

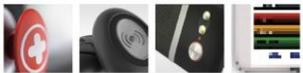
Trusted Technology, Caring for People

2020

Stuart Carroll

National Sales Manager

Legrand Assisted Living & Healthcare



ASSISTED LIVING & HEALTHCARE

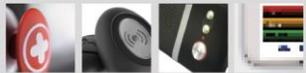
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How have Legrand reacted to the Covid-19 pandemic?

- Our manufacturing has continued to run throughout with appropriate measures in place.
- We have successfully managed to transfer all our back-office functions to home working.
- For our field engineers we have adapted our risk assessments and method statements according.
- For our BDM's we have embraced video calling, providing training remotely, product demonstrations and continued support.

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How have Legrand Supported customers during the Covid-19 pandemic?

- Enabling alarm receiving call centres to rapidly re-deploy staff to home in a secure and resilient way.
- Supporting people being discharged from hospital to home with plug and play at home alarm hubs to give immediate access to help if it is needed.
- For sheltered accommodation digital units are being deployed to provide resilience for those shielding and not able to accept engineer visits.
- Our service and maintenance operations have continued throughout.
- Supporting NHS by providing pre-configured systems to enable ward expansions and bringing new wards into operation.
- We have been installing into the new Nightingale field hospitals including the Dragon's Heart field hospital in Cardiff, Exeter, Liverpool and Harrogate.

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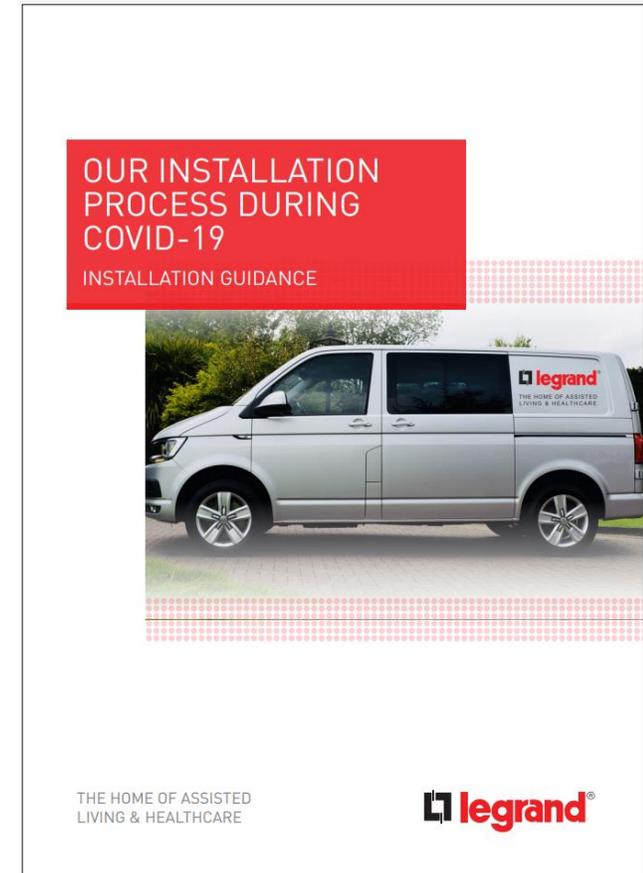
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Installing through the pandemic

- We are making every effort to support you through this difficult time and are taking all steps to minimise exposure to our customers and protect our employees.
- We have reviewed our RAM's and installation methods to work safely within the current government guidelines.
- We can continue to maintain or replace your systems through your planned maintenance or support unexpected system failure.
- New build projects can continue to be installed through the usual RAM process.
- <https://www.tynetec.co.uk/sitemap/covid-19-installation-guidance/>



The impact Covid-19 has had upon TEC's, sheltered or extra care housing and the digital shift



Thank goodness we have the new Tynetec IP units it has made life much easier for us especially when we can remotely program pendants and post them through people's doors keeping us at a safe distance and keeping clients safe at this challenging time. We have lots of Reach IP units ready to be installed so that when the hospitals are discharging to make way for the more needy of people, we are able to install a lot quicker, in some cases even arrange for family to collect the alarm and plug it in themselves for their loved ones. This is the great benefit of digitally enabled equipment!

K Summerton, North Tyneside Council

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Why is regulation important as we move to digital for grouped living environments?

- Regulation is crucial and supported housing providers should be aware of BS8521-2:2020.
- New digital 'protocol' is a simple new rule that allows supported housing schemes to speak the same language as their monitoring centre, even if they upgrade their grouped call systems.
- Also known as the NOW IP protocol, the standard was published by BSI in April 2020.
- Legrand Assisted Living & Healthcare have been involved in its development since 2009 along with a range of suppliers, led by national TEC body TSA.
- Developed to overcome the interoperability issues facing grouped living systems as TEC shifted from analogue to digital.
- The new NOW IP protocol supported by all UK TEC manufacturers has become a de facto industry standard for digital grouped living systems.

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BS8521-2 Fully Compliant

What does a digital TEC's world look like post Covid-19?

The success will heavily depend on recognising and addressing challenges in three key areas:

- Greater collaboration is needed at every level, without which the full potential of digital technology to integrate services and improve outcomes can never be realised.
- There is also still the huge education and communication mountain that must be scaled to ensure successful deployment of any technological change.
- The regulatory and legislative environment needs to be considered: are our laws and regulators set up to help or hinder the unleashing of the digital premium?
- <https://www.tynetec.co.uk/unleashing-the-digital-premium/>

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**Thank you
for your time**

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