

# Housing LIN – Festival of Ideas

**26/02/2024**

**Vic Rayner, CEO, National Care Forum**

## Photos: Robot delivers meals to residents at Wesley Enhanced Living Doylestown

10 PHOTOS

10:00 a.m. EDT Apr. 22, 2022



Matradee, a food service automated robot nicknamed "Rosie," arrives a table in the dining hall at Wesley Enhanced Living Doylestown on Wednesday, April 13, 2022.

MICHELE C. HADDON / BUCKS COUNTY COURIER TIMES

TECHNOLOGY

## STRUGGLING TO HIRE, THIS SENIOR-LIVING DINING ROOM TURNED TO ROBOTS

Wesley Enhanced Living bought two robotic food runners after discovering that they cost about the same as human workers.

By *Benita Gingerella* on Feb. 11, 2022



The robot from Matradee serves food and beverages. / Photo courtesy of Wesley Enhanced Living

## Meet Levo

### Matradee

- Autonomous server / busser
- Navigates dining room, cocktail lounge and kitchen.

### Outcomes

- Increased service efficiency
- Increased resident satisfaction
- Increased staff satisfaction
- Recruitment and retention
- PR

### See Levo in action:

<https://www.kvue.com/embeds/video/responsive/269-1f6e8dfa-41f4-4457-819a-c8caeb5e0a98/iframe>



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## Why Robotics?



### Driving Factors:

- Staffing challenges – Not just labor shortages
- Emerging technology

### Considerations:

- Resident population
- Location/Environment
- Style of dining service

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## Future Applications of Robotics

- Environmental Services
- Food Production
- Deliveries
- Artificial Intelligence
- Resident Interaction



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# Return on Investment

## ROI

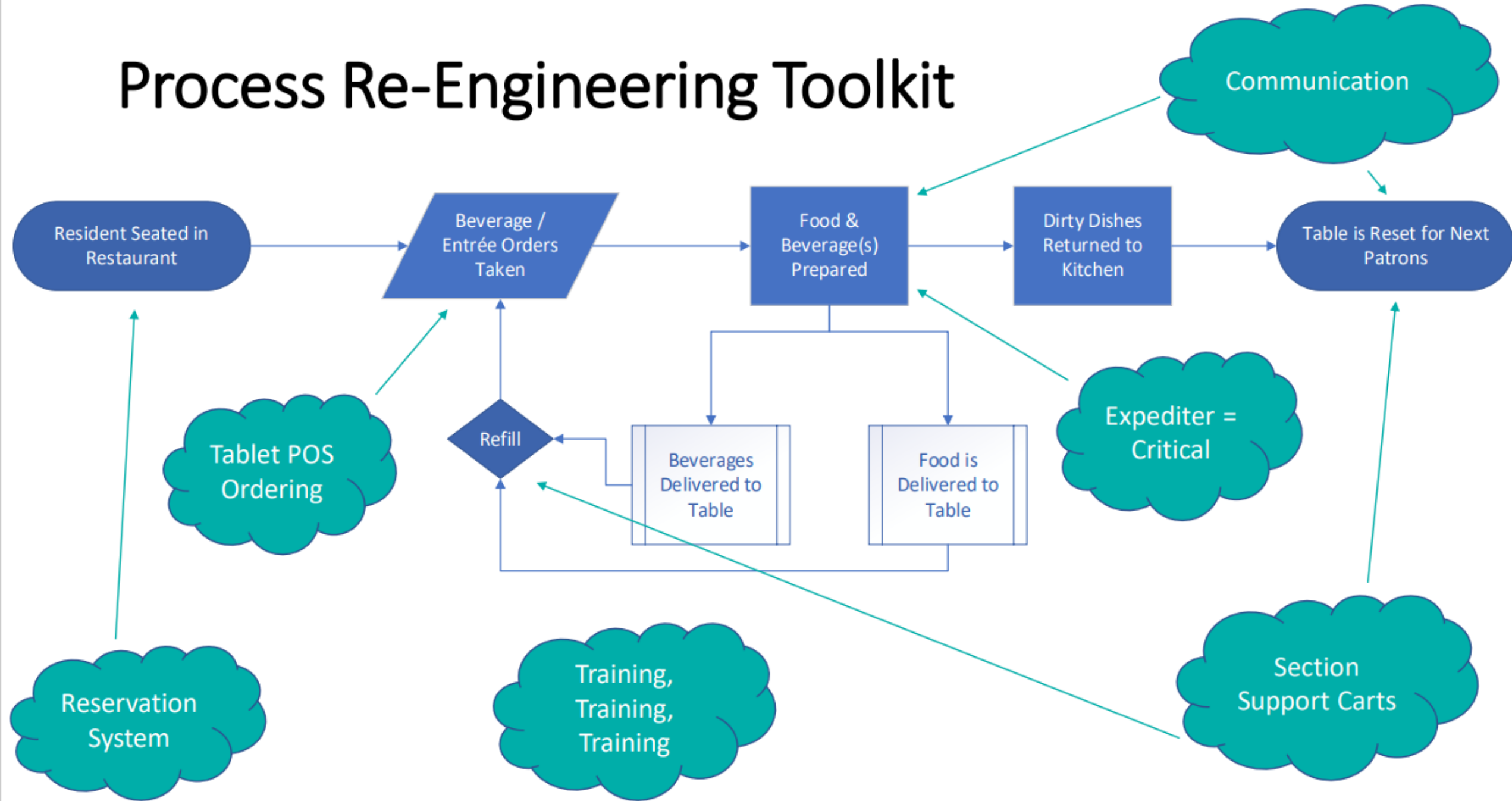
- Deployed since December 2021.
- 1 Matradee Robot = 2 PT Servers.
- \$13/hour wage = \$36,856 in labor cost saved.
- 1 Robot is ~ \$22,500.
- Each community has 2 robots.

# Process Re-Engineering

**Robots are not going to solve your staffing challenge.**

Re-engineering **processes** to create **automation** will create efficiency and reduce dependency on staff.

# Process Re-Engineering Toolkit





# Outcomes – a *rare* “Triple Win”

- Increase in **Resident** (customer) Satisfaction
  - Residents experience faster customer service, more “face time” with service staff.
  - Increase of about 3% in our customer satisfaction scores
- **Staff** doing more fulfilling work
  - Less time walking between section and kitchen (less distracting for back-of-house staff)
  - Going home less tired
- Cut 280 hours per week of “front of house” culinary labor (14,560 annual hours / 7 FTE’s)
- *Chosen* to re-invest those dollar savings into our existing staff, increase pay by 40% for “front of house” culinary staff.
  - Positive outcomes for **Cypress Cove** staff retention / recruitment

# Technology – not the only transformation on the horizon

- \* Needs of the communities of the future
- \* Environmental Changes – Regulation and climate change
- \* Staffing and workforce requirements
- \* Changes in commissioning