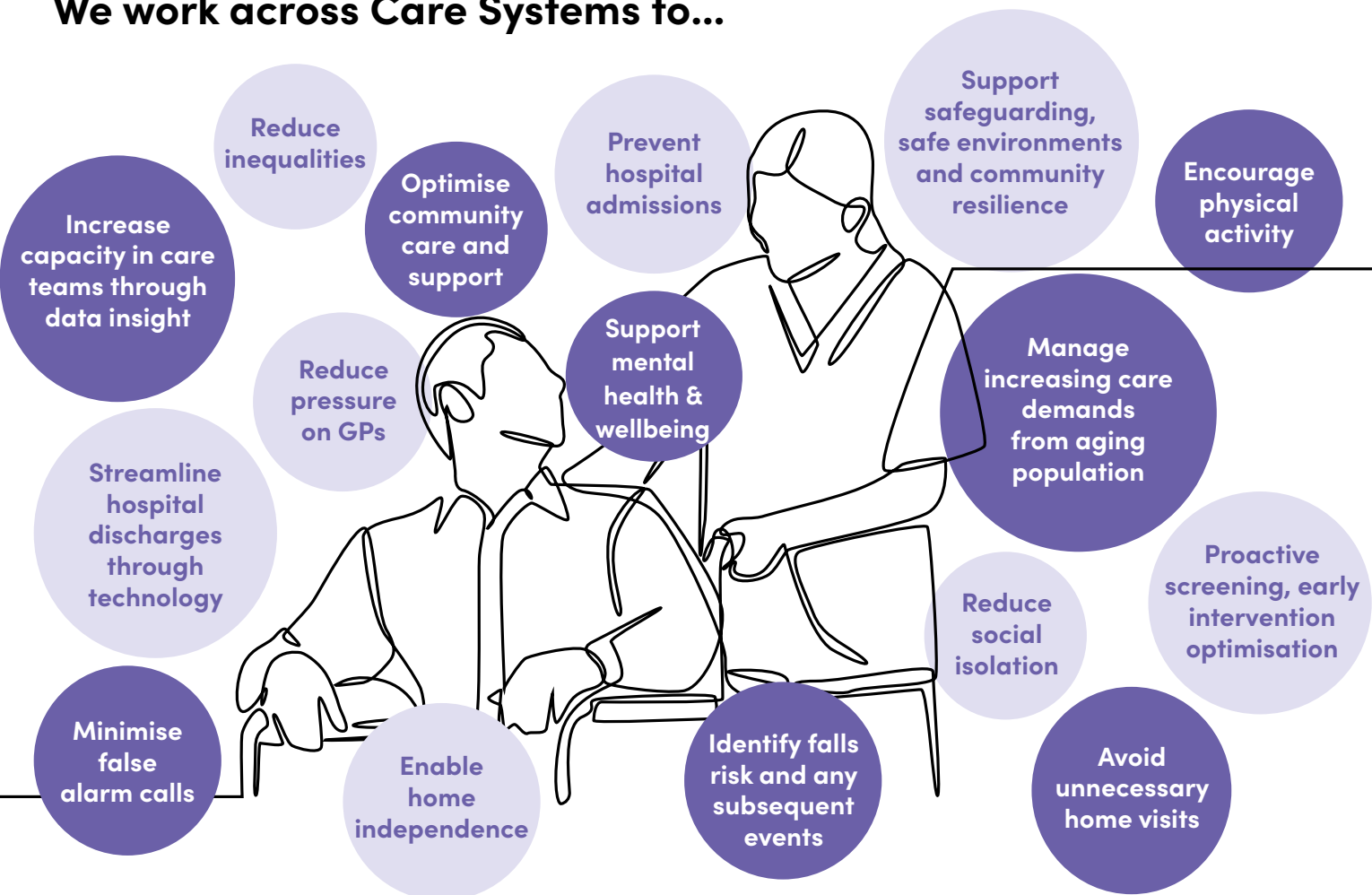
Please contact our social care and health technology team for more information.

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We use technology to...

- Identify downsizing opportunities
- Rapid detection of occupancy anomalies
- Educate tenants in maintaining healthy home environments
- Identify fuel poverty
- Reduce failed appointment costs
- Decrease forced entries
- Improve tenant safety and wellbeing
- Manage temporary accommodation
- Defend disrepair claims
- Detect issues for proactive (lower cost) repairs
- Monitor benefits from retro-fit programmes

We work across Care Systems to...

- Reduce inequalities
- Prevent hospital admissions
- Support safeguarding, safe environments and community resilience
- Encourage physical activity
- Optimise community care and support
- Increase capacity in care teams through data insight
- Support mental health & wellbeing
- Manage increasing care demands from aging population
- Reduce pressure on GPs
- Streamline hospital discharges through technology
- Reduce social isolation
- Proactive screening, early intervention optimisation
- Minimise false alarm calls
- Enable home independence
- Identify falls risk and any subsequent events
- Avoid unnecessary home visits

Our Proposition

IoT and TEC bring a wealth of data, often so much that if can often leave an organisation overwhelmed and delivering very little business benefit.

In our experience, when organisations purchase IoT devices without a consultancy layer to drive the benefits and bring multiple parties together, the return on investment is lower than expected and often becomes a "tick the box" exercise, to be filed under "we tried that and it didn't really work". It is for exactly that reason that so many IoT and TEC providers have partnered with us to connect the dots from multiple IoT sources , through citizen profiles and into team processes and leadership oversight to create tangible benefits.
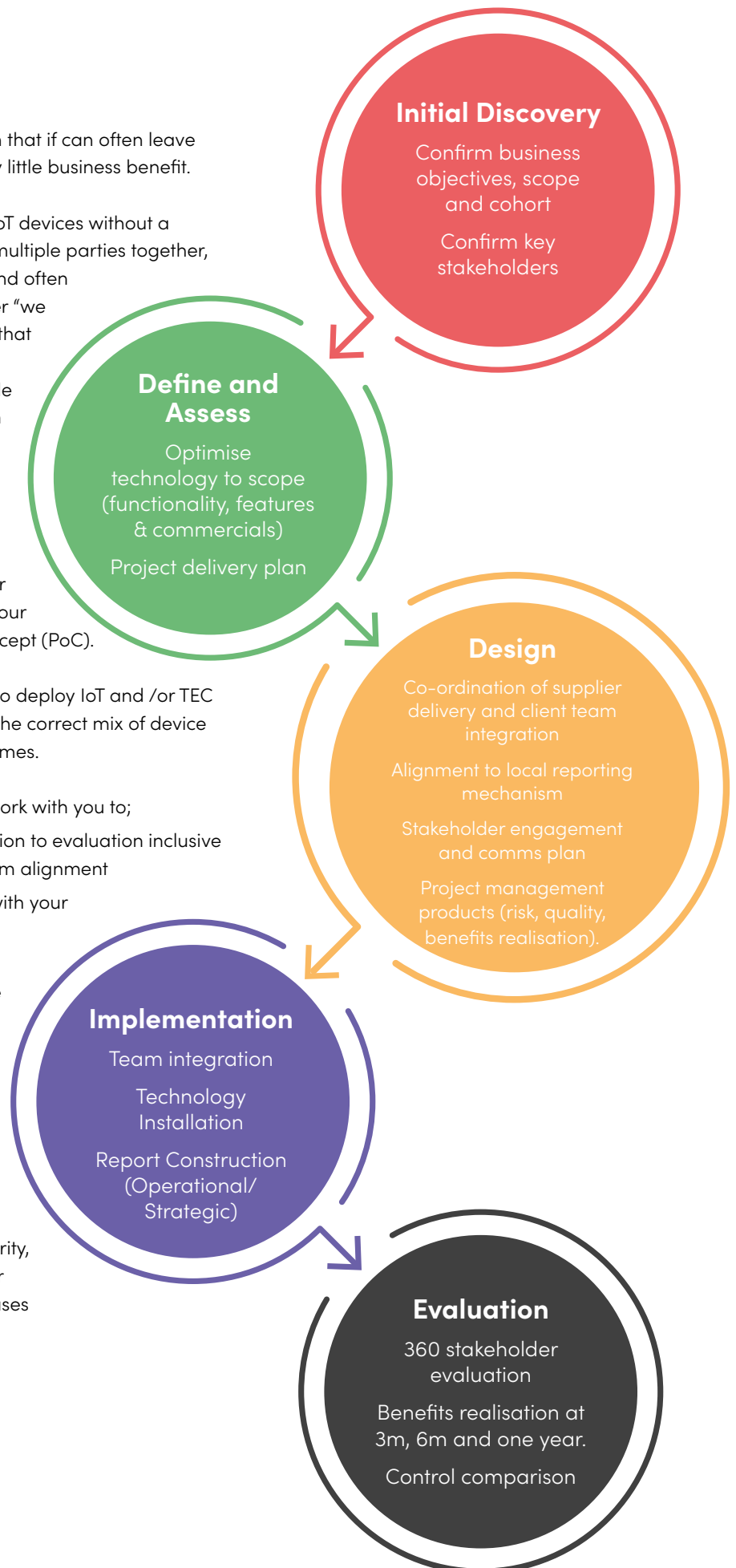
As a trusted Digital and Business Transformation partner, we have a track record of implementing disruptive change and we believe the best way for you to realise the potential of IoT and TEC within your organisation is to work with you on a Proof of Concept (PoC).

Over a 6-month period, we would work with you to deploy IoT and /or TEC to typically 25-50 homes /service users; ensuring the correct mix of device providers are selected to meet your desired outcomes.

We have a team of IoT consultants that, that will work with you to;

- Project manage your Proof of Concept from vision to evaluation inclusive of any required technology installation and team alignment
- Establish critical measures of success aligned with your strategic business objectives
- Align data intelligence to local processes with operational teams – enabling them to innovate locally and use data to define future operating models.
- Produce a business case with recommendations for any wider scale roll-out

As Microsoft gold partners, with specialist certification in IoT Azure development, our technical data an insight team can also work with you to understand your existing architecture maturity, test core functionality, and develop a roadmap for integration with new IoT functionality in future phases and full adoption.

Initial Discovery

Confirm business objectives, scope and cohort

Confirm key stakeholders

Define and Assess

Optimise technology to scope (functionality, features & commercials)

Project delivery plan

Design

Co-ordination of supplier delivery and client team integration

Alignment to local reporting mechanism

Stakeholder engagement and comms plan

Project management products (risk, quality, benefits realisation).

Implementation

Team integration

Technology Installation

Report Construction (Operational/ Strategic)

Evaluation

360 stakeholder evaluation

Benefits realisation at 3m, 6m and one year.

Control comparison

Outcomes

The common theme that wraps around everything we do is our laser focus on the end customer and the difference we can make to people's lives; we are continually looking at ways to leverage the latest tech to make ever bigger and braver 'leaps', we bring a 'show me don't tell me' approach, which means getting to outcomes asap!

Potential outcomes of IoT/ TEC for place-based approaches

Reduced

- Hospital admission and length of stay
- Cost of repairs
- Travel costs & carbon footprint
- Energy bills for tenants
- GP appointments
- A&E/ Ambulance demand
- False alarm calls
- Social isolation
- Harm from detectable, avoidable incidents
- Care demands from aging population
- Avoid unnecessary home visits

Increased

- Maintained appointments
- Citizen and community health and wellbeing
- Rent revenue
- Digital engagement
- Capacity in care teams
- Community care and support
- TEC supported hospital discharges
- Citizen self-care and home independence
- Proactive screening, early intervention
- Proactive safeguarding
- Capacity in care teams through data insight

Enabling

- Defence of disrepair claims
- Identification of fuel poverty
- Identification property misuse
- Ability to monitor effects of Cap-Ex spend
- Early detection and screening of health issues
- Home independence

Our customers say it **"feels different to work with us"**, we are here to support your digital transformation journey. To hear more about our partnership offering on housing, social care and health technology contact:

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