

*A proven approach to  
delivering dramatic  
cost savings and  
improvements in  
independence*

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# Bringing people closer together and connecting smart devices





## Safe & Smart

- + Personal alarm
- + Fire, smoke & break-in alarm
- + Video intercom
- + Access control
- + Smart home (lights, curtain, temp.)
- + Remote controlled adaptive furniture



*Piece of mind*

## Connected & Active

- + Video/VOIP/tekst communication
- + Social & activity plan
- + Online access to living assistance & well-being services
- + Online news & entertainment
- + Local agenda
- + Personal agenda
- + Activity & lifestyle monitoring



*Social inclusion & participation*

## Care & Support

- + Nurse/service call system
- + Smart real-time triage
- + Alert & task management incl. seamless task handover
- + Video-assisted remote support
- + Care & cure plan
- + Therapy programme & exercise videos
- + Information & digital content
- + Remote and/or smart medication control
- + Agenda
- + Online questionnaires
- + Monitoring devices
- + e-Health



*Beter & more efficient care*

- **Improved Independence**
  - 35% reported increased sense of independence
- **Increased digital participation –**
  - Percentage using internet from 33% to 79%
- **Increased time on meaningful activities**
  - 36% reported spending more time on hobbies locally
- **Improved health self-management**
  - Percentage regularly accessing information online more than doubled
  - Number that reported finding info useful almost doubled
- **Improved mental wellbeing**
  - Life satisfaction rose from 6.7 to 7.6 cf. national average
  - Life satisfaction in 55-64 age group rose from 6.6 to 8.3
  - 53% of customers reporting being happier
  - Clients reporting boredom decreased from 62% to 27%.
  - Customers feeling worried fell from 90% to 48%
- **Reduced social isolation**
  - Qualitative research with Blackwood staff indicated that customer's social time had increased
- **Efficiency Savings**
  - Staff saved five minutes per visit on admin
  - Savings of 50% on admin time overall

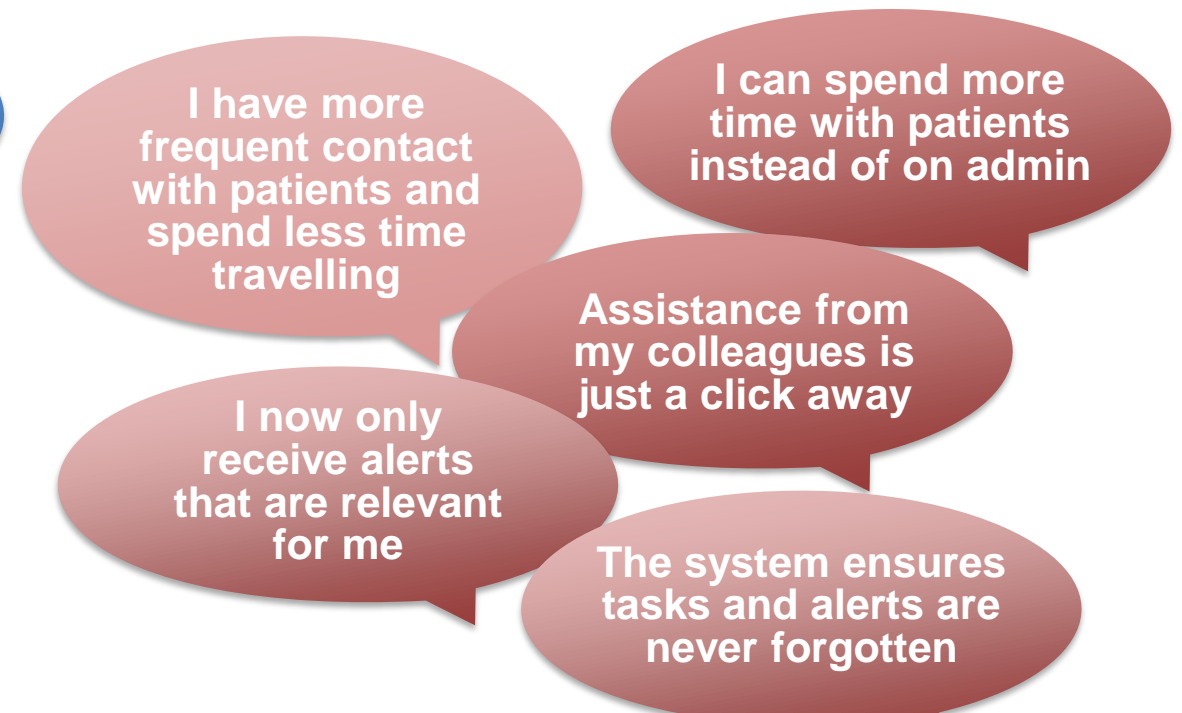
**“System is an especially effective way of improving digital inclusion of older people with disabilities who are unlikely to go online independently. It is also an effective tool for improving life satisfaction and general well-being for older group who have been shown to have high needs in this area.”**

# SOL Connect reported savings of 82% in care at home for patients with disabilities

## What are patients saying?



## What are caregivers saying?



**“By putting technology at the core of our service strategy, we have saved over €3 million annually per 100 patients, whilst improving the quality of care and employment.”**

# Successful implementation of night-time care solution

## *The standard solution in Scotland*

- From 365 ‘sleepovers’ to
    - 268 calls
    - 16 visits to customer per annum!<sup>1</sup>
  - What caregivers say – “we now have more meaningful contact with our customers and have come to know them much better”
  - What customers say – “I can now enjoy my independence and freedom because there is always someone there when I need them”
  - 40% cost saving already in first phase, before scaling up
- ➔ Programme scale-up across Scotland

1. Results reported by Blackwood following initial pilot implementation in 2015 (roll out expanded since then)



# Thank you



We look forward to working together  
with some of you to spread the  
benefits!

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