TSA Connect

Learn, shape, network and collaborate.

Innovation Showcase Session

Tunstall

Enabling independent living

Tunstall

TSA Connect
Innovation Showcase
Scotland
11th June 2019

Paul Queenan

Sound Boost

Customers with a Smart Hub or Lifeline Vi enjoy the unobtrusive remote monitoring that enables independent living.

Normally these placed in the main room or the hallway of the home, which means the microphone and speaker are only listening to, and being heard clearly in one room.

However, end users may encounter difficulties in various rooms in their home and that's where Sound Boost offers added reassurance.

Sound Boost

Sound Boost is a separate unit that connects to a Home unit wirelessly.

It provides extra audio coverage throughout the home to enable clearer communication between the end user and the monitoring response centre.

This reduces no response calls and the effort made in confirming that all is okay within the home.

Connect up to 4 Sound Boosts within the home
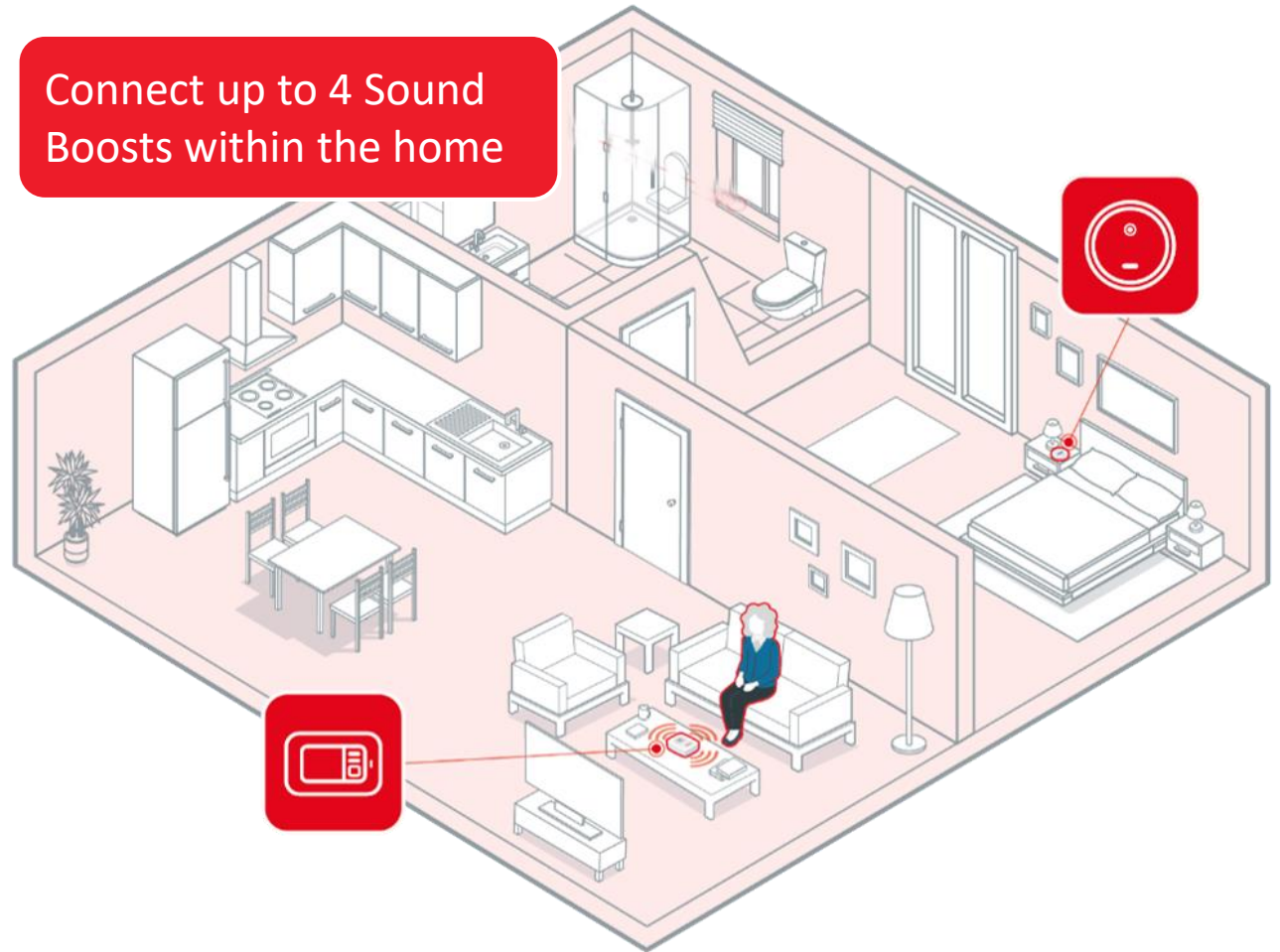
Introducing Juno

Juno is a smartphone app that provides unobtrusive life style monitoring via the data gathered by a Smart Hub within a home.

The app links to physical sensors around the home, so that friends and relatives can see if their loved one is becoming less mobile, has fallen, or left their property.

How does it work?

- Juno system-compatible products are a range of discreet monitoring devices that can be fitted throughout the home that measure a person's daily activity.

- These devices connect to a Smart Hub that gathers data, which can then be viewed in real-time as clear, easy-to-read graphs via the Juno app.

- Juno can provide greater insight into a person's everyday life enabling authorities, carers and family members to make better informed health and care-related decisions.

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Reporting

- Data builds up over time and can be viewed as weekly, monthly or as annual activity reports so you can see if a person is struggling to get around their home.

- Summarised information can also highlight patterns in mobility, which can indicate the early onset of illness or the worsening of pre-existing medical conditions.

- Device-triggered alerts can also notify carers or family members if someone has fallen or had an accident at home.

- Flexible self learning within Juno allows the user to set their own report limits allowing an alert to be sent if the limits are breached or the patterns in activity have changed significantly.

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Motion Sensor

The Fast PIR has been redesigned based on user feedback. It is smaller than previous models and focuses on ease of installation. This is in response to comments from our customers who are looking for a more discreet 'wall mounted' sensor that does not stand out in their home environment.

Juno Compatibility

- The Motion Sensor has been designed to work with Juno, resulting in a smaller, more discreet PIR.

- Juno sensor pack available for multiple PIR and universal sensor installations.

- Smart hub will operate as alarm unit and wellbeing monitor at the same time no need to duplicate sensors.
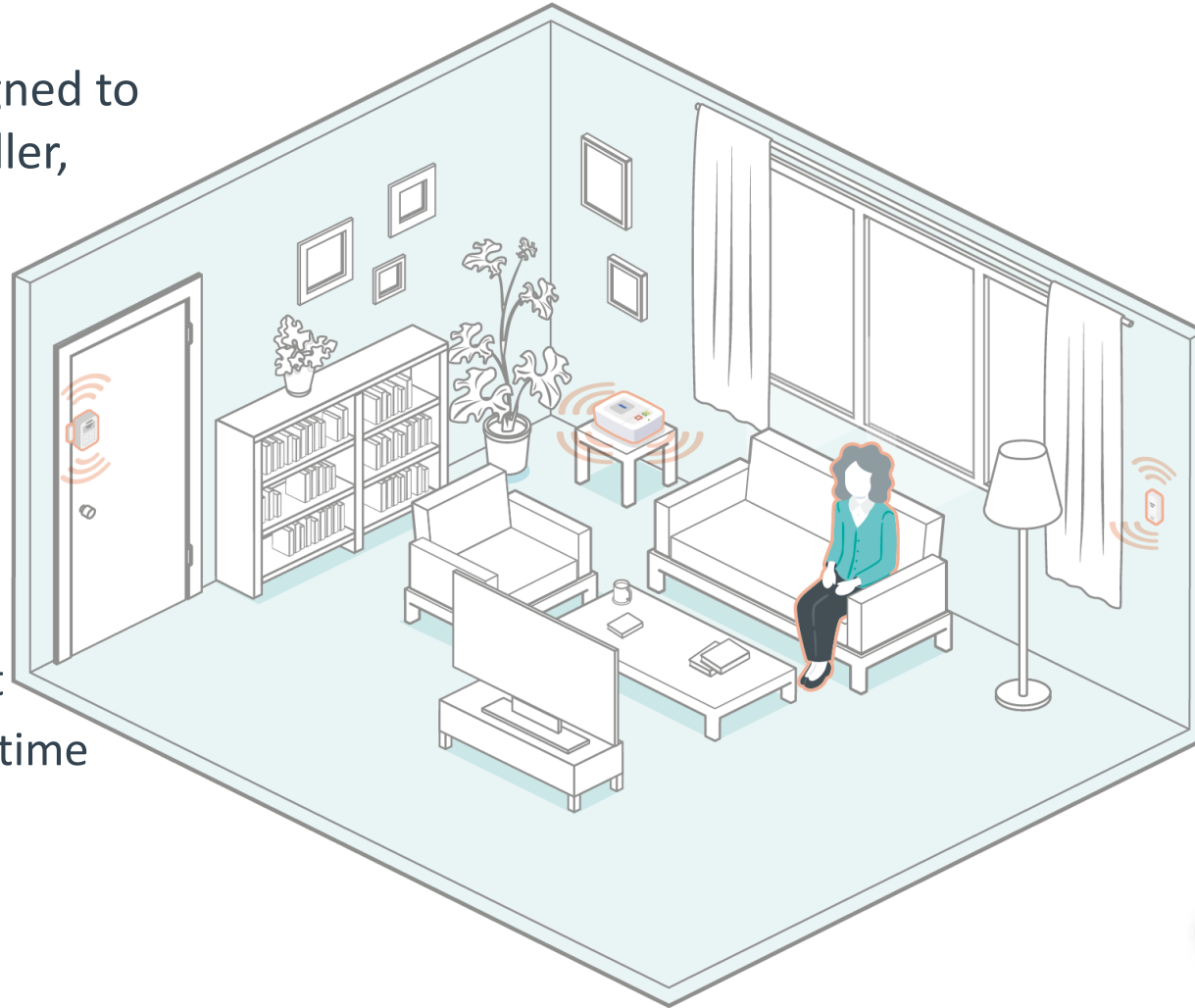
Smoke /Heat Detector

- New style Smoke and Heat detector which is direct replacement for the old models.

- Both have sealed lithium batteries (10 year life)

- Not interlinked.

- A wireless interlinked model is anticipated this year.

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Thank you

Paul Queenan

Sales Support Consultant

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Paul.Queenan@tunstall.com

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ASSA ABLOY
Global Solutions

The ASSA ABLOY Group is the global leader in access solutions. Every day we help people feel safe, secure and experience a more open world.

ASSA ABLOY Global Solutions Solutions for Senior Care

Richard Sharp

ASSA ABLOY

"To lead in innovation and offer well-designed, safe, secure and convenient solutions that create added value to our customers"

Forbes

THE WORLD'S MOST INNOVATIVE COMPANIES

2018

Powered by THE INNOVATOR'S DNA

Own operations **+70** countries

Employees **47,500**

Sales SEK **62** billion

ASSA ABLOY

A richer life for our growing senior population

- ASSA ABLOY Senior Care was formed following the acquisition of **Phoniro**, the leading care access company in Scandinavia.

- We develop and supply a range of **digital solutions** to care organizations that improve the welfare of people in need.

- Our customers include over 200 Local Authorities and private care companies in Europe, North America and Australia.

ASSA ABLOY

Senior Care Solution Portfolio

Digital Key Management for homes

Care Alarm Systems

Care Home Locks

Mobile Alarms

E Visit

ASSA ABLOY

Thank you

assaabloyglobalsolutions.com

TSA Connect

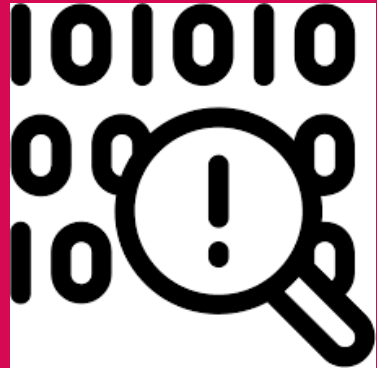**Learn, shape, network and collaborate.**

Innovation Showcase Session
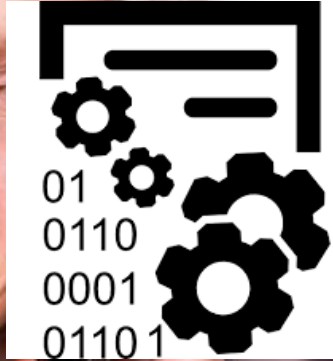
Digital Insight

19

June 2019

Stuart Baillie

Product Specialist

Possum Ltd

We're doomed– remember these events….

31st December 1999 – Millennium bug affects all IT equipment

21st December 2012 - Mayan Calendar completes its 13th phase. World ends…..

August 2013 – 4G Vodafone (Band 20) expected launch date. Some suppliers state all telecare peripherals operating on 869.2 Mhz will stop working……..

2025 BT Analogue to digital transition is completed. All existing DAUs stop working……OR DO THEY

Insight – Market place direction ALLIP network

By 2025 BT want to have migrated all customers onto their ALLIP network.

Certain countries Sweden/Germany etc have been successfully running fully digital networks for over 10 Years now with suitable protocols such as SCAIP, CPC and Neat Talk ST embedded in their DAUs.

90% of DAUs in Sweden communicate over the GSM/2G network.

Note: Operating over a VPN on the GSM actually provides no primary method of alarm transmission to an ARC using IP via router connection.......therefore provides no redundar
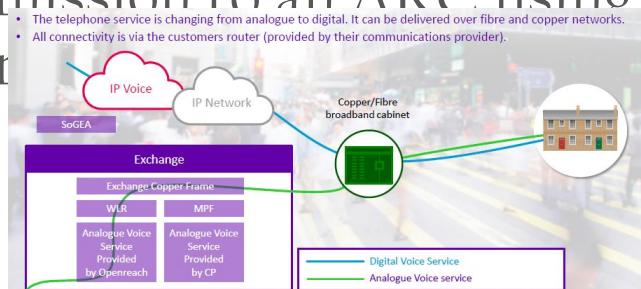
Insight – ALLIP network BT Contingency planning for special services

Being carried out by BT's Consumer division in collaboration with TSA, UK Telehealthcare and service providers.

Line Voltage and dial tone is being provided from the new routers being provided. Note: This is not battery backed…….hence provision should be made to potentially provide another route of call transmission.

Possums existing and new equipment has been tested at BTs Adastral Park and Virgin Medias test sit
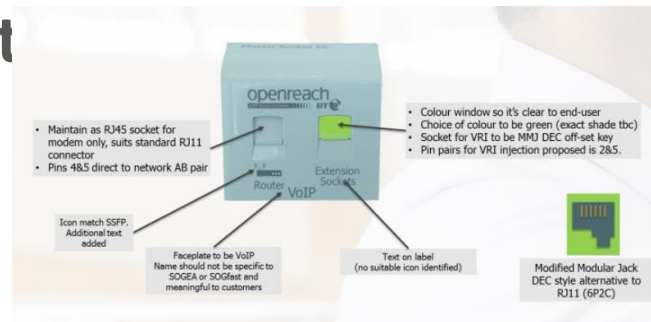
Advantages of IP Technology solutions

Faster alarms processing increasing user safety.

High quality audio.

Real time data handling possibilities.

Over the Air/ IP programming of devices- both firmware and configuration.

Connectivity of device can be monitored more frequently than present.

Reduced installation time and support costs.

Can complement existing ARC platforms using management portals.

Future growth and integration of new products.

Inbuilt redundancy IP/GSM and even PSTN/GSM products are available

Summary

IP solutions are already in use on the continent.

Swedish, German network has been digital since around 2007

90% of solutions on the continent use GSM/GPRS network

› 95% of UK population has already got the access to Superfast Broadband.

Some Suppliers have tested existing and new solutions with BT/ Virgin media

ISP Market share 2018: BT 28%, Sky 22%,Virgin Media 20% (250K new routers deployed)
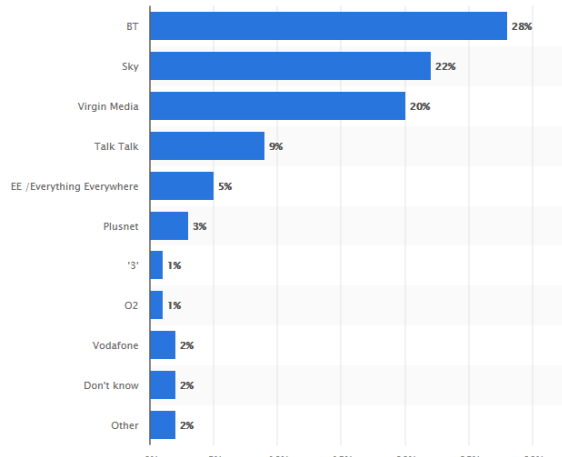
Internet	2016	2017
Total household internet take-up	86% (Q1 2016)	88% (Q1 2017)
Number of fixed broadband connections	24.7m (end 2015)	25.3m (end 2016)
Number of superfast broadband connections	9.2m (end 2015)	10.8m (end 2016)
Proportion of adults with broadband (fixed and mobile)	81% (Q1 2016)	83% (Q1 2017)
Superfast broadband take-up (% of all connections)	38% (Q4 2015)	44% (Q4 2016)

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The Transition from Analogue to Digital

Max Stevens
Key Accounts Manager - M2M
CSL

Introduction to CSL

› 20 years Critical Connectivity experience

› Partners of all Major Network Operators

› Digital Transformation in Fire & Security

› Digital Transformation TECs in Sweden

› 800,000+ Connections.

Transition

› UK has ~900,000 Analogue Dispersed Alarms reliant on analogue signalling protocols

› UK has ~ 800,000 people in Sheltered Accommodation reliant on analogue signalling protocols

› Network Operators upgrading infrastructure (as well as in home) from Analogue to Digital

› Analogue signalling protocols becoming less reliable.

The Future (Dispersed Alarms)

› Hybrid Alarms available today – remotely converted to Digital once Monitoring Centre is ready to receive Digital

› Roaming Algorithms

› 900,000 Dispersed Alarms to upgrade by 2025 – UK Currently averages ~690 installs a day, if we start now we can do most of the upgrade organically

› SCAIP agreed as Digital protocol for Dispersed Alarms.

The Future (Dispersed Alarms)
Wired or Wireless

Cellular connectivity has already replaced PSTN as the de-facto standard communication technology for most types of connected home medical monitoring devices and will account for 25.2 million connections in 2021.

Berg Insight September 2017

› 90% of installs in Sweden are Mobile-only

› Mobile solves issue of battery back up for Broadband

› No need to worry about infrastructure in the home (where router is located etc.).

The Future (Dispersed Alarms)

Roaming

› CSL are providing unsteered roaming M2M SIMs to manufacturers of Dispersed Alarms

› CSL have provided manufacturers of Dispersed Alarms with our patented Roaming Algorithm

› Strongest network not always the 'best' network – may be issues in routing of call that means strongest network won't work

› Devices will test the connection to ensure they can call without delay when triggered - Polling means Monitoring Centres will know if a unit is offline.

The Future (Dispersed Alarms)

Private Infrastructure

› Moving to Digital means new concerns for IT departments

› CSL SIMs use Private APNs and IPSEC VPN backhaul to deliver signals to Monitoring Centres

CSL Dispersed Alarm High Level Overview v1.0
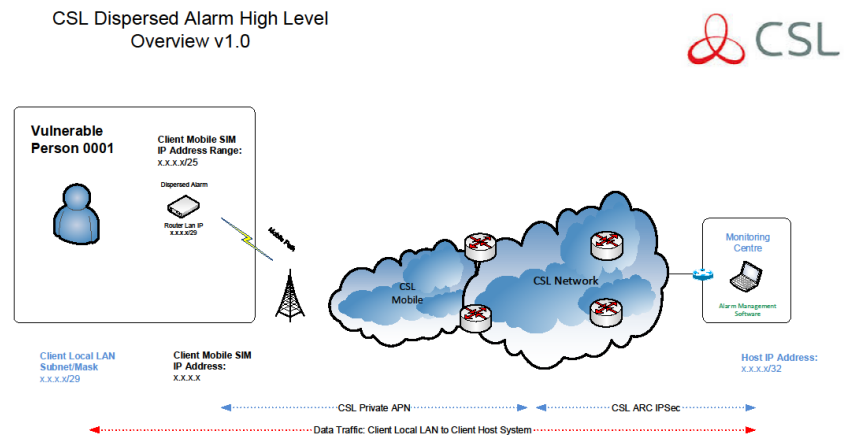
Thank you

Max.Stevens@csl-group.com

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ethel
my elderly care hub
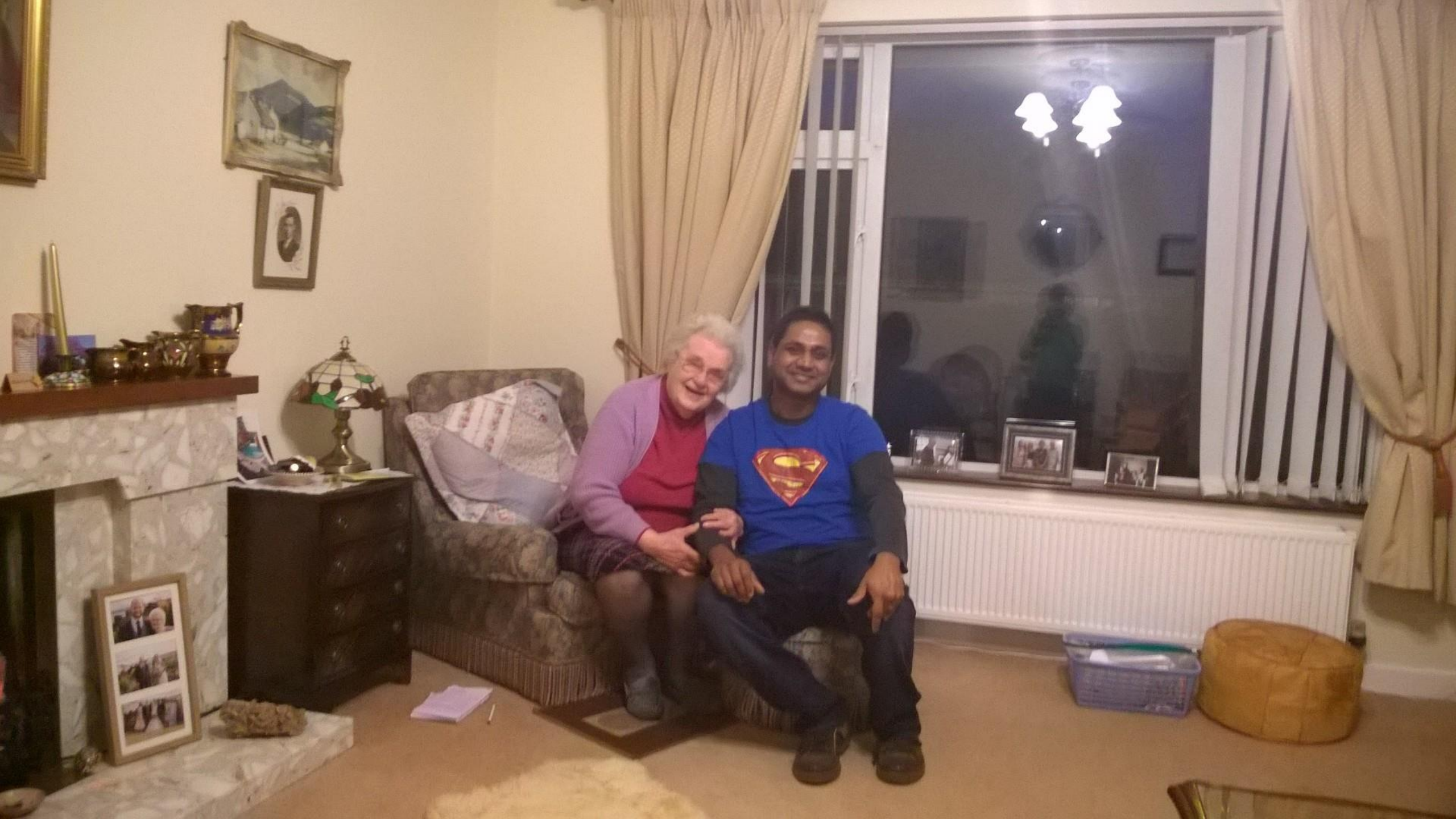
TSA

Elderly Care in the UK

- ❑ Aged 65+ in the UK – **12 Million**

- ❑ Aged 65+ and live alone – **3 Million**

- ❑ Aged 75+ live alone – **2 Million**

- ❑ There are also around **3 million** people aged 80+ living in the UK.
- ❑ Receiving community-based care – **0.42 Million** and roughly **18 Million** hours of community-based care per month in England alone

ADULT SOCIAL CARE

Expenditure (UK)

£17.7 Billion

Gross total expenditure

£196 Million

Assistive Technology Spend

1.14%

% of spend on Technology

93% of Directors of Social Care to the ADASS Budget Survey in 2018 said that assistive technology was **quite** or **very important** in making financial savings

What is Ethel?

Ethel is a large, always-on, touch screen, smart device designed for people who have little or no computer skills

Impressive range of features makes ETHEL an ideal technology partner

ethel
my elderly care hub

VIDEO CALLING	**MEDICATION REMINDERS**	**CHECK-IN**	**CALL ME REQUESTS**
AUTOMATED ALERTS	**EMAIL AND TEXT MESSAGING**	**PHOTO AND VIDEO ALBUM**	**WEB BROWSING**
EVENTS	**EXERCISE VIDEO**	**STREAM EVENTS**	**Q&A SURVEY**

VALUE PROPOSITION

Ethel is a smart, elderly-friendly, Plug and play solution for **community health and Care teams** who wish to take their service delivery **to a whole new level** – from remote medication management, vitals monitoring, predictive assessments and video consultations, to reducing loneliness and isolation – **all at the touch of a button!**
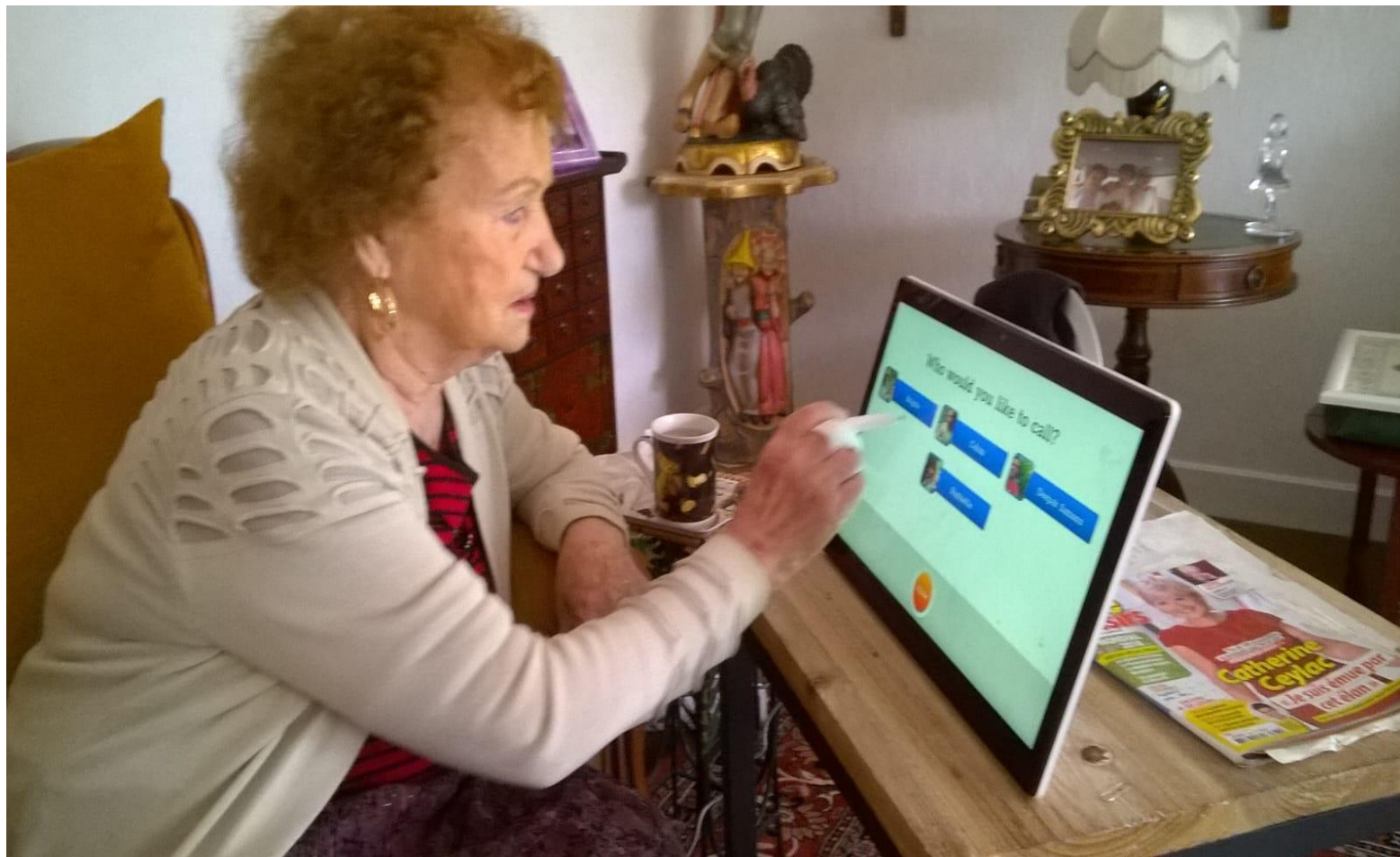
WHERE CAN ETHEL MAKE A DIFFERENCE:

Ethel can be used across the **continuum of Care** for:

1. Reducing **Social isolation**

2. Short Term ***Re-Ablement*** (Hospital Discharge)/HRRP/POCD??

3. **Medication Management** at home

4. **Long Term remote Care** & Chronic Care Management

Reducing Social Isolation


Connecting elderly with **Friends and Family**

Re-ablement (in the UK)

Ethel is currently being used as a technology enabler in **Post-discharge management, Re-Ablement, Discharge to Assess service:**

1. ETHEL is given to patients at discharge to take home.

2. ETHEL becomes the 'hub' or 'window' into a patients home and a range of care professionals can link in virtually.

3. Exercise Videos, Medication reminders, Virtual (video) calls, side-effect surveys, etc. through ETHEL

4. Usually used for 6 weeks periods within reablement team.
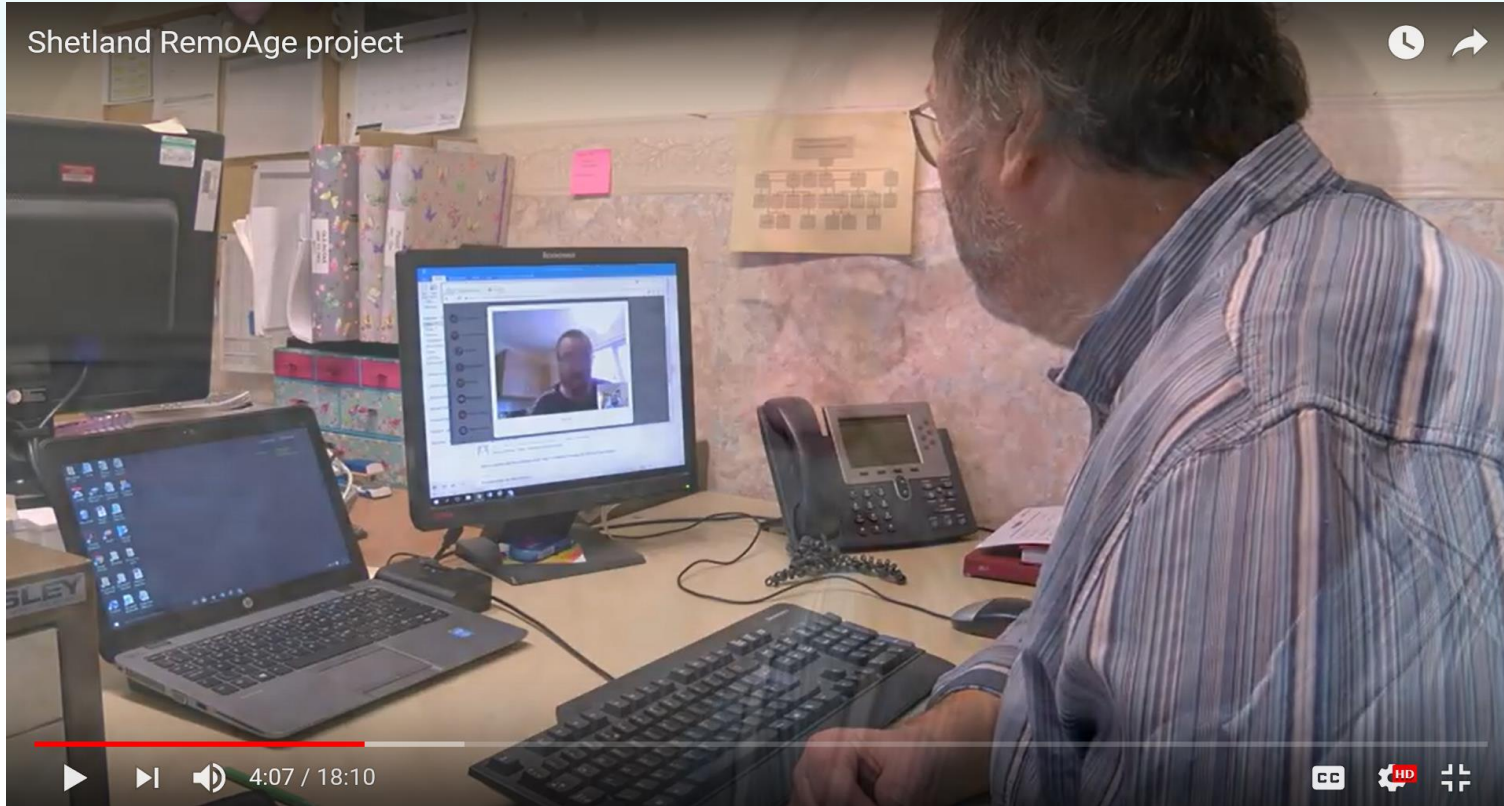
Remote Medication Management
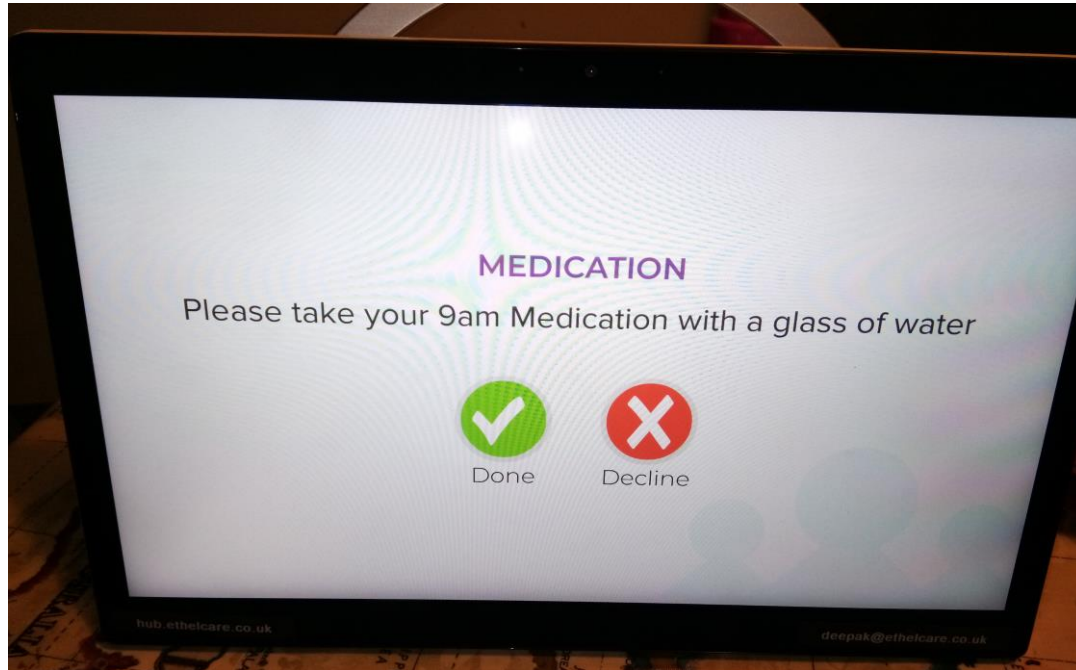
Automated Medication Prompts
(with built in alerts for Non-compliance)

Medication Video Calls
(from Telecare Centre)

LONG TERM CARE

Shetland RemoAge project

4:07 / 18:10

Long Term Remote Patient Management in **Shetland Islands** Using **ETHEL**

What Staff and Family are saying About ETHEL

ethel
my elderly care hub

Neville

(Carer, Belfast)

★ ★ ★ ★ ★

Physically seeing Mum when talking to her makes a big difference
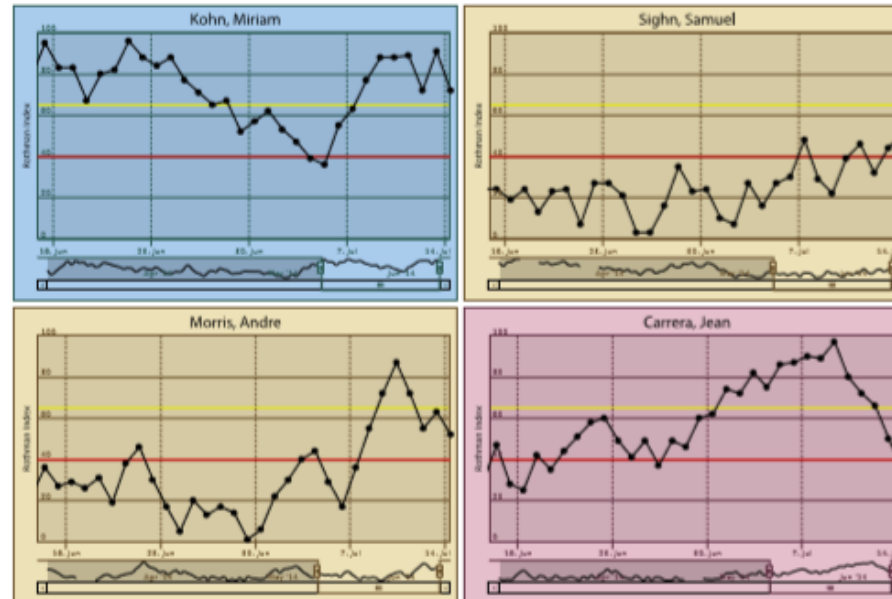

OT

(Shetland Island)

★ ★ ★ ★ ★

We're using Ethel to support a gentleman who has parkinsons and lives on another Island to live as independent a lifestyle as possible

Wellness Survey

Hello its time to take your wellness survey

Are you ready to take it now ?

Yes

No

Not now, Remind me in an hour

Do you ever feel that your heart is fluttering or skipping a beat or have you had any shortness of breath or dizziness or chest pain?

Yes

No

Close

A Technology Enabler

Ethel is a technology enabler to modernize care delivery and has the potential to:

1. Improve **patient experience**

2. Improve **Patient outcomes**

3. Enhance **independence** for patients

4. **Reassurance** for the family and carers

5. **Lower costs** for the organization (by significantly reducing travel time and fuel cost)

6. **Improve workforce** management (do more by complimenting hands on work with remote care)

Cost, Financial Benefit, Benefit for NHS/Local Councils

Cost

A Cappuccino a day!!!

Around £2.45 per day
(includes Hardware, software, non-compliance alerts, free carer apps, etc)

Financial Benefit

Traditional Home Care packages costing in the region on £16-£28 per hour and Reablement and district Nursing Staff costing roughly £50-£80 per visit. Virtual Calling and Automating some tasks releases cost benefits.

Benefits for Secondary Care

➢ Some Patients can be safely discharged home from hospital with an ETHEL (and a team who can deliver support via ETHEL) who may otherwise still be taking up a bed in an acute hospital or step-down facility.
➢ Reduce Unnecessary Hospital readmission by proactive managing patients at home

ethel
my elderly care hub

Thank You!

https://ethelcare.co.uk

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essence

TSA

Essence Smart Care
Carl Ryan

Digital Possibilities

- PSTN/2/3G/4/LTE/IP modular communication interfaces

- Multi protocol support

- Extended RF range of up to 800m (in open air)

- Long Battery Life – Backup battery up to 32 hours

- Expandable to PERS+, Family and Pro services

- Full range of peripherals, adaptable universal connection

- Access to Smart Alerting Solutions

essence
Better life made possible™

smart alerting

Providing an added layer of care

VPD

Voice Panic Detector with Intelligent Voice Recognition

IVA™

ESX INNOVATION AWARDS 2016 WINNER

EP Advanced

Long range Intelligent Fall Detection

Calling for help without picking up the phone

Voice activation | Panic button | Pull cord

A proactive solution to an age-old problem
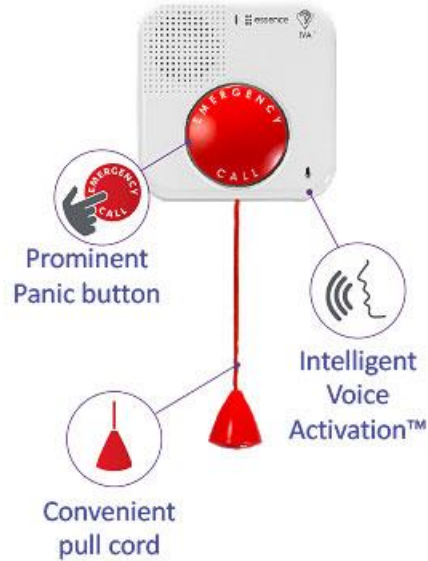
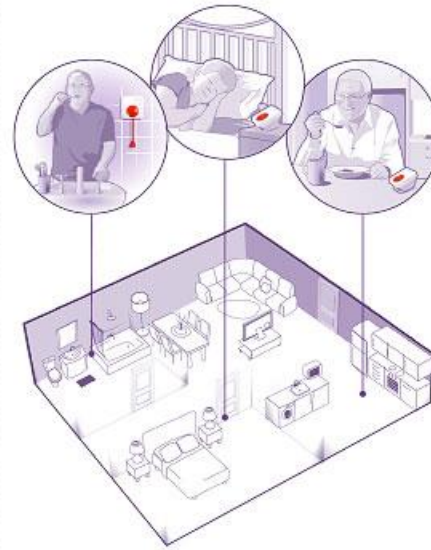Fall detection | Panic button | Pedometer and usage indication

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Better life made possible™

Care@Home™ Communicator

Advanced communication and alerting device

Multiple alerting options

- Prominent Panic button
- Convenient pull cord
- Intelligent Voice Activation™

Complete protection everywhere

Two-way voice communication

- Essence, help me!
- Help is on the way

ALARM

IVA™ Technology

IVA™
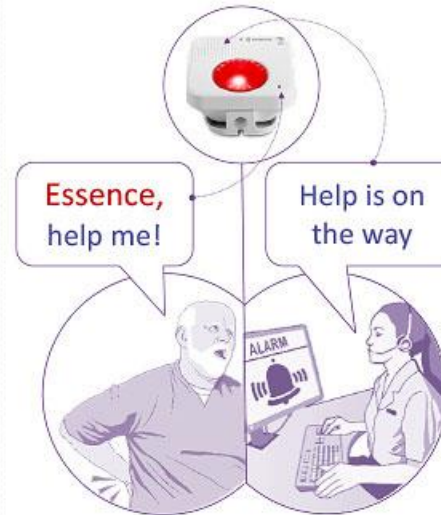
- Always listening
- Always analyzing
- Recognizes key phrases

Versatile, battery operated, multi-trigger alerting device with 2-way voice communication

essence
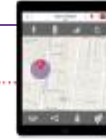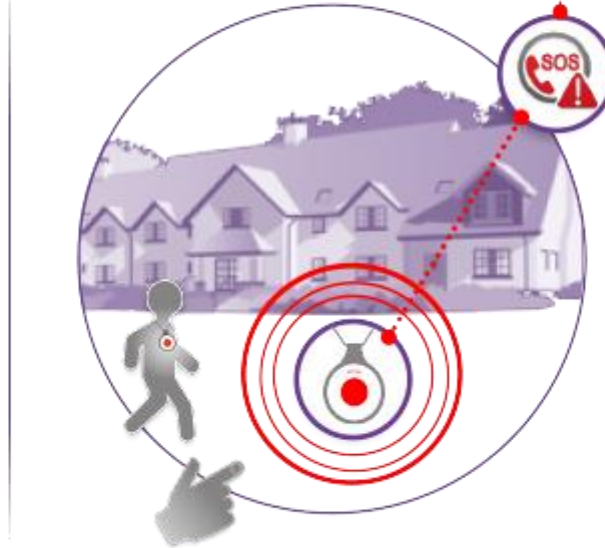Better life made possible™

Care@Home™ Active

Reception Desk

INDOORS

OUT OF THE APARTMENT
-COURTYARD-

OUTDOORS
-PARK-

Ready

From Indoors to Outdoors – full coverage of activities

essence
Better life made possible™

Care@Home™ *Active*

Monitoring Center

Family members

Care@Home™ *Active*

Outdoors

Indoors

GEO-FENCING   STEP COUNTER   FALL DETECTION   PANIC BUTTON   SAFETY   WELLNESS MONITORING   FAMILY AWARENESS

essence
Better life made possible™

A New Generation Of Aesthetics

Thank You!

carlry@essence-grp.com
07918050906

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braininhand

personal technology for independent living

Who is Brain in Hand for?
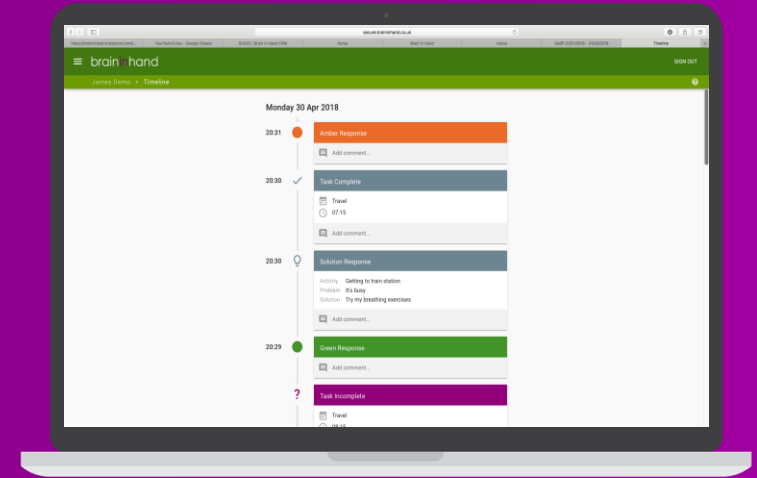
People using Brain in Hand

Ideal for people whose condition impacts their ability to make decisions about, and respond quickly to, everyday challenges:

- Remembering coping strategies (recall)

- Choosing between coping strategies (decision making)

- Using strategies independently (initiating or completing tasks in the right order).

Brain in Hand is appropriate for people with impairment to **executive functioning**, **memory deficit** or a mental health difficulty, particularly **anxiety**.

Autism | Mental Health Conditions

Learning Difficulty | Brain Injury

braininhand
personal technology for independent living

Brain in Hand Software
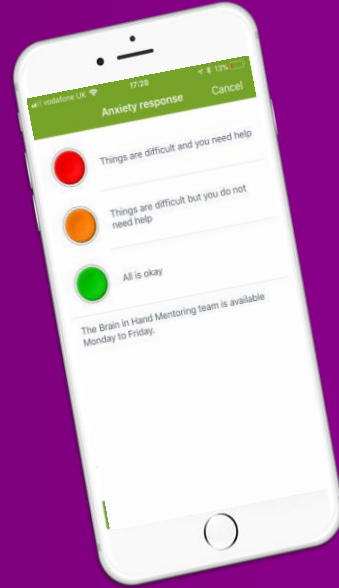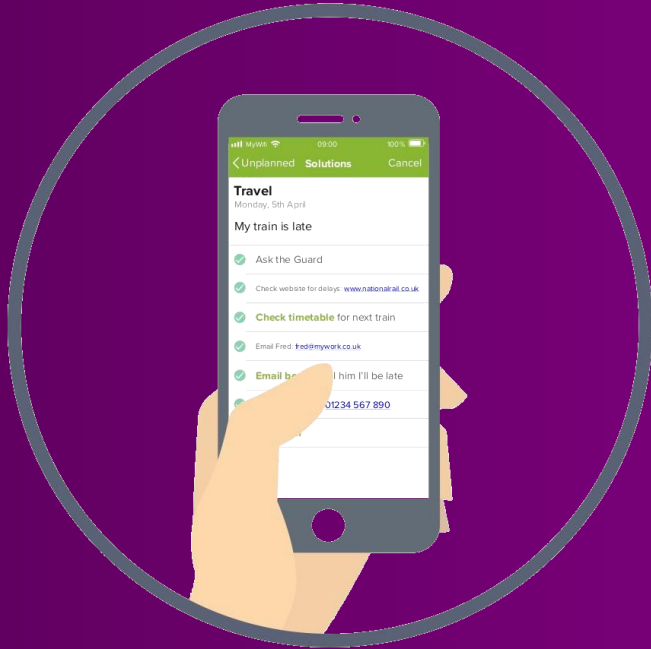
Reimaging Support

Support Today	Support with Brain in Hand
Individuals are reliant on job coaches, travel trainers, support workers, parents/carers to achieve daily tasks	You can manage your daily routines by thinking in advance what could go wrong and having strategies and solutions to cope when your day goes off track
Carers/Parents decide what individuals are capable of	Brain in Hand puts the independence back into the hands of the individual, allowing them to increase their confidence and resilience at a pace suitable to them
Support is timetabled Costly overnight sleep in services	Brain in Hand allows people to decide when they want support. By pressing green on the traffic light response button they can inform everyone everything is ok
Individuals don't enter employment, continue with education and have less life choices	Brain in Hand is available through DSA and A2W enabling users to achieve life goals in education and employment, receiving support when it is needed
Support packages aren't adjusted over time as users are reluctant let go of support	Brain in Hand offers a way to monitor how an individual is coping. This data allows organisations to change packages of care according to need. Brain in Hand offers a ROI of £9.72. Average cost savings range from £4,500 - £6,700

The Brain in Hand Impact Map

- **70 different organisations**
- **Since 2015, 4000 lives have been transformed using Brain in Hand**
- **Funded by Department of Education to support students at university**
- **Funded by Department of Work and Pensions to support people in employment through Access to Work**
- **Number 1 scored Mental Health support App on ORCHA**
- **NHS Digital Accelerator Programme**
- **Meets NICE Tier 2 Evidence standard framework for digital health technologies**

braininhand
personal technology for independent living

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doro ®

DORO CARE

TSA Connect - Innovation Showcase Scotland

Wayne O'Donnell

Key Account Manager

TSA
The voice of technology
enabled care

doro

ABOUT US

All of our social care solutions are tailored to market needs and are easy to install and operate.

By developing innovative new products and solutions in collaboration with our customers, we help older and vulnerable people stay at home and live independently for longer.

doro

DORO CARE - COMPLETE OFFERING

Live life.

GSM/Digital IP Units

Analogue Units

Mobile Social Alarms and GPS Trackers

Remote Visits

Alarm Receiving Centers

Telecare Sensors

doro

WHY DIGITAL TELECARE?

NETWORK PROVIDERS HAVE SET THE DATE FOR ANALOGUE SHUT DOWN:

Orange France	**2017**
Deutsche Telecom	**2018**
KPN (NL)	**2019**
BT	**2025***

*No more landlines to be installed after 2020

Advances in technology and the move by telecoms providers to switch to next generation networks means that analogue telecare systems are becoming an unreliable care solution

doro®

SHARING THE DORO EXPERIENCE FROM SWEDEN

doro

2007 – TELIA DIGITAL SWITCH

26
YEARS OLD

Founded in Kalix, Sweden. A history of innovation in carephone design incl. CareIP®, the world's first digital carephone

#1
LEADER

The leading IP Social Alarm manufacturer in the industry, proven and reliable.

200k
SOCIAL ALARMS

Digital alarms sold since 2012. Number one Social Alarm in Nordic market

- Unlimited internet on the inbuilt true roaming SIM card (data) so no need to plug into a router (98% of installs in Sweden uses SIM instead of router)

- Program alarm unit in a similar way you do now but using an IP address instead of a telephone number (IP address will be provided to you – for example 192.168.1.1)

- Unlimited minutes on the inbuilt true roaming SIM card meaning that old analogue units were replaced prior to the switch over

- Batch programming feature so that all Doro units could be programmed in one go to use the new IP address instead of the telephone number

doro

SYSTEMS THAT ARE COST-EFFICIENT

"Remote services and resource flexibility keep operational costs low"

"Digital telecare systems are always online, so any errors can be quickly identified and fixed"

"not implementing digital social alarm systems will lead to greater costs, both directly and indirectly"
The Swedish Association of Local Authorities and Regions

Why choose Doro?

Cost savings and the means to offer additional services

- Proven, reliable secure robust solution with 200,000 units online
- Cost saving of having NO call failures
- Encrypted VPN tunnel
- Call connection time (4 seconds as opposed to 40+ seconds)
- Inbuilt true roaming SIM with roaming algorithm in the unit
- Cost Saving as no call charges to the end user
- Flexible installation as not restricted to the telephone point
- New pendant
- New special sensors
- Cost saving of automatic checks on paired sensors
- Cost saving by providing quicker installations
- Unit which can be installed now in preparation for 2025
- Cost saving of batch programming
- Remote access all units, less expensive to maintain & support
- Using Doro's IP unit allows compatibility with future developments
- Option to offer current analogue package and now a digital package
- Help customers to calculate the cost of phasing in IP Ready units now

doro

THANK YOU

doro®

wayne.odonnell@doro.com
07885 457494