A Digital Schemes 'Health' Guide

from Taking Care

Taking Care
Part of AXA Health

The digital switchover has already begun, but what does it mean for social landlords and supported living providers?

Transitioning from analogue to digital (A2D) telecare schemes can be a significant undertaking for social and supported living providers. It can particularly impact those responsible for sheltered or supported housing, where hard-wired alarms, warden intercom or dispersed alarm units will be much harder to support by 2025.

But despite the challenges, A2D offers numerous benefits, such as improved efficiency, enhanced service delivery, and increased resident (and employee) satisfaction.

Discover how Taking Care can help you wherever you are on your digital journey…

"It's very clear that Taking Care are a forward-thinking company which, with the forthcoming digital switch is so important for us. The ethos that runs through Taking Care is one of adaptability and being open to change. Nothing is too much trouble, and everyone is very open and honest."

Kerry Appleton, Operations and Contract Lead, Aster Group UK

Top 7 tips for a pain free transition from analogue to digital for social housing providers

At Taking Care we believe the A2D switchover is an opportunity to re-imagine your service offering, improve efficiencies, and discover fresher and better ways of ensuring the best care for your residents, while embracing the advantages of digital technology. We are leading the way in integrating various systems to ensure flexibility and customer choice.

Wherever you are on your digital journey we can help. Here are our top 7 tips to successfully navigating your A2D transition:

1 What's your digital vision now?

Outline a clear strategy including the goals, objectives, and expected outcomes of transitioning to digital telecare. Identify the key areas of improvement and the specific benefits you hope to achieve through the transition, for your organisation and service users.

How we can help: We'll work collaboratively with you to develop a clear and cohesive Digital Transformation Plan (DTP) that's right for you and gets all your team on board.

2 Conduct a thorough assessment

Before changing anything, conduct a comprehensive assessment of your existing analogue telecare system. Identify its strengths, weaknesses, and any potential challenges that may arise during the transition. This assessment will help you develop a well-informed plan.

How we can help: Our technology-agnostic approach means we're free to advise exactly which Technology Enabled Care (TEC) will perform best for you during the digital transition and beyond.

3 Engage all stakeholders

Involve all relevant stakeholders in the decision-making process, including staff, residents, and technology providers. Solicit their input, address concerns, and keep them informed about the transition plan. Engaging stakeholders early on, particularly those who may be resistant to change, ensures their buy-in and helps identify valuable insights.

How we can help: We can help create and facilitate innovation workshops to support you to get everyone on the same page.

4 Choose the right technology partner

Selecting the right technology partner is critical for a successful transition. Look for a reputable provider with a proven track record in digital telecare solutions. Evaluate their expertise, reliability, scalability, and compatibility with your existing infrastructure.

How we can help: Passionate about TEC and one of the UK's largest providers of monitoring service, we always blend the right technology with a human response. With a staged approach to digital transition and an unbiased, equipment agnostic focus we work collaboratively with our clients and always deliver the right solutions at the right time for the right investment.

5 Ensure data security and privacy

Digital telecare involves the collection and storage of sensitive resident data. Implement robust data security measures to protect personal information and comply with relevant data protection regulations. Conduct regular audits to identify and address any vulnerabilities.

How we can help: We take the data security and privacy of our clients and their service users very seriously and adhere to ISO27001 certification privacy by design principles and CIS (Centre for Internet Security) benchmarking compliance.

6 Test and pilot programs

Before fully implementing digital telecare across your organisation, consider conducting small-scale tests or pilot programs. This allows you to identify and address any issues or limitations before scaling up. Gather feedback from participants to refine the system and ensure it meets their needs.

How we can help: Our highly experienced team with the right digital and IT expertise can build your pilot/test programs in our development environment, and support you to plan, run and monitor the pilot before rolling out.

7 Monitor and evaluate

Establish metrics and performance indicators to track the success of the digital telecare implementation. Regularly monitor and evaluate the system's performance, resident satisfaction, and staff efficiency. Use this data to make informed decisions, identify areas for improvement, and continuously optimise the scheme.

How we can help: With expertise in supported living, social housing, and alarm monitoring our dedicated account managers will work with you to establish realistic KPI's, provide regular reports, and support you every step of the way.

By following these tips, social housing providers can effectively transition from analogue to digital telecare schemes, providing enhanced care and services to their residents while embracing the advantages of digital technology.

"Our residents always receive a prompt and helpful response when their alarms are activated. Furthermore, Taking Care have been extremely supportive with our system upgrades and our transition to digital."

James Barr, Intensive Housing Management Delivery Manager, The Hyde Group

About Taking Care

Why choose Taking Care?

Wherever you are on your digital switchover we can help.

- To ensure interoperability and compatibility with various equipment and devices, Taking Care operates both leading TEC manufacturers' platforms – Jontek Answerlink and Tunstall PNC.
- Our highly trained operators are experienced in responding to calls generated by TEC and associated equipment. In 2022 we resolved over 1.3 million calls.
- We are driving innovation and are compatible with a range of digital schemes and/or dispersed solutions.
- We have secure VPNs set up with network providers.
- Alongside our TEC manufacturers' platforms we can work across a range of proactive platforms.
- With over 35 years' experience in telecare and a strong focus on customer needs, we invest in innovation and maintain up-to-date technology, data resilience and security to integrate our call monitoring platforms effectively.

We understand social care and TEC

Taking Care is passionate about the role that Technology Enabled Care (TEC) will play in the future of social care, and we understand how it will be instrumental in allowing individuals to live independently in their homes for longer.

At the heart of our organisation are our Emergency Resolution Centres. We provide around-the-clock TEC for over 100, 000 people throughout the UK. We deliver our service in partnership with several local authorities and housing associations.

Taking Care is part of AXA Health. We are the exclusive provider of Age Co personal alarms and the only Which? approved personal alarm service provider in the UK.

Taking Care
Part of AXA Health

TEC Quality — Certified Organisation

CERTIFIED LR ISO 9001

Which? Trusted Trader — APPROVED SERVICE INSTALLATION & SERVICE

CYBER ESSENTIALS

Approved Supply Partner of Consortium Procurement

If you would like to know more about how we can help you on your A2D journey, please contact our Corporate Team.

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