Reimagining Housing with Care

New approaches to technology and design

Housing LIN Annual Conference | 24 March 2017
Knowledge and Innovation Session

The digital effect

Internet of Things

•Making control of the home environment more convenient and accessible.

Cloud-based services

•Potential of the internet to provide a secure, flexible, cost-effective platform which removes location barriers, reduces reliance on hardware and enables instant software updates.

IP benefits

The benefits of digital, provided by Internet Protocol (IP) technology:

- Always on
- Able to handle voice, video and information as data
- Fast
- Data rich
- Future ready

Digital and mobile technology make new models of service delivery achievable, with the power to:

- Empower and enable
- Safeguard and support
- Improve quality of life
- Bring people closer together
- Give increased control over the way people live their lives

Timescales

"By 2025 all BT customers will be using IP Voice."

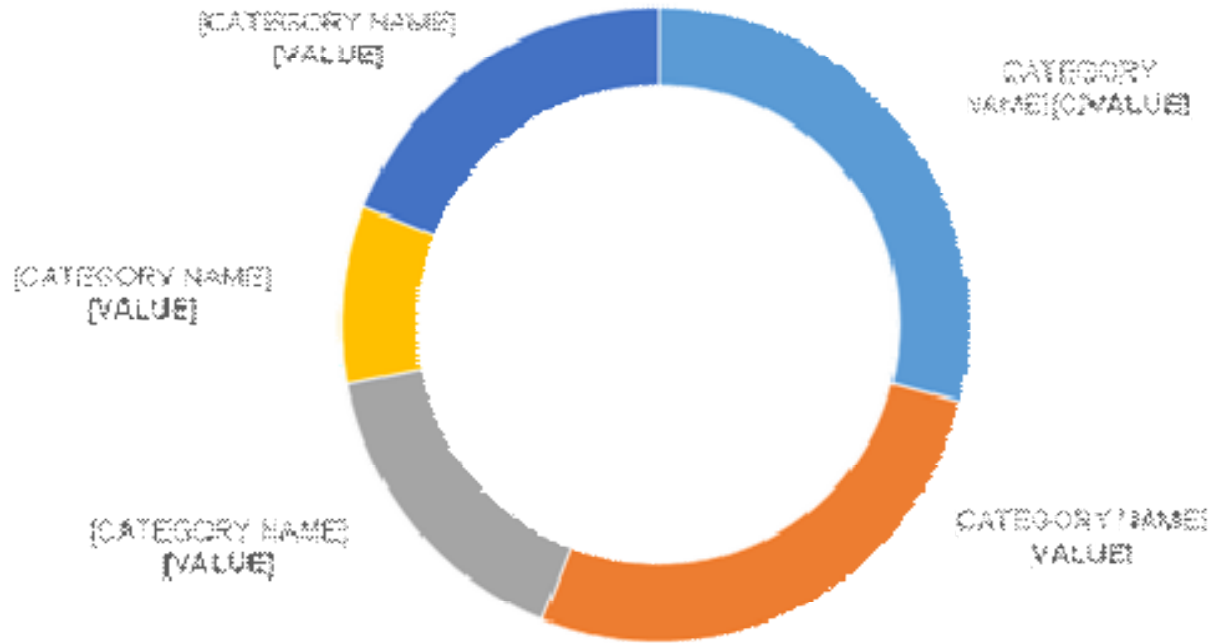Gavin Patterson, CEO, BT Group

2020

Five years before PSTN and ISDN lines will be switched off;
businesses will no longer be able to buy any systems
that use these networks.

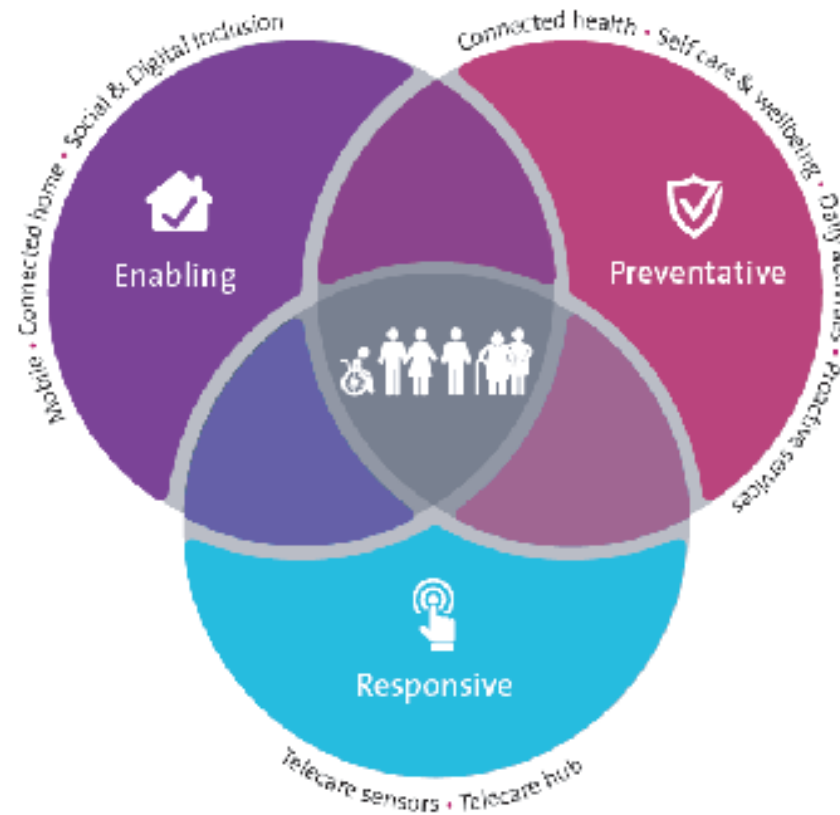**The UK's switch to digital is inevitable and imminent.**

Progress

A recent survey, by the Housing LIN identified that over 50% of retirement home providers are actively planning to move from analogue to digital systems.

What is Connected Healthcare?

The Connected Healthcare ecosystem

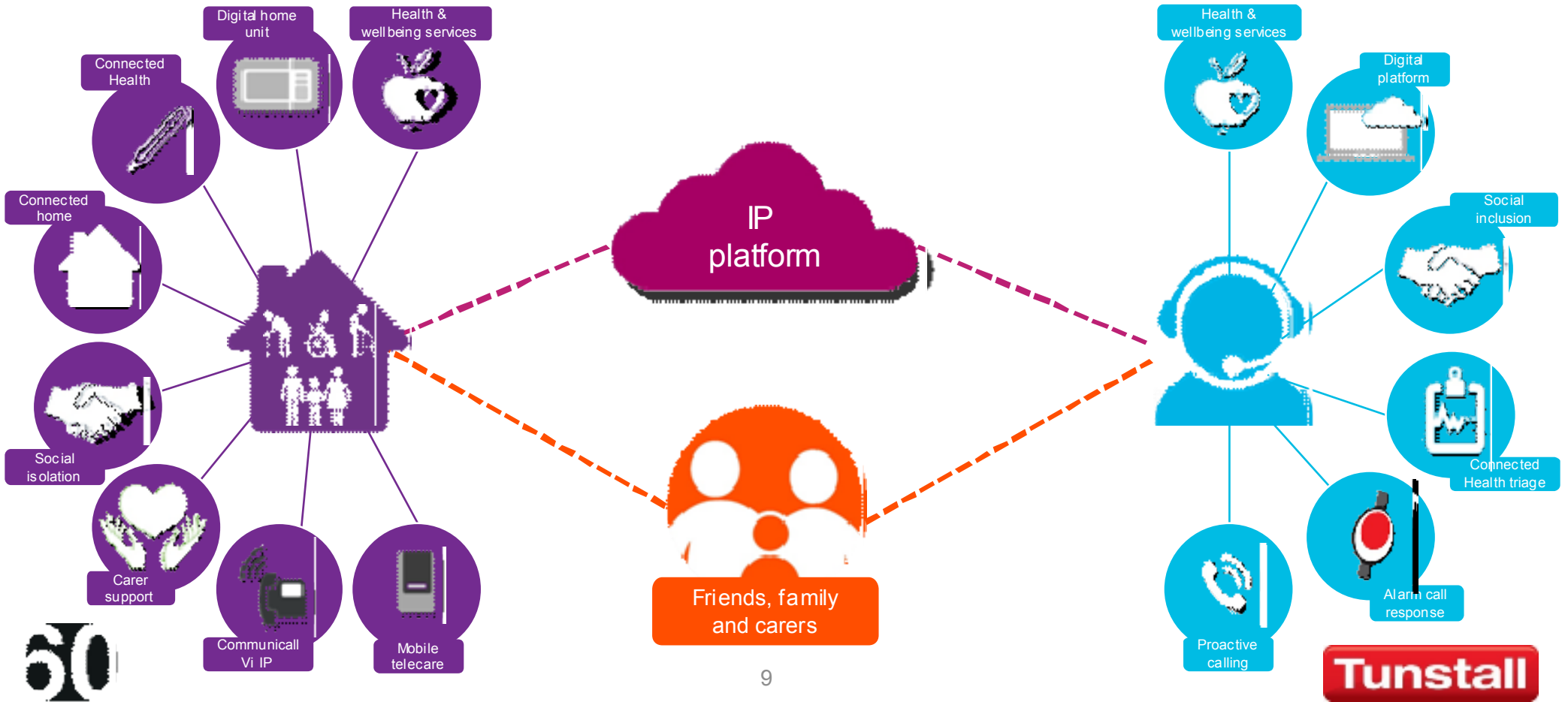CONNECTED HEALTHCARE
CLOUD-BASED SERVICES

The art of the possible

Enhanced

Personalised

Preventative

Digital solutions opportunities

Proactive

Immediacy

Outcomes

Increased interoperability - solutions from different suppliers
Increased intelligence - software tools such as If This Then That (IFTTT)
Actionable insight - more meaningful data analytics, becoming predictive

Tunstall

The digital journey 2017-18

Connected Health

Digital home unit

Health & wellbeing services

Connected home

Social isolation

Carer support

Communicall Vi IP

Mobile telecare

IP platform

Friends, family and carers

Health & wellbeing services

Digital platform

Social inclusion

Connected Health triage

Alarm call response

Proactive calling

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The future

What is certain to change is the scale of Connected Healthcare use, the systems that underpin it and the way the data and resulting insights are used.

Technology will become an enabler to service delivery, with providers aligning business structures and strategies around available and future technology, rather than simply including technology in existing approaches.