



'Housing & Integrated Care: Moving from Vertical to Horizontal Integration'

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Outline



About Astraline



Moving from
vertical to
horizontal
integration



A case study in
Proactive
Wellbeing



Housing + ARC –
Horizontal
Integration

Takeaways



About

Non-invasive and with a service level of your choice, we provide person centred technology combined with discreet support when you need it most.

We don't want to wait until you have a life changing incident – we want to become the positive change in your life to help you stay active in your community, prevent falls, give you the confidence to go out alone, and ensure you do not wait hours for help when you need it.

Helping you stay safer, for longer, in your own home

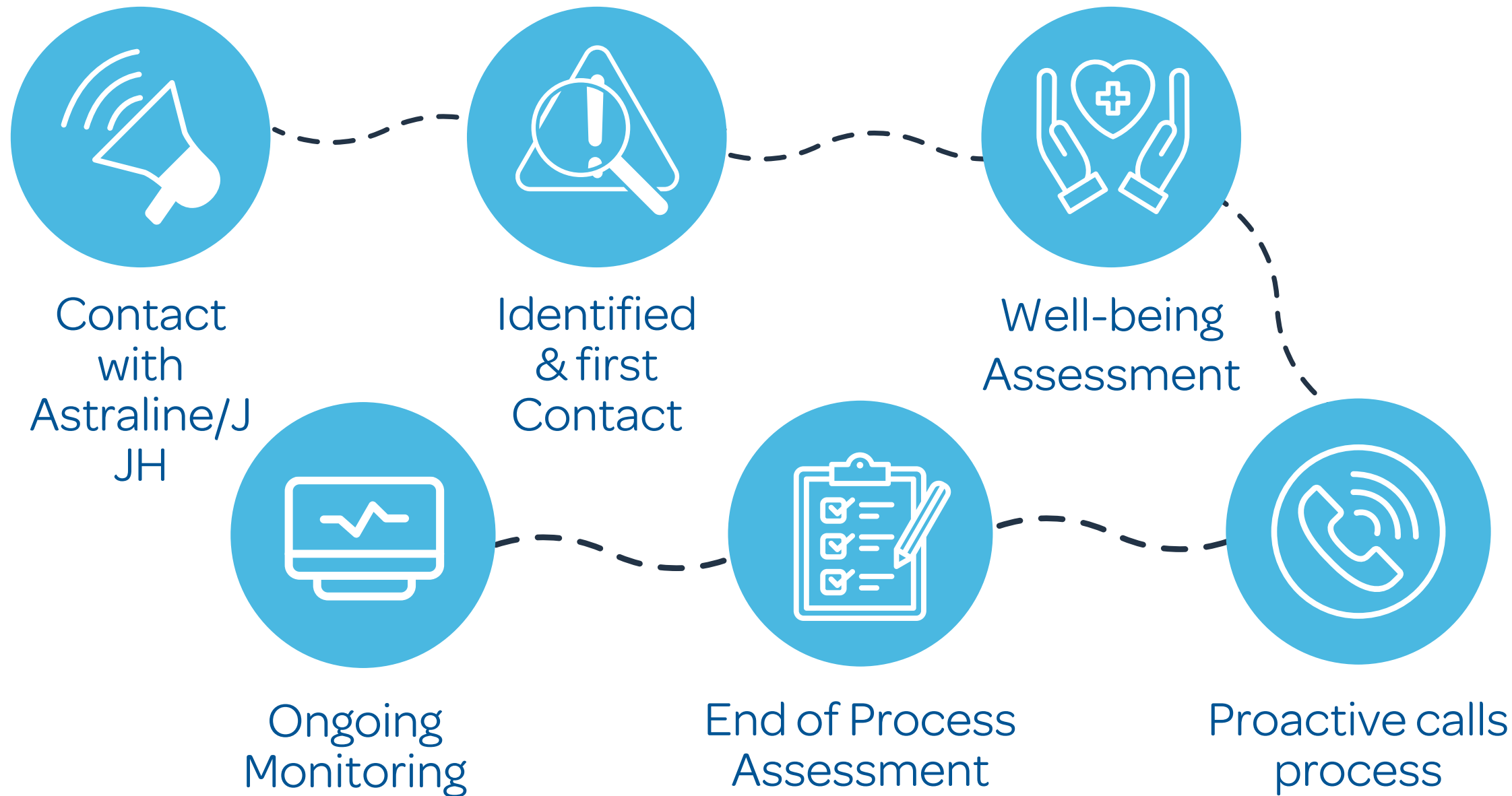
Vertical to Horizontal Integration

- HMW bring together different organizations and agencies involved in housing, healthcare, and social care to work collaboratively
- HMW use DIGITAL and DATA for proactive interventions?
- HMW support people to stay safe, well and independent for longer in their home?
- How can providers support the skills for care, NHS workforce and retention crises?
- HMW avoid hospital admissions, support discharge, reduce readmission?
- HMW support the management of long-term care needs in the home?



Our ProActive Wellbeing Service

1. Astraline receive 72,000 calls from JH customers each year Over the last 6 months 3,600 have been for 'false alarms'
2. Our teams use data and insight to identify those who may benefit from assessment and our PWS



Outcomes

- ✓ Integrated provision offered alongside money advice or digital skills
- ✓ Evaluated Pulse Wellbeing and Customer Satisfaction Scores (CSAT)
- ✓ Shared customer record – # of referrals, sentiment analysis, VFM, tenancy sustainment
- ✓ Calls - create capacity to respond to emergency calls quicker - WINWIN

Filling gaps in provision

- Derek is 69, and has just left hospital following a fall on 'Pathway 0' – **Housing and ARC value add**
- He has some pain, lives alone and relies for company on his fortnightly visits from his daughter who lives in Cornwall
- Derek is quite digitally able, and has expressed interest in digital upskilling and training around the new digital 'Well Connected' independent living scheme equipment



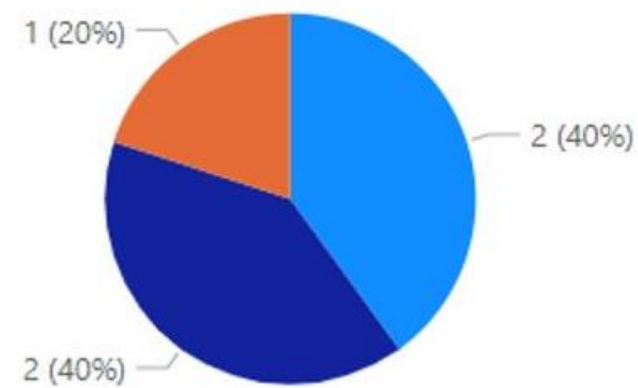
PROACTIVE WELLBEING SERVICE

14
Sum of Total Calls



astraline
a partnership for living

Reasons for Activations



Reasons for activations ● Pressed by mistake ● required help or support ● Wanted someone t...

Overall Wellbeing Scores



Any changes since last call

all ok

Can't explain why she feels this way, just comes on.

No

OT Suggested to go on amazon for toilet raizor with a lid she likes to close the

Can you tell us more about why you feel that way?

Mental health issues, depression

no

no probs

social services visited, to sort OT equipment , broke her arm 6 months ago x2
breaks since october 2022, needs a toliet raizor

TEC Comments

Fiona likes to chat and talks quite freely.

door bell broken need fixing , and a bath is needed will report to JJ

All ok

PROACTIVE WELLBEING SERVICE



can be used
anytime, anywhere

can reduce travel,
resulting in benefits
to the environment



can reach more
people than
face-to-face care



often cheaper



can empower
people to manage
their own
conditions



The Role of Housing Organisations and ARCs: Takeaways



Housing Organisations

- The role of Housing Providers not always understood – sometimes an afterthought in housing and care
- Assume that ‘Home is Fine’
- At point of discharge is it safe, warm accessible and future proofed

The Alarm Receiving Centre

- 24/7/365 QSF – Customer and Quality at the heart of service delivery – local, urgent response
- Workforce of the future, hybrid, flexible, diverse, digital and socially engaged
- Cloud based and interoperable

Housing + ARC

- ✓ Key role in prevention and early intervention
- ✓ Partner for change in the system
- ✓ The right care at the right time and in the right setting with dedicated professionals
- ✓ Integrated customer view leads to better-informed decision-making and continuity of care and support
- ✓ Help people to plan for older age – digital upskilling, proactive calling, emergency response, engagement, co-creation and smart TEC – so not just tackling healthcare needs but also social and housing needs, which are crucial for overall well-being