



# Case Study

## The Hyde Group

Taking  
Care  
Part of AXA Health



## Empowering independent living and keeping residents safe with Technology Enabled Care

### Background

**In August 2021 Taking Care partnered with The Hyde Group to become the single strategic monitoring provider for their residents. We're pleased to say the relationship has been growing ever since and we are working collaboratively to advise and support them as they move forward in their digital journey.**

The Hyde Group (Hyde), a leading housing association in the UK, founded in 1967, own and manage over 50,000 homes for over 100,000 residents. Of these homes, around 2,500 are sheltered and supported under Hyde's direct management. The key feature of these homes is to support independent living and Hyde are committed to ensuring their residents have ease of access to help and support when required. For approximately half of these homes, Hyde operates an intensive housing management service where a Scheme Officer is based on site managing the building, and helping residents live independently.

### What was happening / the challenge

Despite Hyde's existing monitoring service being functional and well established, Hyde wanted to improve the process, make it more streamlined, efficient, and cost effective for both their residents and the organisation. As part of this strategic move Hyde made the decision to reduce their five telecare monitoring suppliers and consolidate their service with one highly responsive, 24-hour monitoring service provider.

Recognising the potential benefits of digital telecare, Hyde decided the new strategic partner needed to have significant digital experience in the social housing sector. The partner also needed to be willing and able to work collaboratively with Hyde to ease their analogue to digital (A2D) transition to improve quality, enhance resident safety and streamline operations.

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## Objectives

The primary objectives of Hyde's new service were to:

- Enhance safety and continuity of service for their residents
- Ensure compatibility and the most appropriate choice of technology with the existing infrastructure and the transition to a new digital telecare system in mind
- Ensure a smooth resident and staff adoption of the initial onboarding and A2D transition
- Maintain robust data security and privacy measures to protect resident data and comply with regulatory requirements

Hyde were seeking a single, highly responsive 24-hour monitoring partner to manage all connections across their 67 sheltered and supported schemes, including pull cords, personal alarms, fall detectors, fire panels and door entry systems, and provide assurance when residents needed to hear a friendly voice.

## Outcomes

Hyde chose Taking Care as their strategic monitoring partner, and we have worked collaboratively with Hyde's team to:

- Effectively migrate residents' data securely from Hyde's 67 schemes to Taking Care's Jontek Answerlink platform in our Emergency Resolution Centre in Devon
- Configure the automated messaging in the Jontek system
- Keep both Hyde team members and their tech suppliers fully informed during the implementation stage
- Support them with Taking Care's highly experienced digital and IT expertise
- Ensure a seamless and professional call monitoring service was available to Hyde's residents throughout the migration process
- Work collaboratively with Hyde in developing a realistic and scalable A2D journey

## Conclusion

Taking Care have successfully partnered with Hyde to advise and support them in their A2D transition and are committed to supporting them further as they move forward in their digital journey. Taking Care have delivered on Hyde's objective of a more streamlined 24-hour telecare and monitoring service to enable their residents to live independently and safely in their own homes.

"We entered a new contract with Taking Care in August 2021 and our working relationship has gone from strength to strength. 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**

Find out more about our services

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