One Person, One Journey

Connectors that bring their story together

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Jane lives one journey

Six services, six different views



Jane, 82

Home after a fall

Hospital and GP	Knows why she fell, not how she is doing since
Housing officer	Installed her alarm, knows her home and repairs
TEC Service and ARC	Knows when she pressed the button
Social worker	Holds her assessment and care plan
Homecare provider	Sees her at visit times, but not how she is in between
Occupational therapist	Assesses her at home, from a snapshot

Each service holds a piece. None of them truly sees Jane.

Jane's journey

Home, carefully

After a fall, Jane comes home with four care visits a day. Her daughter, Helen, two hours away, rings multiple times a day.

Devices and alarms capture data on Jane's daily routine.

HELEN, EVERY NIGHT

'Did she eat? Did she sleep? Did she get up?'

Confidence at home

Better than hoped

Weeks on, she sleeps through, makes her own tea and walks to the shop most mornings.

Her routine is read against her own normal, so good news shows early.

JANE

'I made my own tea this morning. I'd forgotten how good that feels.'

Good news spotted early

Helen sees it too

Helen sees this via a friends and family app: Mum is doing better than we thought.

The trend reaches Janes' daughter and her social worker.

HELEN

'For the first time in months, I'm not braced for the phone.'

Reassurance for family

The proof travels

The trend is visible in the system her social worker already uses, with the evidence attached.

TEC data, her care plan and council records come together via Access Evo.

SOCIAL WORKER

'I don't have to log into multiple systems to see how Jane is doing'

A data driven decision

One conversation

At review, her social worker has a summary of how Jane has been. Four care visits become two.

The summary of how Jane has been doing since the last review is ready before the visit.

JANE

'Nobody asked me to tell it all again. They already knew.'

Right-sized care

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How we accelerate adoption

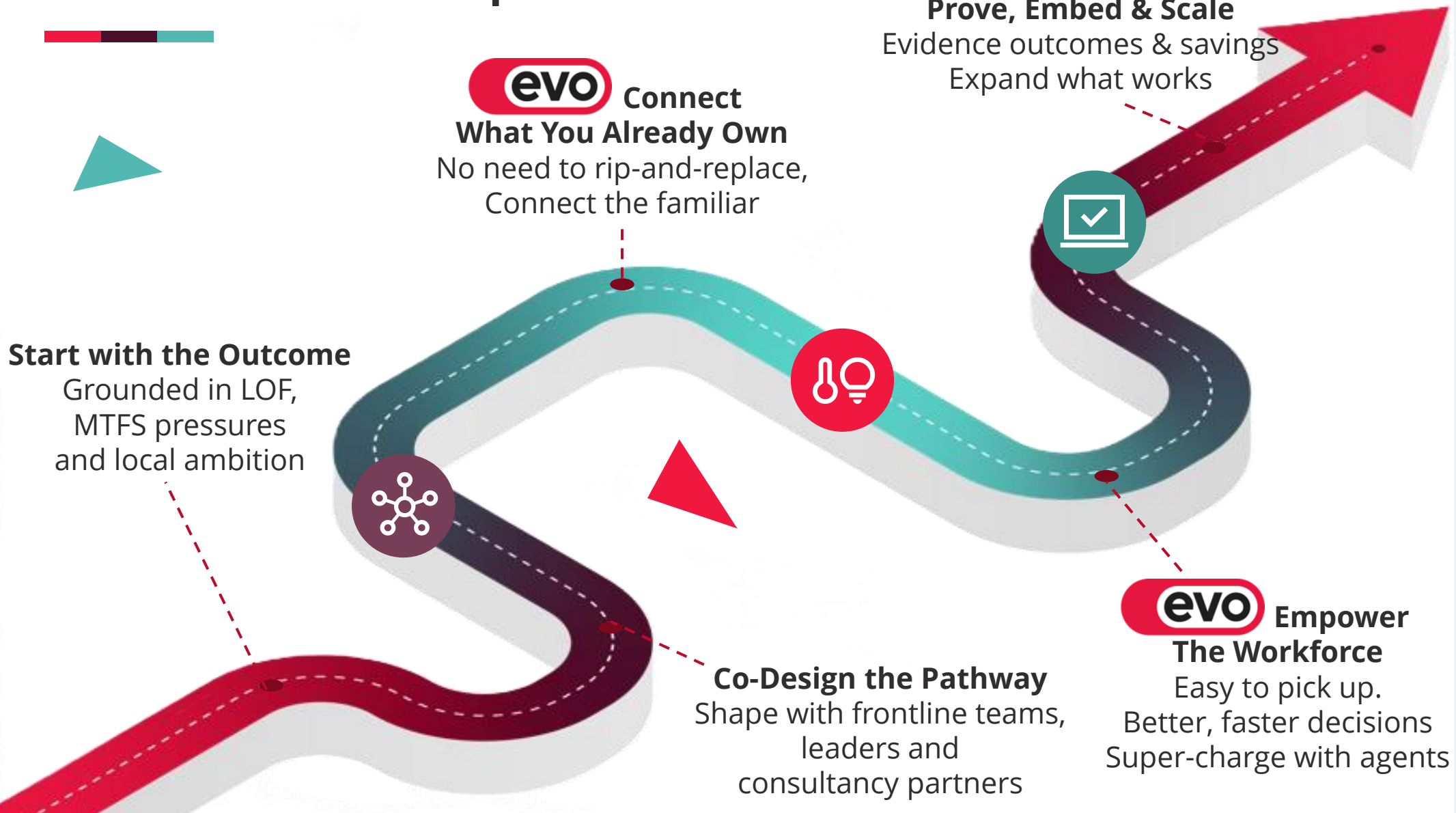
Start with the Outcome
Grounded in LOF, MTFS pressures and local ambition

Connect What You Already Own
No need to rip-and-replace, Connect the familiar

Co-Design the Pathway
Shape with frontline teams, leaders and consultancy partners

Empower The Workforce
Easy to pick up.
Better, faster decisions
Super-charge with agents

Prove, Embed & Scale
Evidence outcomes & savings
Expand what works



Re-imagined Pathways

People living their best lives

Financial Sustainability

Co-designed Locally, Lasting Impact

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What changes when the story joins up

For Jane

Confidence and independence at home. The least restrictive life possible.

For her family

Reassured by the evidence, and happy to reduce care.

For the council

Care sized to what Jane needs, with evidence at every review.

For 2029

Joined-up data to explain outcomes when the public scorecard asks.

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Jane only has to tell her story once.

Integrated neighbourhood care can't be delivered alone.

Partnerships are what bring the pieces together.

