

CASE STUDY



Stoke-on-Trent
City Council



Digitally Transforming Stoke-on-Trent's Telecare & Lifeline Services.

Solutions

- State of the art digital ARC
- Digital at home alarm units
- Bi-directional heartbeat between alarm and devices

Benefits

- Improved quality of care and wellbeing
- Data-driven decision making
- Interoperability and seamless integration
- Efficiency and time savings
- Increased independence and control

Background

Stoke-on-Trent is a UK city in Staffordshire, roughly situated between the cities of Manchester and Birmingham. Historically it had a reliance on industries such as potteries and mining, which have dwindled over the years. Stoke-on-Trent Council (City of Stoke-on-Trent) has a mission for 2024-2028, to evolve and develop key priorities as part of its new corporate strategy 'Our City, Our Wellbeing' to improve the wellbeing of their residents. Their previous strategic plan included a Digital Strategy where the city council set an ambition to enhance how it uses digital technologies in providing services to Stoke-on-Trent's residents, businesses, customers and partners by 2024.

With over 15 percent of its population aged 65 or over and 133 adult social care homes and agencies, Stoke-on-Trent City Council had a

commitment to enhance its social care services with technology by 2024 as a part of the digital strategy. Previously, the council used analogue systems to deliver its telecare services, this not only impeded the speed of delivery as needs continued to grow and become more complex, but also restricted the city from taking advantage of any new breakthroughs in telecare technology.

The digital transition journey is vital as we move towards an analogue switch off in the next few years. This is particularly crucial for the health and social care sector with technological adoption having the potential to dramatically enhance the quality of safety and care, helping people live happy, fulfilled lives in their homes and communities.

CASE STUDY: Stoke-on-Trent City Council

Opportunity and adoption

Stoke-on-Trent City Council provide a Telecare and Lifeline service to over 5000 residents, helping them to live independently and safely in their own home. This service is a lifeline to many people who depend on the technology and support given by a caring and professional team. The service relied on an ageing, non-digital call monitoring alarm receiving centre platform (ARC), which hindered its ability to meet the growing needs of its clients with the impending analogue to digital transition introduced by BT. The analogue ARC was not only slow, often taking hours to generate reports, but was also limited in compatibility with new, more advanced telecare and alarm equipment. Recognising the urgent need to update this outdated analogue system to a new digitally smart, fully integrated and connected solution with open interoperability.

Stoke-on-Trent embarked on finding a solution that would modernise their operations, enhance performance, and expand the range of services they could offer.

Through a comprehensive tender process, Stoke-on-Trent City Council analysed a range of different providers, and selected Legrand Care's state-of-the-art Answerlink (ARC) Monitoring Centre solution. Along with the Legrand Care Reach IP Digital at home alarms devices (which offer life-critical connectivity when it comes to the provision of Technology Enabled Care Service). This ensured the City Council adopted the best possible solution to future proof its Telecare and lifeline services.

Key features of Legrand Care's Solutions

The comprehensive Answerlink ARC allows the simultaneous management of telecare, telehealth, lone worker and m-Care services. Using the very latest technology the key features of Answerlink include: remote working, flexible reporting, mini document management system, email integration, secure and robust access, call conferencing, door entry video support and text messaging manager, among others.

The Reach IP digital at home alarm devices are designed to provide reassurance and peace of mind to those who are vulnerable or at risk by automatically raising an alarm call to a service provider or dedicated responder should an event or activity occur. Supplied with a Touch 2 personal pendant that not only provides mobile alarm triggering capabilities around the home, but the devices also benefit from having bi-directional communication technology, which ensures there is a secure and reliable connection with the alarm unit at all times. This is a game changer for the TEC industry, as this can provide additional support through its

cloud management portal when a device is not working, has been removed or a call has failed.

Legrand Care's Answerlink ARC is ISO 27001 certified, an international certification recognising confidential management of sensitive information. This is in line with Legrand Care's commitment to maintaining the highest standards of information security and data protection and demonstrates Legrand Care's dedication to implementing robust information security management systems, mitigating risks, and safeguarding the confidentiality and privacy of its customers' data.



CASE STUDY: Stoke-on-Trent City Council

Technological Advancements and User Benefits

The new digital system opened up a plethora of opportunities for Stoke-on-Trent City Council. The interoperability of the Answerlink platform allowed seamless integration with various devices, providing flexibility and choice in telecare solutions. For instance, the council began rolling out Reach IP digital alarms, which offered enhanced functionality, robust security and mobility compared to the old analogue systems.

One significant improvement was in the realm of emergency response. With Reach IP devices, clients could now be heard clearly from anywhere in their homes, significantly improving response times and the overall safety of the service users. This flexibility was particularly beneficial in scenarios where service users might be in different parts of their homes or even outside, ensuring they remained within reach of the digital alarm.

Collaborative partnership

The partnership between Stoke-on-Trent City Council and Legrand Care is characterised by collaboration, technical innovation, training and a commitment to enhancing user experience. From the outset, collaboration was paramount to build a relationship and share valuable knowledge vital to ensuring the systems and technology were adopted effectively to meet Stoke-on-Trent and Legrand Care's mutual goal of providing a great care service to the end users. The decision to adopt Legrand Care's Answerlink system was driven by its comprehensive digital features, and future-proof capabilities.

Going above traditional supplier and client relationship extended beyond mere implementation, involving continuous support, training, and a shared vision for innovation. The Legrand Care team worked closely with Stoke-on-Trent City Council's internal departments to facilitate a smooth transition. This collaboration was essential, especially given the significant changes required, including the shift from analogue to digital lines and for the adoption of remote work by integrating softphones on laptops. The move to a digital platform necessitated a comprehensive overhaul of existing processes and substantial staff training to ensure a seamless integration.

Challenges and solutions

The transition was not without its challenges. The involvement of third parties, such as BT, introduced delays and complexities. Coordinating these efforts required meticulous planning and persistent follow-ups. Additionally, the transition offered an opportunity for a thorough data cleanse, given the legacy system's 15-year-old database.

Additionally, a main challenge that had to be overcome was the initial gap between the City Council's operational habits and the requirements of a digital system. The shift to

digital not only required an equipment overhaul but also a fresh mindset and working practices amongst staff. Just one example of this is the hesitancy behind moving from physical phones to softphones and from office-based systems to cloud-based solutions. This was addressed through offering comprehensive demonstrations and training sessions hosted by Legrand Care. By maintaining open lines of communication, both parties have been able to address challenges promptly and explore innovative solutions together.

CASE STUDY: Stoke-on-Trent City Council

Training and Support

A key aspect of the successful transition was the ongoing training and support provided by Legrand Care. This involved not only training the staff ahead of the go-live date but also offering continuous support post-implementation, to ensure a smooth transitioning to the digital process. This approach ensured that the staff could confidently navigate the new system and maximise its potential.

Legrand Care's commitment to support extended to being physically present on the floor, assisting with real-time troubleshooting and training. An example is how the IT departments were brought on board throughout the whole process, offering support as the

system migrated. This brought synergy with a lot of different expertise from both parties working together. This hands-on approach facilitated a smoother adaptation process and helped in addressing any immediate concerns from the staff.



Continuous Improvement and Innovation

Stoke-on-Trent City Council's commitment to continuous improvement is evident in their proactive approach to exploring new technologies. Future plans include adopting more advanced digital solutions for the next generation of technology enabled care such as the Novo Go GPS device and other IOT devices from other manufacturers that complement the current digital solutions and further enhance service delivery. These innovators are aimed at providing more tailored solutions to meet the diverse needs of their service users, over the longer term future.

Additionally the introduction of Business

Intelligence (BI) dashboards has revolutionised data management and reporting within the council. These tools provide real-time analytics, enabling better decision-making and more efficient management of resources. The ability to generate detailed reports and analyse trends has empowered Stoke-on-Trent City Council to perpetually improve service delivery, with the data providing powerful insights and trends which can be acted upon. As part of Stoke-on-Trent's new strategy, their corporate values not only shape their behaviours, but also defines the nature of their offer and commitment to both existing and future partners.

Conclusion

Stoke-on-Trent City Council's journey to digital transformation, supported by Legrand Care, highlights the significant impact that modern technology can have on telecare services. Through collaboration and a consistent commitment to innovation, the council not only enhanced its service delivery, but has set a precedent for other organisations. This case serves as an inspiring example of how embracing digital solutions and fostering strong partnerships can lead to substantial

improvements in Technology Enabled Care services, whilst enhancing the council's own strategic goals for the wellbeing of their residents.

