

An elderly couple is shown in a warm, intimate setting, likely a dining room. The woman, with short, curly white hair, is wearing a bright yellow, textured knit sweater. She has her arms around the man's shoulders and is smiling warmly. The man, with a grey beard and glasses, is wearing a light grey long-sleeved shirt and a light blue scarf. He is also smiling broadly. They are seated at a table with a white tablecloth. In the background, there is a tiled wall and a vase of flowers on a wooden surface. The overall atmosphere is one of love and companionship.

Technology for our ageing community futures

Legal perspectives from David Hall, Partner, Technology and Innovation,
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How I'm approaching the topic



Tech and data
lawyer

Community

- Place where we feel we *belong*
- Tech for older people in that place, or with those people (online or off)

User apps Wearables IoT sensors
Pendants Telehealth
Business management apps

Top tips and bear traps: tech for communities

(You run compliant competitive tender, or use frameworks for your tech, **right?**)

Perimeter policies

Shadow IT: staff and customers

Contract for supply

Cover all products in the stack, and all lifecycle stages

Permission for use

Wide, including integration and partner use

AI

Apply guardrails: find, understand, control

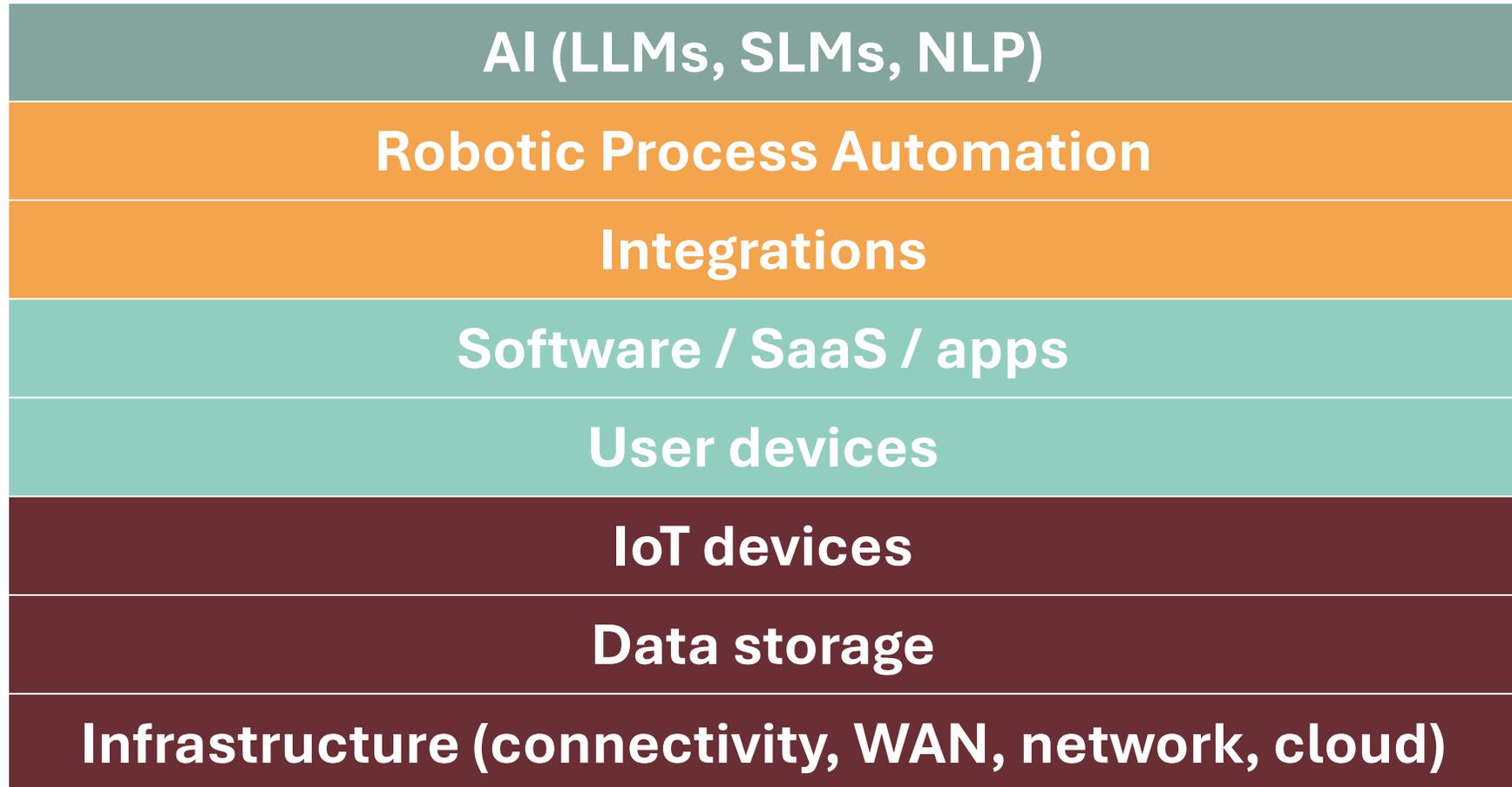
Security

Set requirements

Resilience

Your Plan A and Plan B to keep the lights on

Technology stack



Case studies: tech for communities

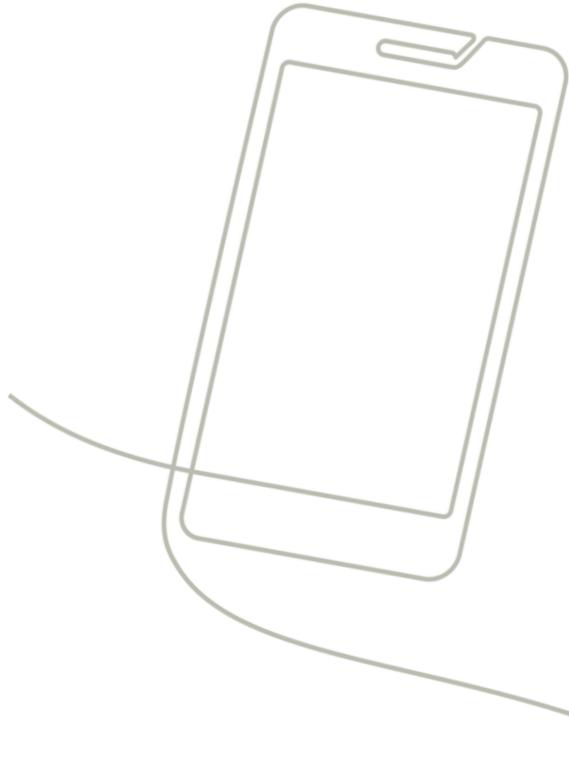
- **Importance of consultation and test/ dry runs** (electronic eye in a closed community)
- **Importance of a Plan B** (pendant alarms and monitoring devices in the wider community)
- **Focus on the intended outcome for the community** (digital transformation)



Top tips and bear traps: data sharing

- **Collaborate, securely** (do host solutions collaboratively, but ...)
- **Bite size** (few participants, not regional projects)
- **Contract** (it's either mandatory or commercially necessary in every case)
- **AI and automated decisions** (data sovereignty, human in the loop)
- **Age appropriate code** (write for the older reader; remember family, deputies, professionals)
- **Impact Assessment** (amber light on offshoring; observance people's rights)

Case studies: data for communities



- **Service pathway apps** with multiple roles (in-app data sharing)
 - **New services using existing data and resources** (local hubs)
 - **Data sharing service hosted by one partner for many** (regional data sharing)
- NB:** Careful with work-arounds such as the use of secondees to ‘share’ personal data between partner organisations)

How to innovate and disrupt

- Exclusivity? (plan ahead, choose your battles)
- Manage AI
- Manage scope and price
- Manage security and resilience (product, use)
- Consultation and operating procedures



Thank you

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