



Transforming quality & safety within TEC services in Housing

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Outline



About Astraline



Challenge and opportunity in integration of Health Housing and Care

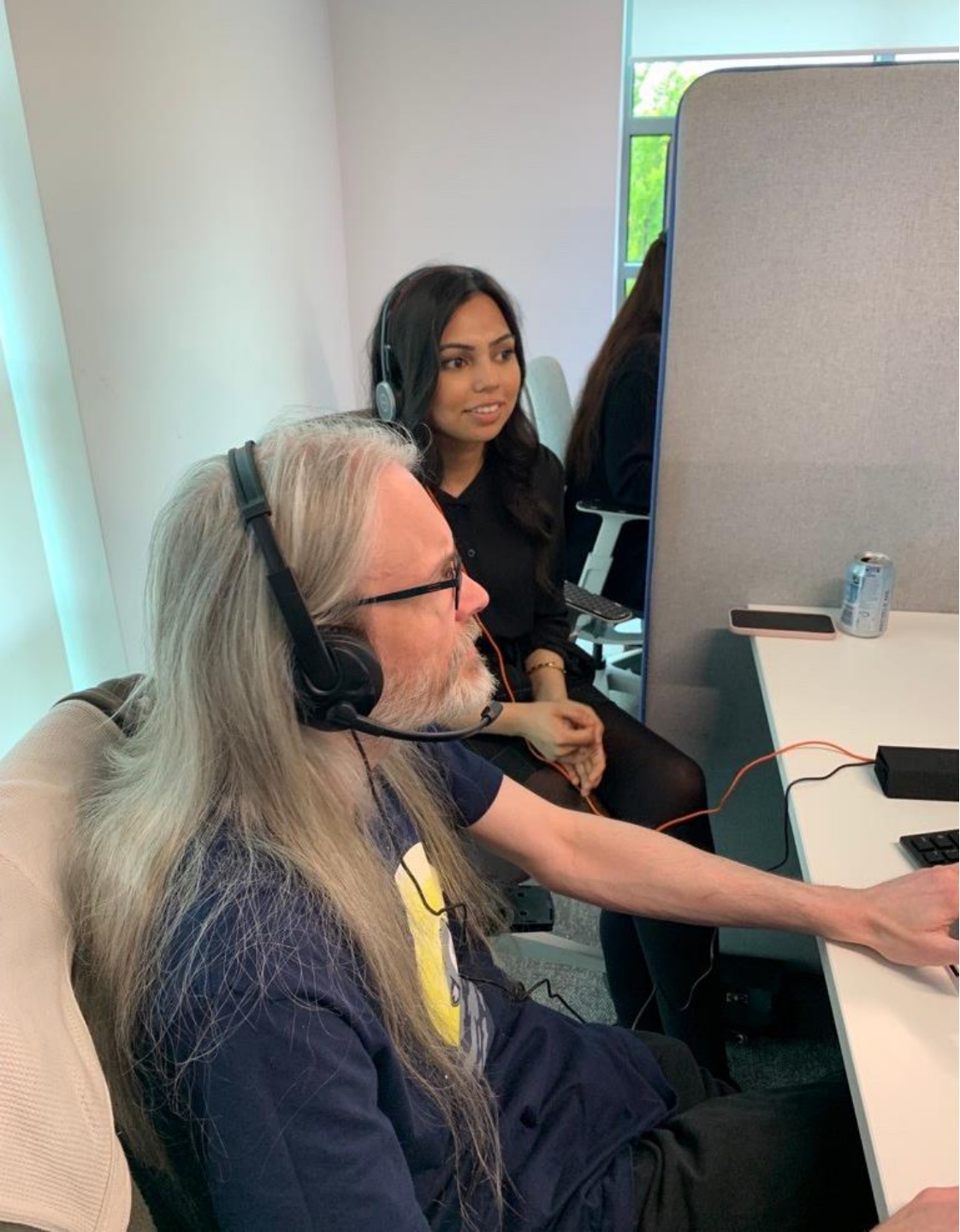


A case study in Proactive Wellbeing



Housing + ARC – Partners in Change

Takeways



About

Non-invasive and with a service level of your choice, we provide person centred technology combined with discreet support when you need it most.

We don't want to wait until you have a life changing incident – we want to become the positive change in your life to help you stay active in your community, prevent falls, give you the confidence to go out alone, and ensure you do not wait hours for help when you need it.

Helping you stay safer, for longer, in your own home

Integrating Housing, Health & Social Care

Themes from the TEC Action Alliance

- HMW use DIGITAL and DATA for proactive interventions?
- HMW support people to stay safe, well and independent in their home?
- How can providers address the issues of affordability, usability, interoperability and control?
- HMW avoid hospital admissions, support discharge and reduce readmission?
- HMW support the management of long-term care needs in the home?
- HMW keep people independent for longer at home



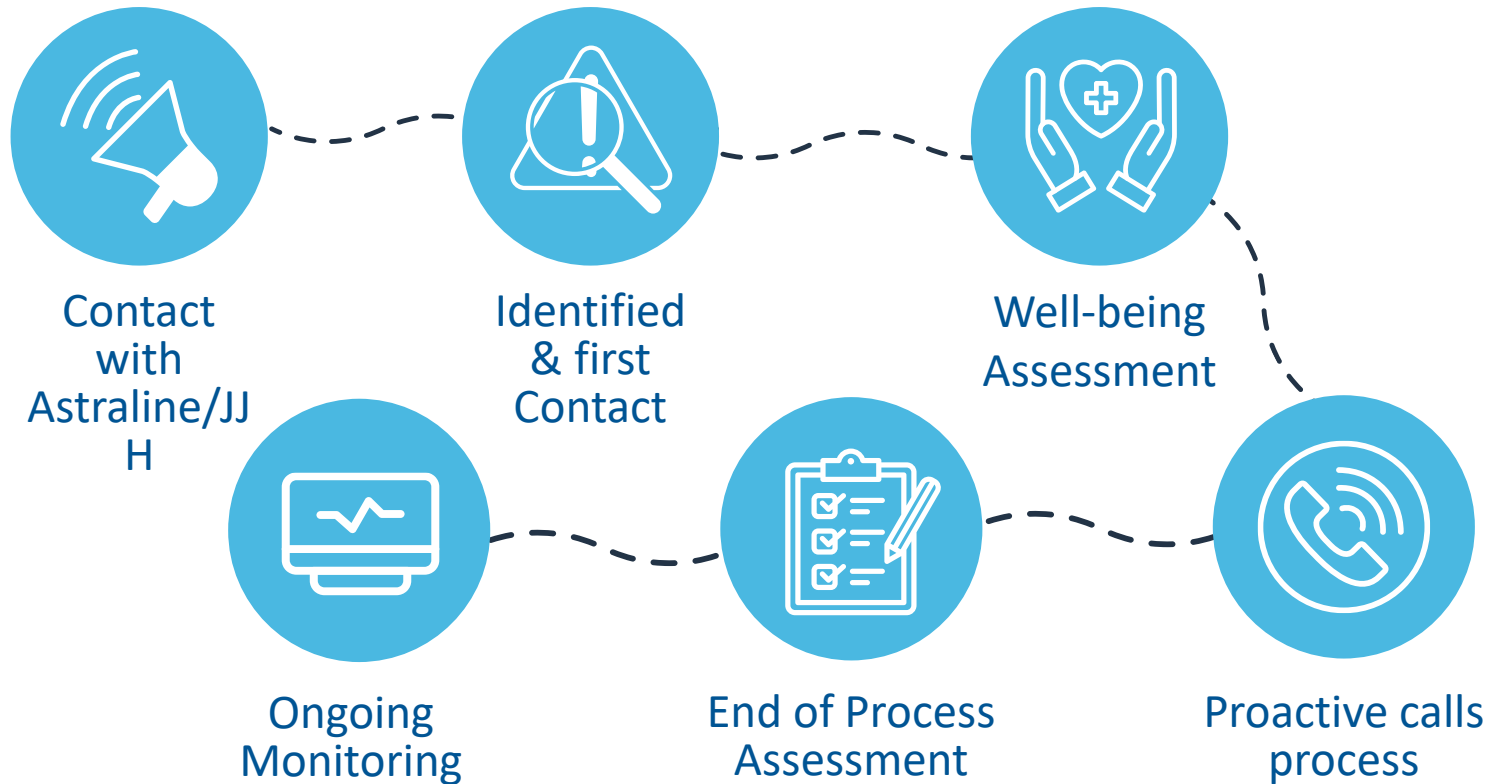
Case Study

- Derek is 69, and has just left hospital following a fall on 'Pathway 0' – **Housing and ARC value add**
- He has some pain, lives alone and relies for company on his fortnightly visits from his daughter who lives in Cornwall
- Derek is quite digitally able, and has expressed interest in digital upskilling and training around the new digital 'Well Connected' independent living scheme equipment



Our ProActive Wellbeing Service

1. Astraline receive 72,000 calls from JJH customers each year Over the last 6 months 3,600 have been for 'false alarms'
2. Our teams use data and insight to identify those who may benefit from assessment and our PWS



Outcomes

- ✓ Integrated provision offered alongside money advice or digital skills
- ✓ Evaluated Pulse Wellbeing and Customer Satisfaction Scores (CSAT)
- ✓ Shared customer record – # of referrals, sentiment analysis, VFM
- ✓ Calls - create capacity to respond to emergency calls quicker - WINWIN

The Role of Housing Organisations and ARC's:

Partners in Change

Takeaways

Housing Organisations

- The role of Housing Providers not always understood – sometimes an afterthought in housing and care
- Assume that 'Home is Fine'
- At point of discharge is it safe, warm accessible and future proofed

The Alarm Receiving Centre

- 24/7/365 QSF – Customer and Quality at the heart of service delivery – local, urgent response
- Workforce of the future, hybrid, flexible, diverse, digital and socially engaged
- Cloud based and interoperable

Housing + ARC

- ✓ Key role in prevention and early intervention
- ✓ Partner for change in the system
- ✓ Help people to plan for older age – digital upskilling, proactive calling, emergency response, engagement, co-creation and smart TEC

