

Legrand Care | **Penny Ellis** | **Director of Strategic Partnerships**

Technology unplugged - Delivering digital solutions

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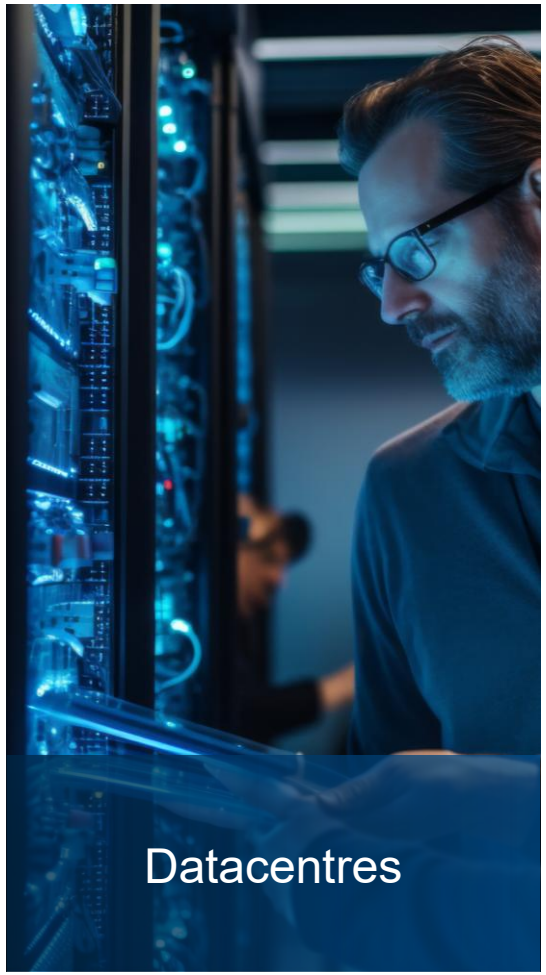
All over the world,

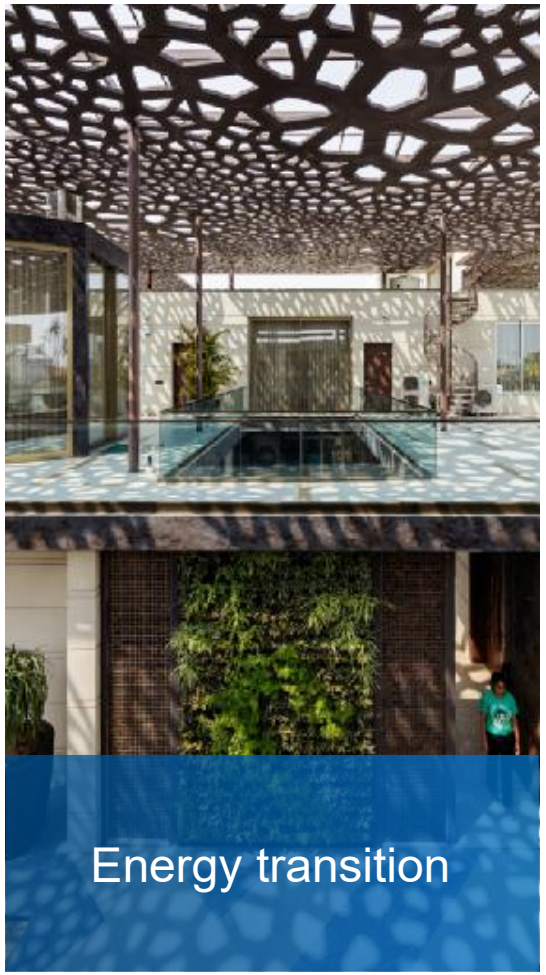
we support the digitalisation of residential, commercial and industrial buildings & data centres and help to reduce their carbon footprint.

We make life easier

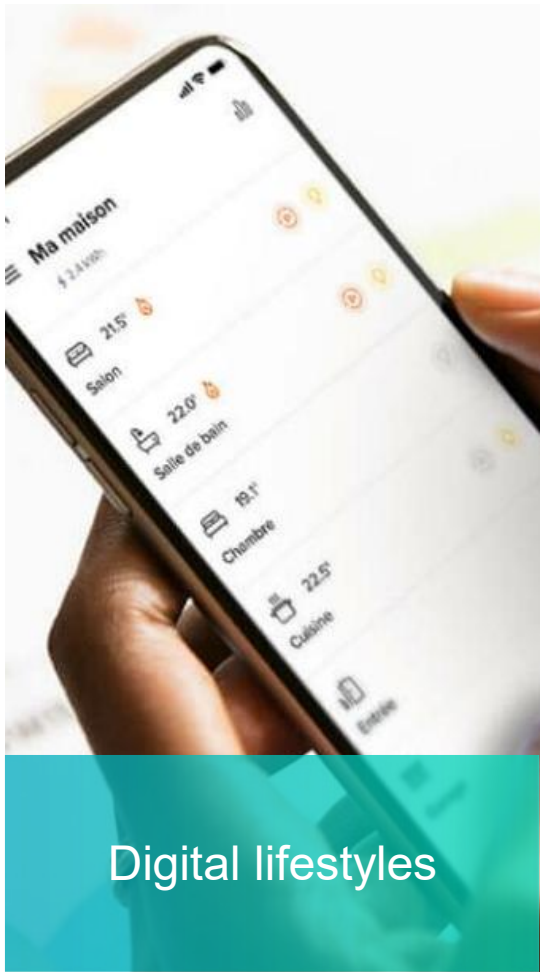
for all our users, both private and professional, by making spaces more interactive, more comfortable and more sustainable.

4 INNOVATIVE BUSINESS SECTORS









Challenging Times for the TECS Sector

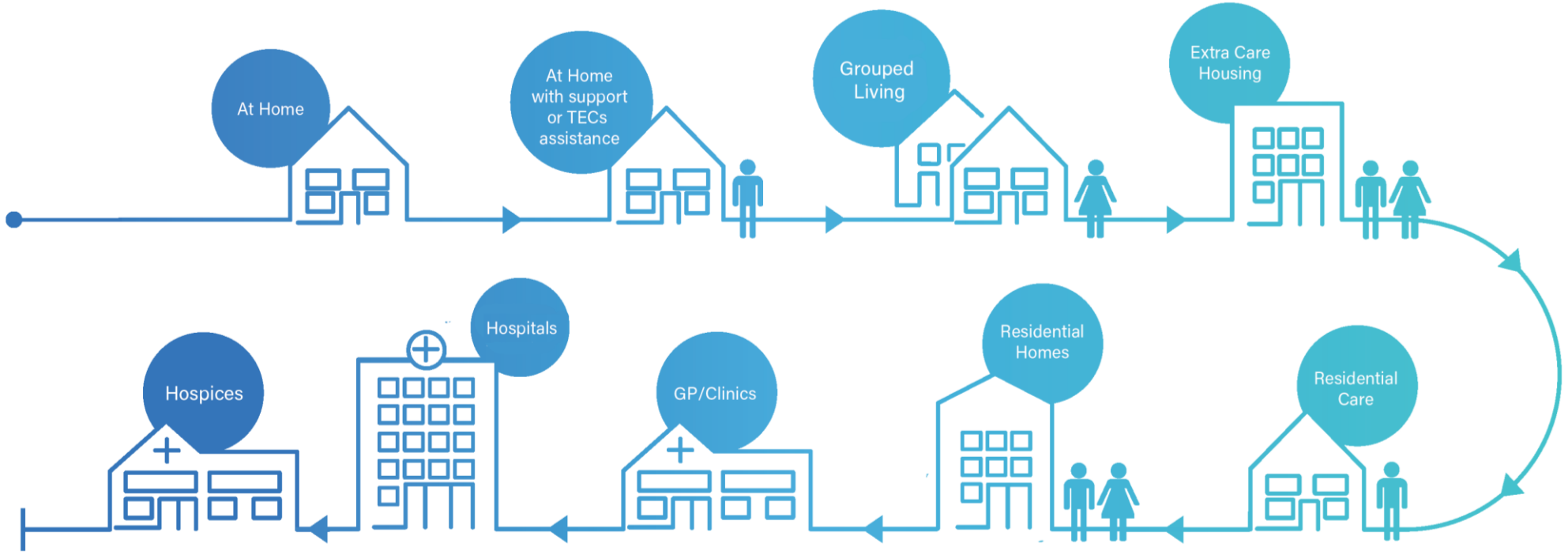
The Public Switched Telephone Network (PSTN) is the UK's traditional analogue telephone network. Much of this infrastructure is over 40 years old and is becoming increasingly difficult and expensive to maintain.

By **January 2027**, telecom providers across the UK will have migrated customers from analogue services to modern **IP digital networks …… meaning**

- 🛠 **Ageing Infrastructure**
- 💰 **Rising Maintenance Costs**
- 🌐 **Modern Connectivity / Date Requirements**
- 🔒 **Enhanced Security & Reliability**
- 📈 **Future Technology i.e. Cloud Services & Remote Management**
- 🔗 **Interoperability and system complexity**

DHSC's latest guidance confirms that approximately 75% of grouped living schemes remain on analogue telecare infrastructure and urges housing providers to accelerate migration to fully digital, interoperable telecare solutions before the January 2027 PSTN switch-off.

SUPPORTING A MORE SUSTAINABLE ECO SYSTEM



Digitally supporting the full citizen journey

From Principles to Practice: Karbon Homes & Infinity

SECURESHIELD

karbon homes

Technology is only valuable when it strengthens people, relationships and support networks.

How Infinity supports the TAPPI Principles

Connected

- Residents stay connected to neighbours, staff and support networks.
- Communication is simple, accessible and available to everyone.

Safe

- Welfare assurance features support independent living and early intervention.
- Residents can quickly access help when needed.

Supported

- Residents develop digital confidence with ongoing support from staff and peers.
- No personal Wi-Fi needed to access services and communications.

Seamless

- Housing, technology and support services work together through strong partnerships.
- Residents experience one connected service rather than disconnected systems.

Creating Communities Through Connection

Community Outcomes

- ✓ Residents call and video call neighbours
- ✓ Residents arrange shopping trips and social activities
- ✓ Staff can share reminders, updates and event invitations instantly
- ✓ Residents support each other to build confidence with technology
- ✓ Digital inclusion is available without requiring home Wi-Fi
- ✓ Technology helps create a stronger sense of belonging and independence

Resident Impact

Residents regularly use Infinity to connect with neighbours, organise activities and stay informed about events taking place within their schemes. Staff report strong engagement with community activities promoted through the platform.

"We are not deploying technology. We are creating communities."

Stronger Communities. Better Outcomes.

For Residents

- ✓ Greater independence
- ✓ Reduced isolation
- ✓ Increased digital confidence
- ✓ Faster access to help and support
- ✓ More opportunities to engage in community life
- ✓ Improved peace of mind for residents and families

For Housing Teams

- ✓ Reduced need for routine welfare checks
- ✓ More time for meaningful resident engagement
- ✓ Improved communication across schemes
- ✓ Greater visibility of resident wellbeing
- ✓ Improved ability to respond when support is genuinely needed

Only two welfare incidents required intervention thanks to the "I'm OK" assurance function

WE HAVE CREATED A COMMUNITY

We have created more connected and stronger communities. The use of data and the right Partnerships are key to this and there is much more work we can do.

We are turning the TAPPI principles into practical service delivery through TEC, proactive monitoring and preventative support.

TAPPI



Digital inclusion



Interoperable technology ecosystems through our partner program



Resident-centred technology adoption.

Learnings from our international colleagues

In Sweden, municipalities deliver services over broad geographic areas, shaping how they plan, coordinate, and allocate resources.

- **Wide geographic coverage** means staff cannot always visit service users in person.
- **Remote visual sensors** allow teams to verify that a service user is safe without entering the home.
- **Scheduled monitoring** ensures regular wellbeing checks without disrupting daily routines.
- **Night-time monitoring** prevents unnecessary wake-ups, improving comfort and sleep quality.
- **Anonymised views** support privacy and dignity while still enabling effective oversight.
- **Supports both assisted living environments and users living independently.**

THE VISION, GOAL & POSSIBILITY



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