# TSA Connect

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

## Innovation Showcase Session

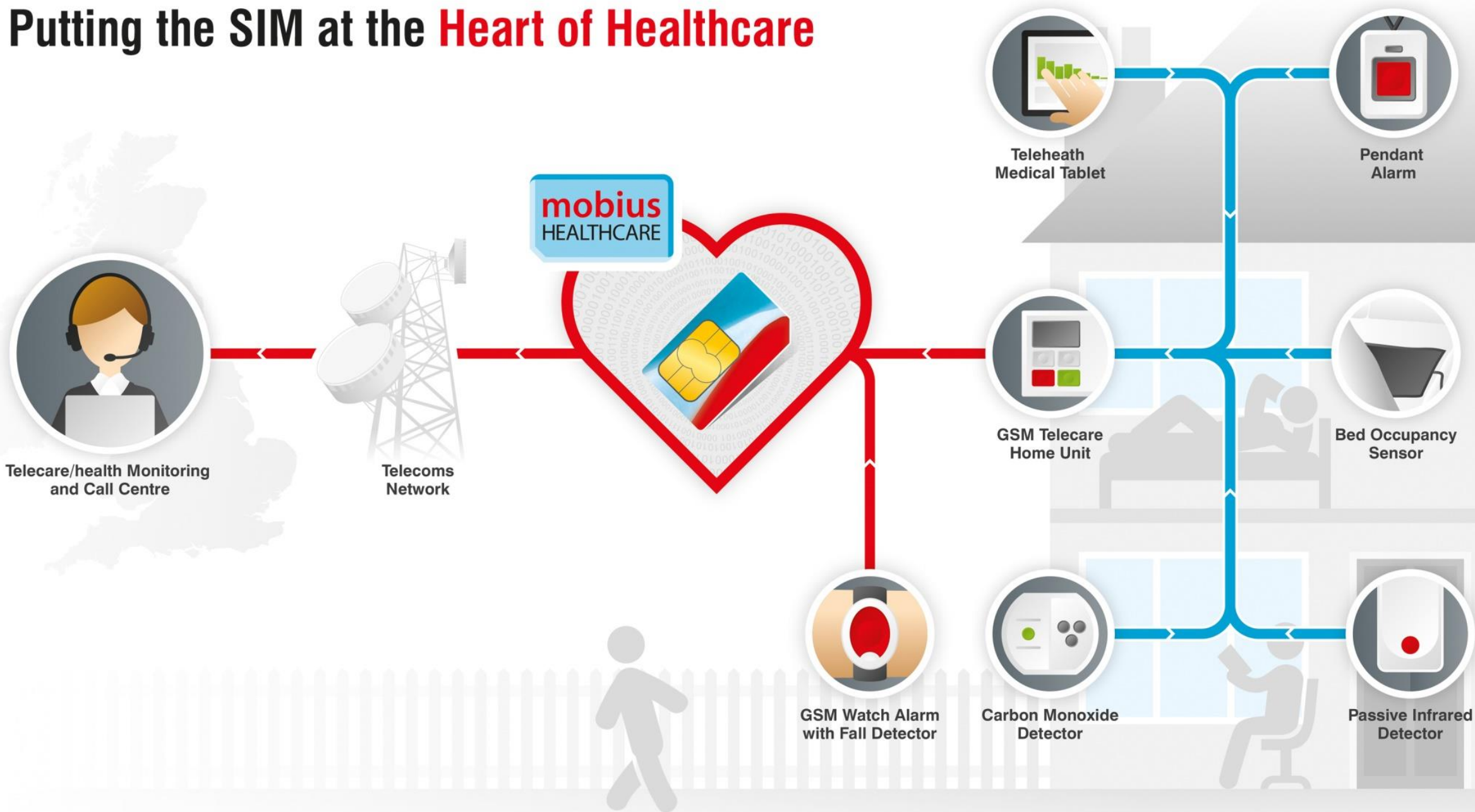# PUTTING THE SIM AT THE HEART OF HEALTHCARE

**Mobius Telecare** the world's first SIM cards specifically configured for use in Telecare and Telehealth devices

# Agenda

- Why is a SIM important?

- What can be achieved

- Security

- Who we work with

- Case Study

# Putting the SIM at the Heart of Healthcare



**mobius HEALTHCARE**

Telecare/health Monitoring and Call Centre

Telecoms Network

Teleheath Medical Tablet

Pendant Alarm

GSM Telecare Home Unit

Bed Occupancy Sensor

GSM Watch Alarm with Fall Detector

Carbon Monoxide Detector

Passive Infrared Detector

# What can be achieved

- Proven uptime – 99.996% - 3 Year Average

- Dual location network – Multi-path – Auto-failover (4s)

- TSA QSF Accredited – Since 2017

- Strong Support – ISO9001:2015

- Security – PCI DSS Accredited since 2013
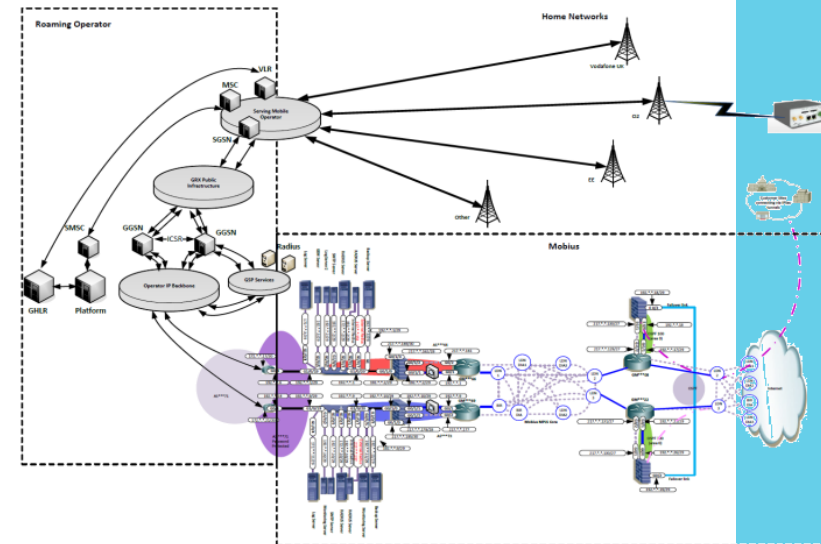
# IoT Security

- Built for the credit card industry from the ground up

- Only IoT MVNO to have full PCI DSS Accreditation

- Only IoT MVNO able to provide full off-net Private Mobile Network (PMN)

- More experience of building PMN than any other IoT MVNO
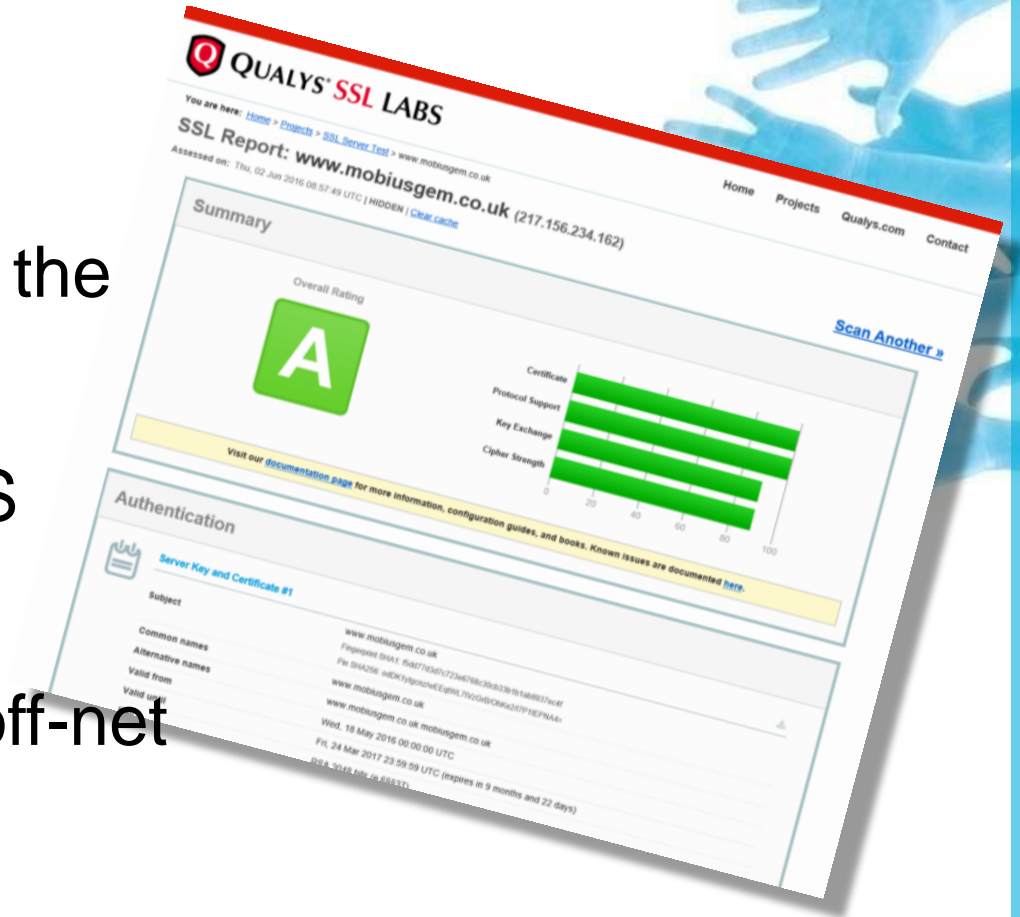
# Who we work with



**Local Government**

**Telecare & Health**

**Retail**

**Secure Payment**

# Case Study – Worcestershire Telecare

## The Status Quo

- SIMs perform ok, but not reliable enough for Telecare

- Worcestershire diagnosed their own issue.

- Frequent engineer visits

- Low confidence

## The Outcome/Benefits

- 100% reduction in service calls

- All prior "coverage issue" sites now online

- Long Term Partnership

- Visibility – Quality of Reporting

  - Accurate

  - Reducing Admin Time & Cost

mobius
NETWORKS
.co.uk

[ PUTTING THE SIM AT THE
HEART OF HEALTHCARE ]

**Mobius Telecare** the world's first SIM cards specifically
configured for use in Telecare and Telehealth devices

# TSA Connect Innovation Showcase

## 09 July 2019

@TSAVoice

www.tsa-voice.org.uk

**Committed to Making a Difference / Inspiring Trust and Confidence / Strong Together**

TSA™

# chiptech

Digital Telecare Specialists
DESIGN | MANUFACTURE | SUPPORT

BUSINESS INTRODUCTION
JUNE 2019

# CHIPTECH - COMPANY PROFILE

▸ Established in 2000, Chiptech is a specialist electronics design and manufacturing company, who create quality products to help people remain independent, safe and well in their homes.

▸ Chiptech is the largest equipment supplier of monitored personal alarms in Australasia

▸ Chiptech's products are manufactured to the highest standards in Christchurch, New Zealand. Safety is the most important factor in all we do.

▸ The main supplier to support the analogue to digital NBN migration in Australia. A proven set of products to support the roll out.

▸ Chiptech have supplied and are supporting in excess of 200,000 ERICA/EVE products

▸ Now launched in the UK, Chiptech are established to support UK and European customer's

# GOING DIGITAL
# RISK AND MITIGATION



ANALOG

- Traditional TELECARE has been an extremely reliable life safety service on 50v PSTN LINES for many years

- Moving to Digital presents risks – Resource / Comms / Process of switching / Cost

- CHIPTECH have huge experience in this field reducing Risk through years of innovation

**chiptech**
**RISK MITIGATION**

DIGITAL

| Risk | Mitigation |
|------|------------|
| Comms availability | Multiple paths available in one unit (+ remote updates) |
| Bad Install – No Signal | Governed voice guided install + Comms monitoring/alarm |
| Power Consumption | Increased battery life (more than traditional PSTN) |
| Cellular network changes | Remote cellular updates |
| Cost | Low Cost Units<br>No recurring fee for management portals<br>SIM overage risk reduced – calls come from ARC |
| I need 2 pendant devices for in the home and out the home | Not now |

# GOING DIGITAL
## IP DAU's AT A GLANCE

**YEARS OF EXPERIENCE IN ASSISTING SERVICE PROVIDERS THROUGH THE ANALOGUE TO DIGITAL SHIFT.**

### EVE (IP + ANALOUGE)

SIM A
1 DIGITAL / IP
2 ANALOGUE

SIM B
3 DIGITAL / IP
4 ANALOGUE

PSTN
5. ANALOGUE

EVE enables quick communication to the monitoring centre when help is needed with multiple communication path backup.

2 Sim Slots + PSTN pathways. (5 Comms paths)

300m Peripheral range

80hr battery

Advanced Safety Functions

Remote Config/Updates

Advance Telecare Peripherals

### EVA (IP) *SELF INSTALL + APP*

SIM A
DIGITAL / IP

CARER APP w/ FALL BACK MONITORING

VOICE GOVERNED

Voice guided installation to assist and govern adequate cellular coverage, and setup

Professionally monitored, App monitored or a combination of both.

300m Peripheral Range

70hr battery

Advance Safety Functions

Remote Config/Updates

Advance Telecare Peripherals

# GOING DIGITAL - INDEPENDANT LIVING

## SAFTEY INSIDE AND OUTSIDE THE HOME

**VOICE OF THE CUSTOMER**

▸ With over 20 years experience providing Telecare that supports people to remain safe and secure in their homes; Chiptech understand there is a need for Telecare to go beyond the boundaries of the home.

▸ It is clear that health and wellbeing are linked with engagement in the community, and health maintaining activities.

▸ There are other products that provide safety outside of the home, but a combined Telecare solution for both home and away hasn't been available.

'Voice of The Customer' study's always say the same:

*'Can I be independent and safe wherever I go?'*
*'Can I talk through my pendant?'*
*'Can I wear my pendant to the shops?'*

*VOC Telewear Campaign – 'Glasgow School of Art + Moray Council'*

**GO**

▸ Chiptech has understood the need for Telecare that extends beyond the boundaries of the home and has responded to the question, "Can I wear my pendant to the shops?" with a resounding yes!

▸ When at home GO communicates with the base unit along with other provided Telecare devices reporting you are at Home to the ARC after activation.

▸ When away from home GPS reports are sent to the ARC to aid in locating the person

▸ The ARC can communicate with the person through the high quality speakerphone and microphone, providing reassurance and managing response.

▸ A singular voice pendant working inside with other Telecare and outside for Community & Independence.

# GOING DIGITAL
# GO – *ONE PENDANT FOR INSIDE AND OUTSIDE*

**GO**

Chiptech's mPERS solution brings the inside, outside in one device. Working over mobile outside the home and communicating to EVE, EVA & ERICA inside the home.

LOCATION

SUPERB SPEAKERPHONE

AUDIBLE NOTIFICATIONS

MOBILE IP

869Mhz RADIO CONNECT TO HUB

REMOTE UPDATES

- 1-2 Month Battery
- Wireless Charger
- Lost Mode
- Waterproof
- Hypoallergenic Chain / Spilt Ring

- 4hr Rapid Charge
- Fall Sensor (Optional)
- Impact resistant
- LED Visual Feedback

- NO RECURRING FEES FOR THE PORTAL

- IP up and down on alert / Call back into unit from ARC (SIM Costs are governed)

THANKYOU

# TSA Connect

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

# Innovation Showcase Session

access
freedom to do more

TSA

# TSA Connect - Innovation Showcase Wales

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Lloyd Evans
Senior Business Development Manager

#WeareAccess

# The Access Group – Who We Are

**c7,000**
**Registered Care Locations c3,000 homes, c4,000 home care branches and community services**

**Market leading** applications **integrated** through **Access Workspace**

**25** **years experience in care**

**Primary** Technology Partner to **Boots Pharmacy**

**200m+**
**Hours of care managed per year in Residential**

**25%** **of Social Care**
**Hours in the UK managed**

**28%** of CQC-rated *Outstanding* care providers use Access HSC

Manage **55,000,000+** Hours of care per annum

More than **100 million+** Meds administered via EMAR PA.

**150,000+** Active recipients of care managed by HSC software

## Access Workspace -  All Your Technology in One Place



Right **People**   Right **Place**   Right **Care**   Right **Pay**   Right **Bills**
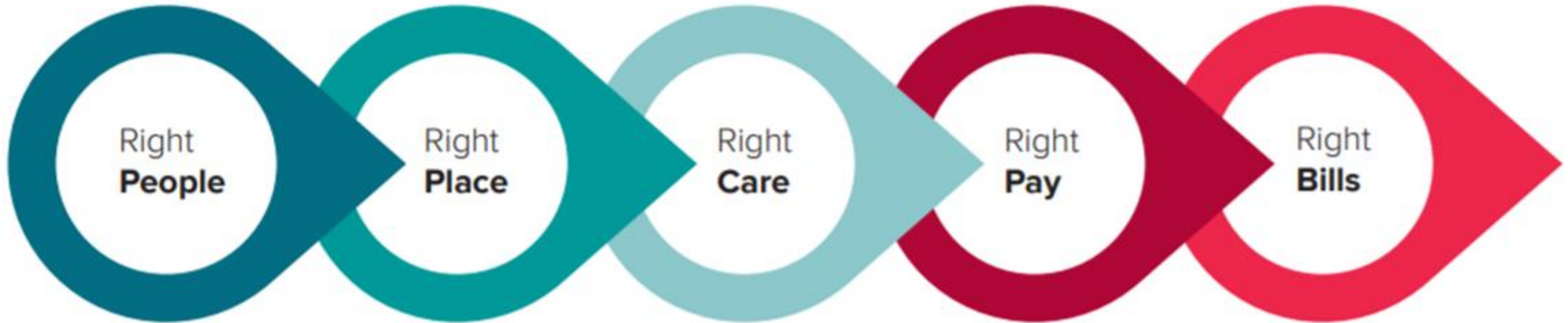
# *Freedom to Deliver Outstanding Care*

# Complete Care Management - What We Do



## Care & Clinical

Organise care plans with a single digital record, in a truly mobile environment at point of assessment and care, to improve personalisation, efficiencies and quality of care outcomes.

## Mobile Point Of Care

Resident rounds are made simpler to manage, more accurate and more person-centred with Mobile Point of Care. Using a smartphone or tablet; record progress notes, daily tasks and resident well-being as you move through nursing rounds.

## Care Compliance

The only complete governance tool in care, helping you to improve the quality of care by giving you a view of compliance across multiple services.
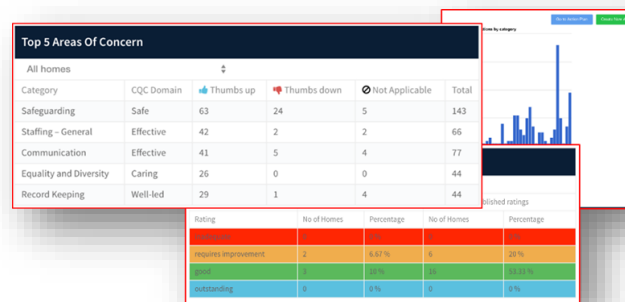
## iCareMeds

A safer, accountable and more efficient way to manage your residents' medication. Eliminate the risk of medication errors confirming the correct medications are given to the correct resident at the correct time.

## Learning Management

A skills based training solution that ensures staff have immediate and continuing access to resources, so they can develop and practice the skills needed to confidently use every aspect of the Medication Management and Care Home Management software.

## People Planner

Build schedules for your care homes, allocate staff based on suitability and availability, and communicat rotas with staff.

# Some of Our Existing Partners

- *"With iCareHealth solutions, its very malleable. We can personalise it not just to the residents requirements, but to the company and the way we work." – Carey Bloomer, Director of Nursing at Marches Care.*

- *"The electronic care management system has freed up staff by allowing them to access resident information wherever they are in the home and complete the necessary updates at the point of care, dramatically improving efficiencies in data capture and outcomes for residents." Claire Wilcox, Care and Quality Manager, RMBI.*

- *"Medication errors have been reduced by 60% across our estate since implementing Medication Management from iCareHealth." Sue O'Brien, Head of Clinical Excellence, Leonard Cheshire.*

# WeareAccess

# Things to Consider Before Investing In Technology

Am I ready for change?

How do I establish buy in from my teams?

What key messaging do I need to share?

What does technology need to do for by organisation?

Will it support my growth?

Is it flexible to my needs?

Is it future proof?

Who do I need to engage with?

How can they support the change?

Are they sustainable?

How long will it take?

What processes will need to be in place?

How much training do my teams need?

Will I be supported?

access

freedom to do more

We Are Here to Help

"Change is inevitable - Progress is a choice"
Dean Lindsay

# WeareAccess

# TSA Connect

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

## Innovation Showcase Session



**ABILIA**

TSA

# Cognitive disabilities and their effect

**Memory**
- Difficulties to remember duties and assignments
- Hard to remember tasks and the correct order

**Planning**
- Difficulties to structure and schedule in relation to time

**Time perception**
- Hard to know when a task is to be performed, how long the activity is going on, as well as limit the scope and end an activity.

**Initiative**
- Difficulties starting up activities

**Problem solving, communication**
- Hard to take in information, to remember, and to stick to a plan



Stress and anxiety from daily life

ABILIA

# Cognition Support

- Our cognition solutions are supporting people and their loved ones whether they be adults, children or families as a whole to increase their independence, improve self-worth, make their contribution to society and to the workforce.

- There are many case studies across our web-site www.abilia.uk about how we have supported people and organisations in a variety of ways. ;

- Autism
- Learning Disabilities
- ADHD
- ADD
- Stroke
- Brain Acquired Injury
- Mental Health
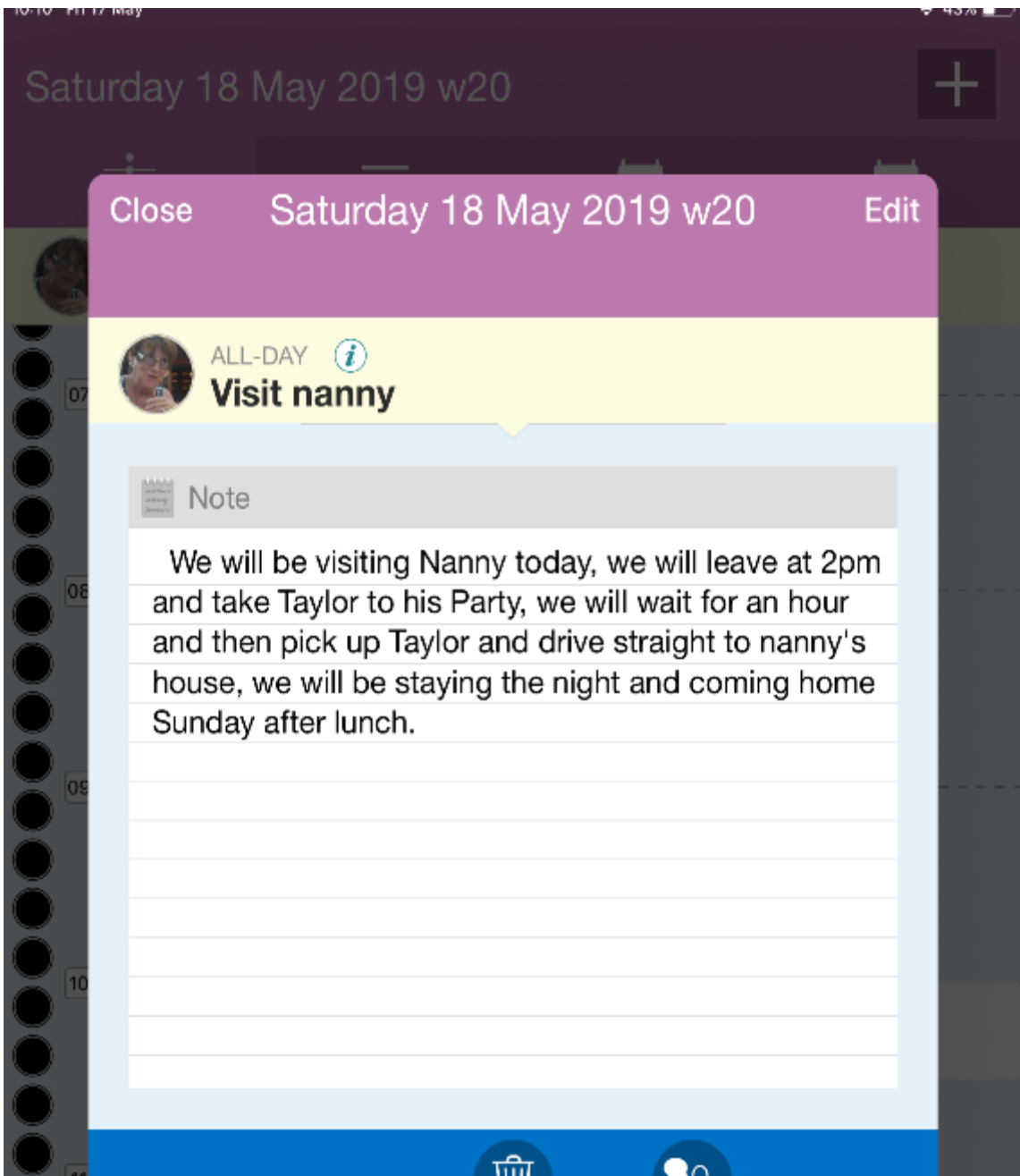- Dementia

- Every Day Home Life
- Education
- Work Place

ABILIA

# TECs

# Thank You

Bryn Morgan

UK Sales Manager

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**ABILIA**

# TSA Connect

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## Innovation Showcase Session

# AutonoMe

VIRTUAL LEARNING DISABILITY SUPPORT PROVIDER

*Supported by…*

creative england · LONDON VENTURES · pwc · UnLtd · EY · SETsquared BUSINESS Acceleration · Bristol Private Equity Club

# Introduction
## William Britton
### *Founder, CEO*

# The Solution

For the service user

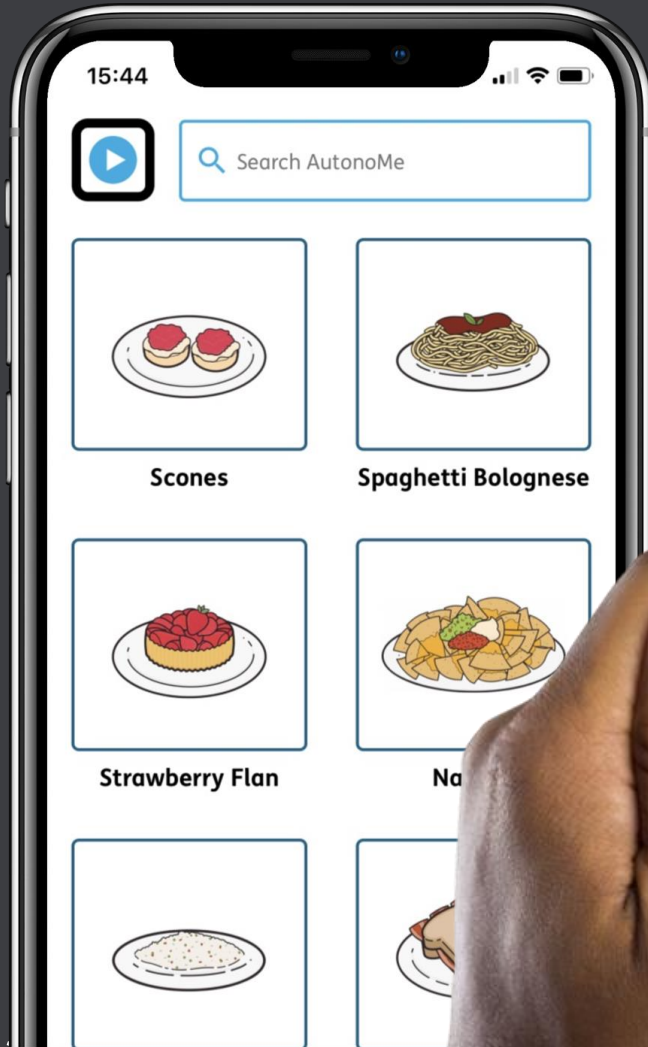# The three challenges we solve

**24/7 Support**

Support whenever and wherever you want it.

**Capturing your voice**

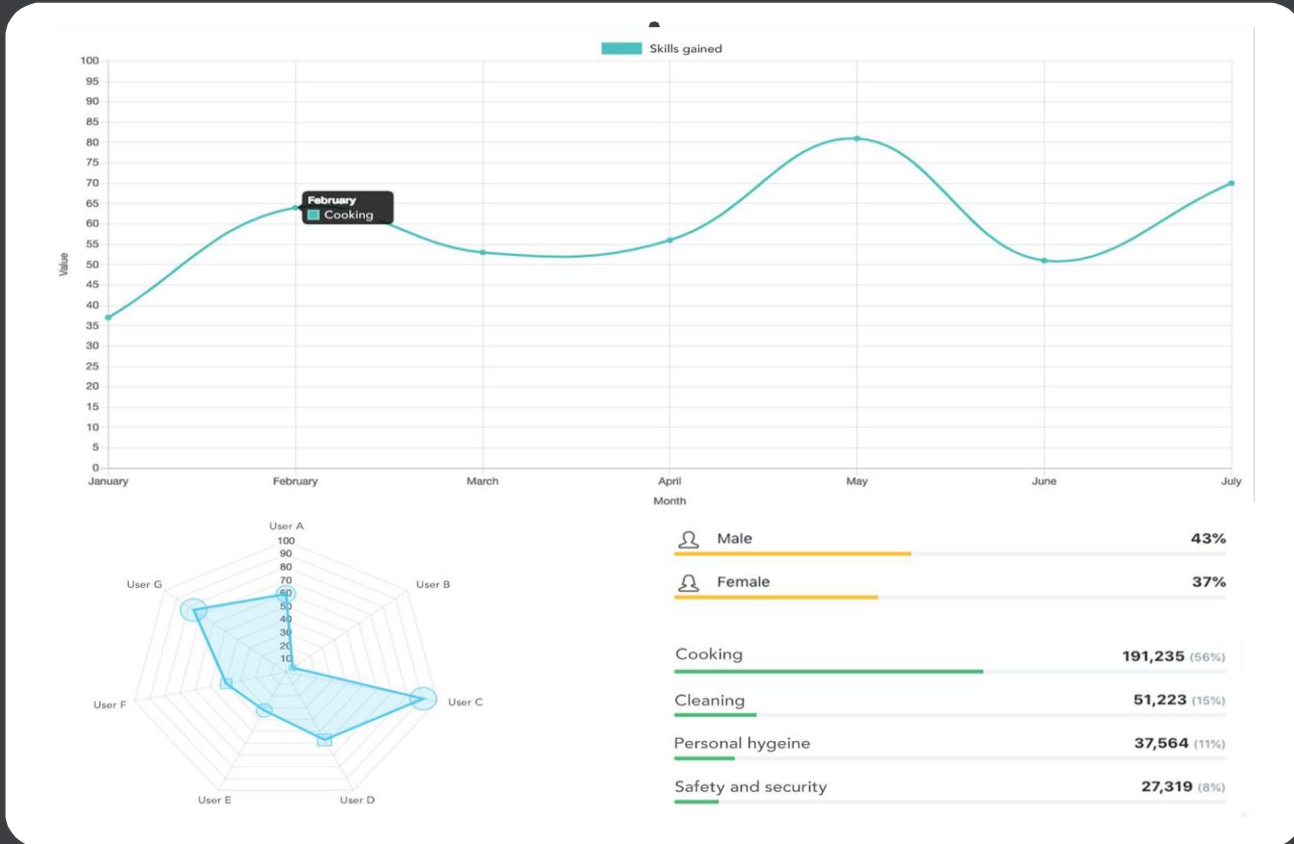We focus on bringing the voice of the user to the table.

**Forgetfulness**

Personalised reminders for when we forget.
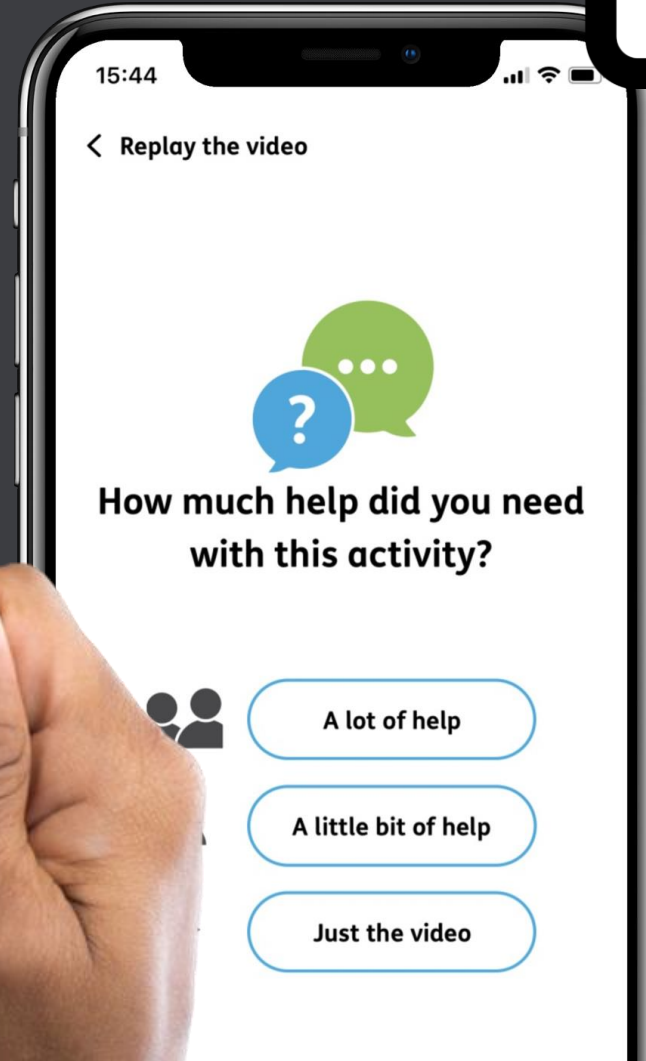
# AutonoMe in practice

# Supporting
# your culture change

Working closely with providers and support workers to move from a 'care for' attitude to the facilitation of independence.

# 76%

*Data KPI #1*

Working towards their
AutonoMe outcomes

# 67%

*Data KPI #2*

Made progress towards
their outcomes

# 33%

*Data KPI #3*

Exceeded their target
level of independence

# Thank you
## Questions?

http://autono.me.uk

# TSA Connect

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

## Innovation Showcase Session



Enabling independent living

TSA

# Sound Boost

Darren O'Higgins

Sometimes the user may not be able to hear and clearly communicate with the response centre if they are in a different room to the Lifeline unit…

Tunstall

# Introducing 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.
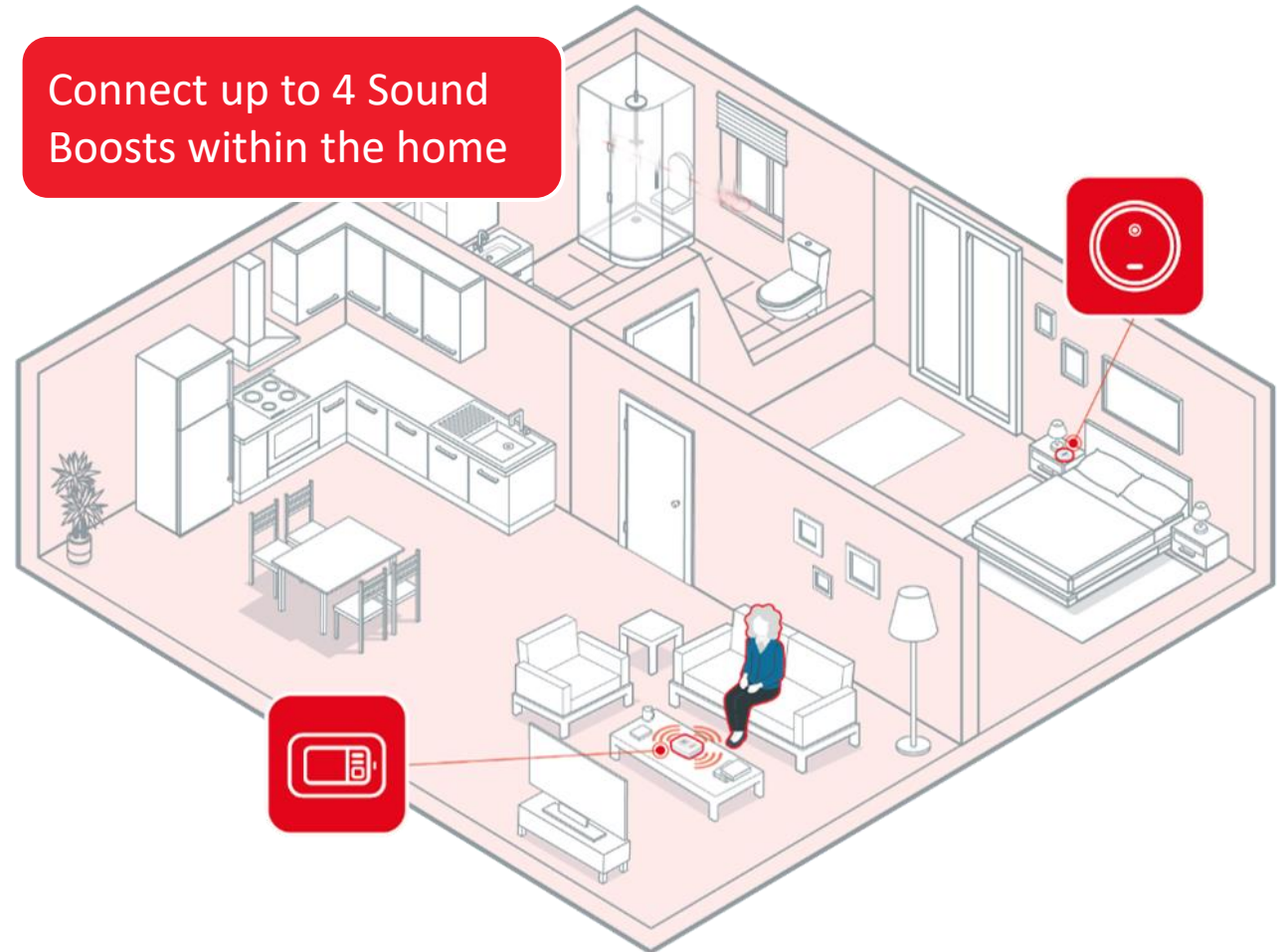
## Increased coverage

Sound Boost increases audio quality (to both ingoing sound through the microphone and outgoing sound through the speaker) between the end user and caller from the response centre.

## Plug and play installation

The speakers connect wirelessly via a dongle that simply plugs into the TAPIT port on the Hub.

Connect up to 4 Sound Boosts within the home

# Compatibility

| | 869 MHz |
|---|---|
| Vi / Vi+ | ✓ |
| Smart Hub | ✓ |

Tunstall

# Key features

Increased coverage throughout the home - up to four speakers can be added to one Hub.

LED light signals when/if a Smart Boost speaker is out of range to help users find best placement(s).

Sound volume is matched – if the response centre raises the Hub volume, the volume of connected speakers will increase at the same rate.

The system replicates the same high-quality audio input/output throughout the home.

Reduces false alarms – often users simply cannot hear the response centre because they're in a different room to their Hub.
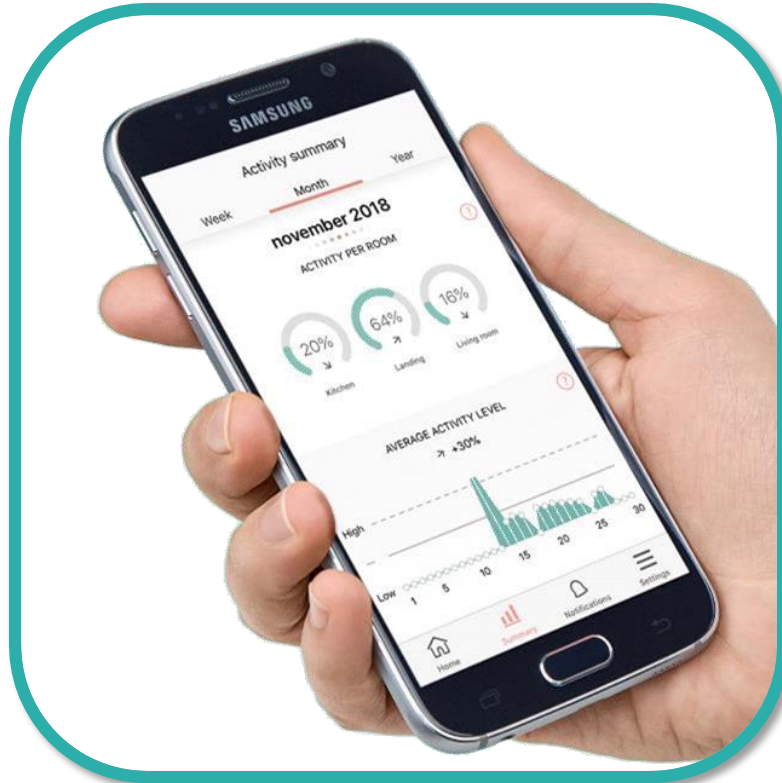
Tunstall

# SmartHub



**ONE MONTH FREE TRIAL**

**MANAGED SERVICE OFFER**

**24/7 REAL TIME MONITORING**

# Juno



**FRIENDS AND FAMILY APP**

**REMOTE ACTIVITY MONITORING**

**ALERTS AND NOTIFICATIONS**

**INTELLIGENT LEARNING**