



How IoT is supporting health, housing and social care

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IoT for health, housing and social care

→ Supporting resident safety





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- Supporting resident safety
- Identifying potential health declines



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SOUTH LONDON PARTNERSHIPS

How monitoring is identifying people's needs early so timely support can be put in place

In response to Covid, South London Partnership (SLP) approached IoT Solutions Group in 2020 to co-produce a discreet monitoring sensor for vulnerable, independent residents. Supported housing services and adult social care teams wanted to identify and prioritise residents in need of assistance in between their care and support visits.

Now that services have returned to normal, these sensors are notifying care teams of residents most in need with daily red-amber-green notifications. Alongside triggered alerts, care staff can prioritise their efforts. This solution has now been adopted by 14 UK local authorities.

The red-amber-green status of the resident is determined by a single sensor in the kitchen. Typical activity patterns are identified based on ambient environmental conditions, influenced by activities such as boiling the kettle, cooking a meal or washing up. This data is relayed to a cloud dashboard, and deviations from typical patterns trigger email alerts to the residents' care provider.

“ The data provided by these sensors has enabled us to have conversations with the residents to establish what support they need. On the back of this, we have referred residents to Sutton Connect, some for help with bills and others for help with benefits, etc. The fuel poverty alerts have enabled us to identify those who need support, but not necessarily from social services.

Lisa Lakatos,
Independent Living Officer, Sutton Housing Partnership

OUTCOMES

1 Emergency intervention

People who become ill or fall at home without access to an emergency button or pull cord can now receive help before it is too late.



Five lives were saved in the first 12 months of SLP adopting the technology

Owing to this early intervention, all five residents have been able to stay at home, living independently

“ When they found me, I was very, very ill, and if I'd been left longer, I don't know what would have happened.

Maureen,
Elderly Sutton Resident who fell and broke her hip during the care sensor trial.

The ambulance service stated that Maureen would not be alive if it weren't for the sensor.

2 Preventative care

Residents showing a decline in activity levels now have their needs prioritised before their condition deteriorates further, reducing pressure on the NHS and care staff.

- 149 fuel poverty alerts in January 2023
- Nutrition and hydration concerns highlighted

3 Service improvement and efficiency

This Internet of Things technology enables SLP care staff to prioritise their high-pressure workloads. Additionally, care providers are reassured that residents are active and following their usual routines.

- Falls can be detected without relying on user interaction
- Residents feel better supported as a result of the sensors
- Fewer residents referred for full carer support
- Ongoing monitoring helps to ensure that current care and support continues to be a good fit

“ It's reassuring knowing that if anything goes wrong, someone will make contact with me.

Sutton resident with care sensor





Monitor the living environment

Resident health & wellbeing

Support and alert to care needs



"Simple, well planned, preventative action could help avoid over 28,000 deaths each year as a result of living in cold homes."

National Institute for Health and Care Excellence

Supporting care teams and maintenance teams with one device

"DORIS care has enabled us to identify those residents who might need more support, allowing us to take a preventative approach. For example, the fuel poverty notifications have identified homes that are colder (or hotter!) than expected. The DORIS care alerts reassure the team that if anything is out of the ordinary, we will know about it. On a larger scale, these devices would be invaluable for managing busy care loads."

Wendy Saunders
Independent Living Manager



"East Boro have entered into a joint trial of the Doris Box with Dorset Council putting Doris in a number of East Boro's Sheltered Housing Homes throughout the County. DORIS care doesn't just give you the monitoring of the property's environment; it also gives you the ability to assess whether someone's home environment is detrimental. DORIS care is like an electronic "eyes and ears" that gives us continuous trend analysis and an emergency care alert. It's an excellent piece of kit!"

Kevin Hodder
Chief Executive



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- Identifying potential health declines
- Ensuring healthy living environments



hospital times

Clinical Services

Workforce

Health Policy

Estates and Facilities

Digitisation

Britain's bed backlog: are 'at home' sensors the solution?

Hospital Times | 20th December 2022 | Analysis, Opinion



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- Supporting resident safety
- Identifying potential health declines
- Ensuring healthy living environments
- Supporting hospital discharge
- Assisting self-care



Interoperability is key

