

**Paul Berney**

**Chief Marketing Officer**

**Anthropos Digital Care**





# Supporting the Shift Towards Proactive & Preventative Services

**TRADITIONAL**  
A combination of physical care and reactive services only



**DIRECTION OF TRAVEL**  
A blend of physical care, proactive care and reactive care services



**FUTURE**  
A blend of physical care, proactive care and reactive care services  
Informed by data and predictive insights

# Why shift to a more proactive service model?

**Proactive services provide four clear benefits to health and care commissioners and service providers:**

- Support the delivery of better care experiences and better personalised care outcomes – moving away from ‘just in case’ support to enabling support
- Support effective capacity management by indicating when intervention is required, but also when it is safe to step back.
- Help realise cost avoidance and reduction where aligned to greater independence across social care and health.
- Support the development of non-emergency responder services in partnership with voluntary and not for profit organisations to coordinate support for individuals.

# What are proactive services?

## TECHNOLOGY ENABLED CARE

### TELECARE

Reactive emergency services triggered by devices in the homes of older and vulnerable people

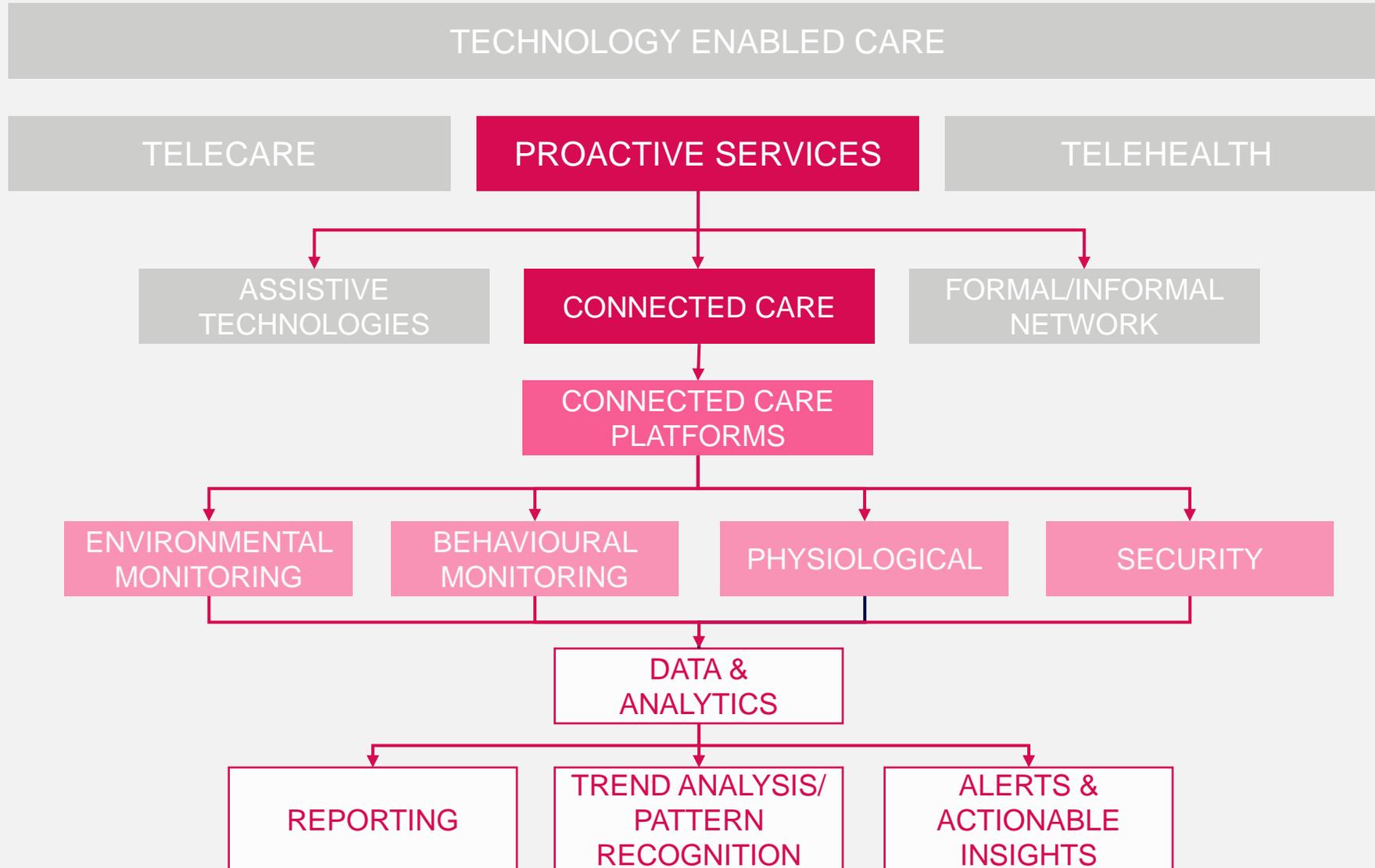
### PROACTIVE SERVICES

Proactive services and technology solutions aimed at supporting older and vulnerable people to stay well in their own homes for longer

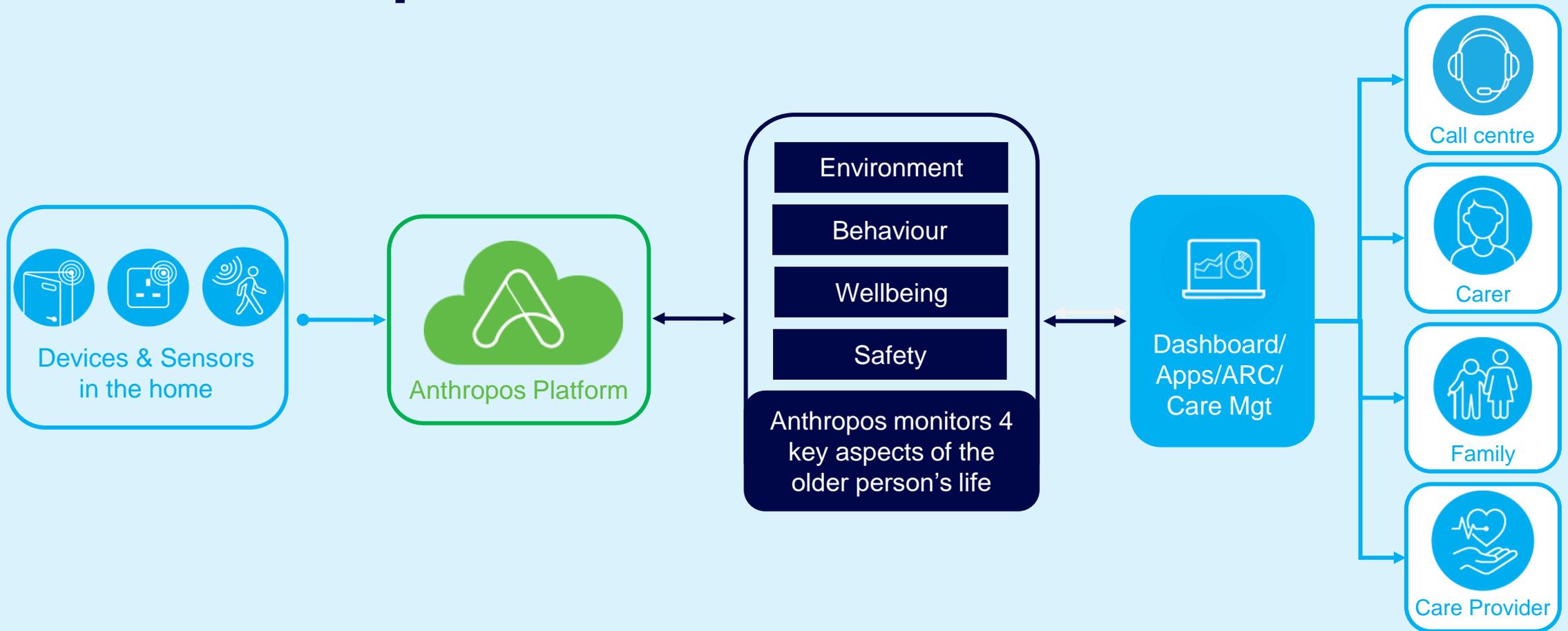
### TELEHEALTH

The use of sensors and equipment to monitor and report on the health of people in their own homes

# Connected Care Platforms



# How Anthropos works



Environment

Behaviour

Wellbeing

Safety

Anthropos monitors 4 key aspects of the older person's life

Dashboard/  
Apps/ARC/  
Care Mgt

Call centre

Carer

Family

Care Provider



# How is Connected Care being used today?

1

**Assessment  
of care needs**

2

**Supporting  
Reablement**

3

**Supporting  
long term care  
of older  
people**

4

**Supporting  
LD**



# Connected Care Roadmap

A large, solid red arrow points horizontally from the left side of the slide towards the right. The text "Better understanding of care needs" is centered within the arrow.

**Better understanding of care needs**

# Social Care Institute for Excellence, Anthropos & the Dementia Services Development Centre

## LONGITUDE PRIZE ON DEMENTIA

In partnership with



Delivered by



*Early detection of changes  
for effective interventions  
for sundowning*

*A collaborative approach by*





**Support older people to stay safe, well and independent in a place of their choice for longer**

**Provide families with reassurance and peace of mind.**



**Supporting care providers to deliver:**  
**Better care experiences**  
**Better care outcomes**  
**Better use of time and resources**

**The end goal:**

**Provide intelligence that supports making  
better informed care decisions**



# Proactive & Preventative Services

## Definitions & Guidance

# Proactive & Preventative Services

Definitions and Guidance  
March 2023

**What next for you?**

**Download the guide.**

**Talk to the TSA.**

**Engage with member companies.**

**Work with QSF certified companies.**

The TSA logo is positioned in the top right corner of the slide. It consists of the letters "TSA" in a bold, white, sans-serif font, with a small "TM" trademark symbol to the upper right of the "A". The text is centered within a red, shield-shaped graphic that has a pointed bottom and rounded top corners.

TSA™

# Thank you

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