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Digital Technology Enabled Care (TEC) in Social Housing – a 5GIR Project

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Stockport Homes – Connected Care

Supporting Independent Living through telecare and IoT-enabled monitoring – Stockport Homes

- Video entry system & motion sensors
- Integration with ARC service – Carecall
- In-home alarms & telecare sensors



2 Target Cohorts

Oaktree Court sheltered scheme – 40 properties
Brinnington community households – 50 properties



90 dwellings supported

Project Impact

- Enabling older and vulnerable residents to **live safely and independently for longer**
- Strengthening **telecare service resilience and responsiveness**
- Future-proofing services for the **analogue-to-digital switchover**

Retro - Oaktree & Brinnington

What worked well

- Early customer engagement
- Value to trusted relationships: Onsite ILO's
- Strong customer adoption
- Improved service quality
- Effective partnership working
- Opportunity to test innovation

Challenges

- Resistance to change
- Concerns about disruption during installation
- Engagement & Access challenges
- Some customers found new technology overwhelming
- Connectivity: mobile signal, WiFi

Learnings

- Importance of consistent staffing throughout delivery
- Customers value independence-enhancing tools (e.g. "I'm OK" button)
- Proactive TEC requires better understanding – benefits not always immediately recognised
- Surveys alone are insufficient – local knowledge from ILOs is critical

Feedback

Stockport Homes Group staff reported **improved call clarity** and **speed of connection**.



"[As I work] full-time and doing shifts, I like the fact I can let staff know I am okay without having to wait for a 9am call.

"I can get up at leisure and just press my monitor. I can then go about my day without worrying about remembering to let staff know on the day of my morning call."

Resident testimonial



"My favourite thing is the *I'm Okay* [feature], I like that you press it on a morning, and the lady speaks back, **it's pleasant and makes me smile**" 😇

Resident testimonial

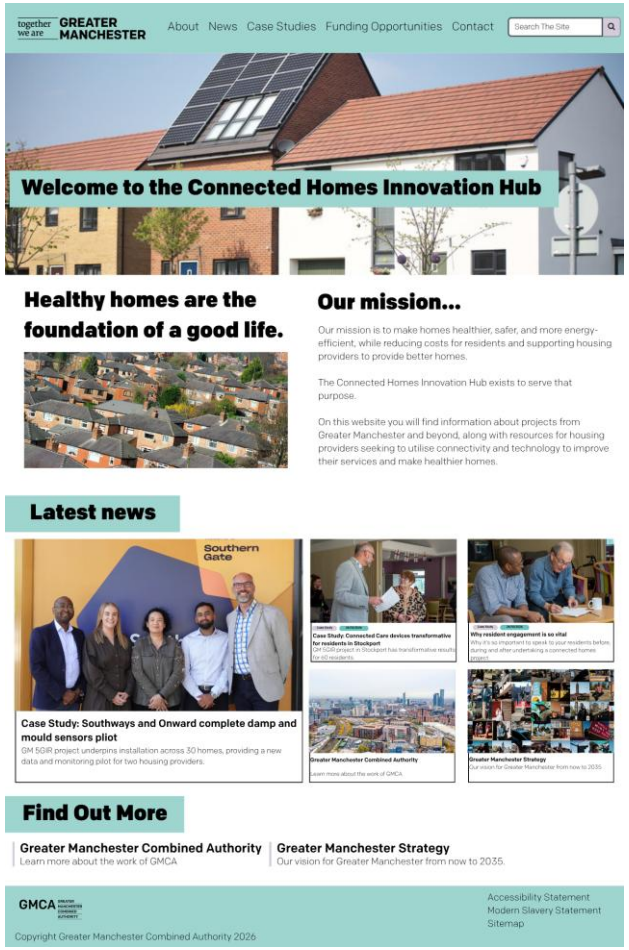
Connected Homes Innovation Hub

A single online place/resource for Social Housing Providers to visit when exploring digital innovation projects – e.g. IoT, Sensors.



Connected Homes Innovation Hub

- A new website – beta launch: [Homepage - Connected Homes Innovation Hub]
- Bringing together case studies, guidance and real delivery insight
- Built for housing providers
- Starting point, not finished product
- Next steps:
  - Build out resources
  - Procurement framework



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Thank you. Any questions?

Find out more at
ConnectedHomesGM.co.uk