

THE CHALLENGE

Five councils constitute the South London Partnership (SLP) and, in this area, there are a number of vulnerable resident cohorts that the council is not able to proactively monitor for signs of physical or mental deterioration.

Provision of care has become ever more challenging with reduced housing provision budgets and an ageing population. This pressure has been further exacerbated by Covid-19 - both in terms of demand and restrictions around close contact.

The Partnership, led by Sutton and Richmond Councils, was seeking new, simplified solutions to monitor the activities of daily living and raise alerts should atypical behaviour be identified. Such a solution would help improve response times for unwell residents and enhance monitoring without additional resources.

The challenge formed part of SLP's InnOvaTe project, which is exploring IoT solutions for a variety of use cases in the authority areas.

The initial pilot covered 200 homes across Sutton and Richmond that are served by Sutton Housing Partnership. The chosen solution had to support to the Independent Living Officers that directly care for vulnerable residents and work alongside existing telecare solutions.



PROJECT SOLUTION & TECHNOLOGY

IoT Solutions Group's Assisted Living solution is an unobtrusive monitoring system that assesses residents' behaviours and automatically raises alerts when deviations occur.

An IoT device, that is small enough to be posted through a letter box for completely socially distanced delivery, monitors environmental conditions and builds a picture of activity based on events such as cooking a meal, boiling a kettle or opening a dishwasher. No visual or audio monitoring takes place and no personal information is recorded, protecting confidentiality. The solution is fully GDPR compliant.

Over two days, an understanding of the resident's typical behaviour is built and, if the activity levels then deviate, an alert is raised via a visual dashboard, SMS and email. This alert system helps care teams quickly identify residents who may be experiencing ill health or have had an accident, thus allowing swift intervention.

Unlike assisted living products, this solution requires no interaction from the resident, which is a significant advantage when they are incapacitated or unwilling to raise an alert, despite being in need.

Insight provided by this solution also helps care teams identify residents who may be experiencing fuel poverty, yet haven't requested help. Again, this allows pro-active intervention before further issues arise.

Devices are connected by a low powered wide area network to a central hub and powered by batteries with a 3-5 year life span. This means no mains power, internet connection or installation expertise is required.





BENEFITS

This project has a number of key benefits for councils, care providers, residents and families alike:

- **Early intervention** - the automated alert system allows care teams to swiftly respond to potential issues that, if left unaddressed, could lead to exacerbated health issues. In just the first week of deployment 2 alerts were raised identifying elderly residents who were injured and ill, yet unable to call for help. Paramedics stated that without the alert from the system, one of the residents would not have survived.
- **Independence with confidence** - independence and dignity is a cornerstone of any care regime and so any solution that enables care to be provided whilst minimising intervention when not required is a huge positive. Residents and their families can be confident that the required support is there, even if not visible.
- **Resource efficiencies** - with additional monitoring solutions, care providers can manage resources for those most in need. This allows for rapid response when and where required, as well as freeing up resources elsewhere in the care system - for instance, by reducing hospital admissions.



THE IMPORTANCE OF PARTNERSHIP

Care provision requires a joined up approach across teams and this is even more important when deploying technology to support the wider programme of work.

The partnership between IoTSG, Sutton and Richmond Councils and Sutton and Richmond Housing Partnerships has been imperative to delivering a successful programme of work that supports the care teams without creating an additional burden.

From the outset, cross departmental collaboration and openness has allowed the project teams to refine the solution early on and tailor the deployment to guarantee success.

The partnership has laid the foundations for ongoing expansion of the solution to ensure all opportunities to enhance this vital service are adopted.



THE CLIENT VIEWPOINT

“As a council group, we are committed to exploring new ways to improve social care in the area and maintaining resident independence in an efficient manner. Technological solutions, such as the one we have chosen to deploy, are going to play a growing part in supporting the core services and allowing greater coverage.”

This has been possible due to a close working relationship with IoT Solutions Group, who have ensured that the solution addresses our technological and operational requirements - instilling confidence and belief.”

XXXX, XXXXX, XXXXX Sutton Council

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