

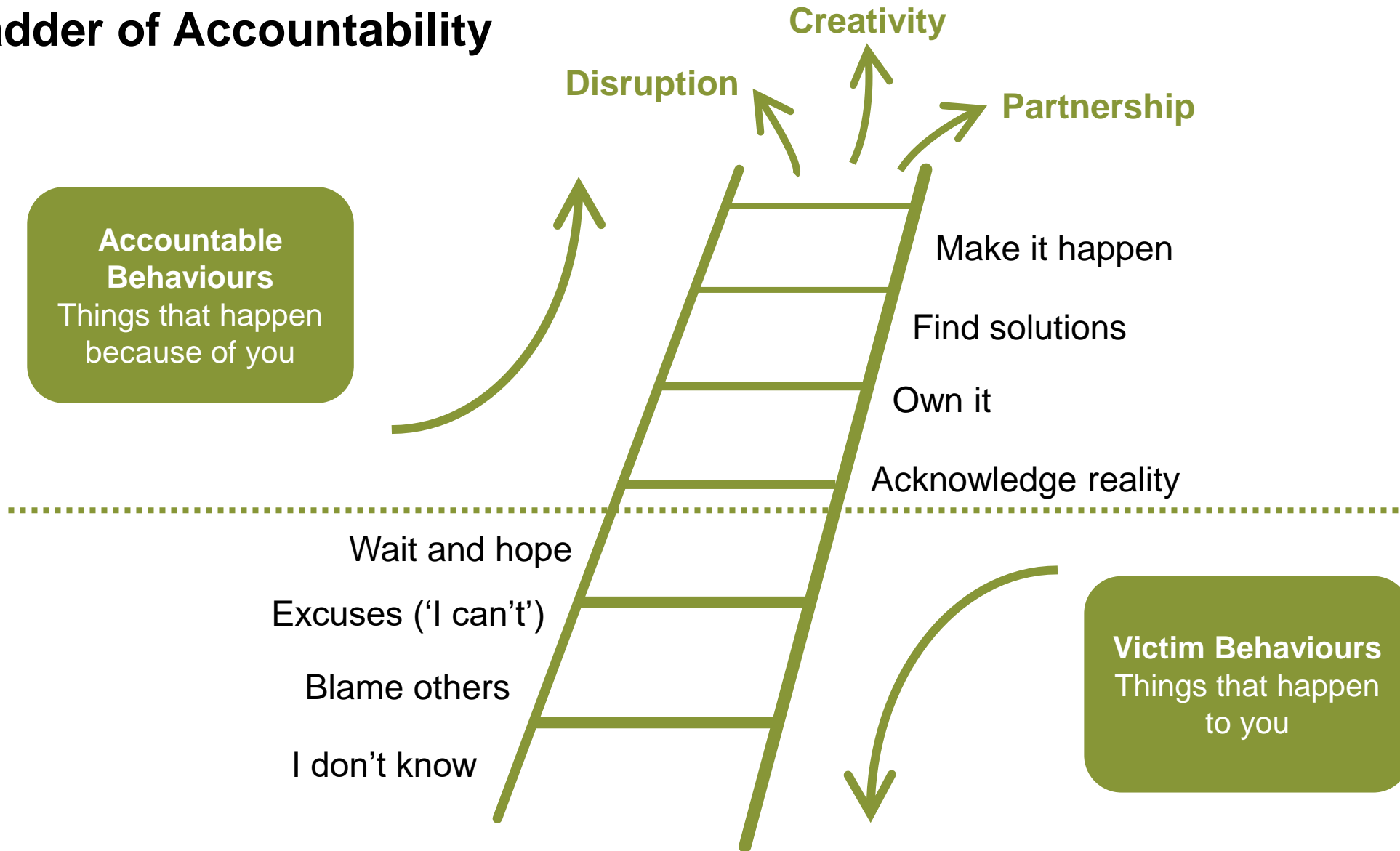
Communities that Care and Share: Transforming our Service Offer

David Rice

Business Development Director, Guinness Care

**great service, great homes
a great place to work and a great business**

The Ladder of Accountability

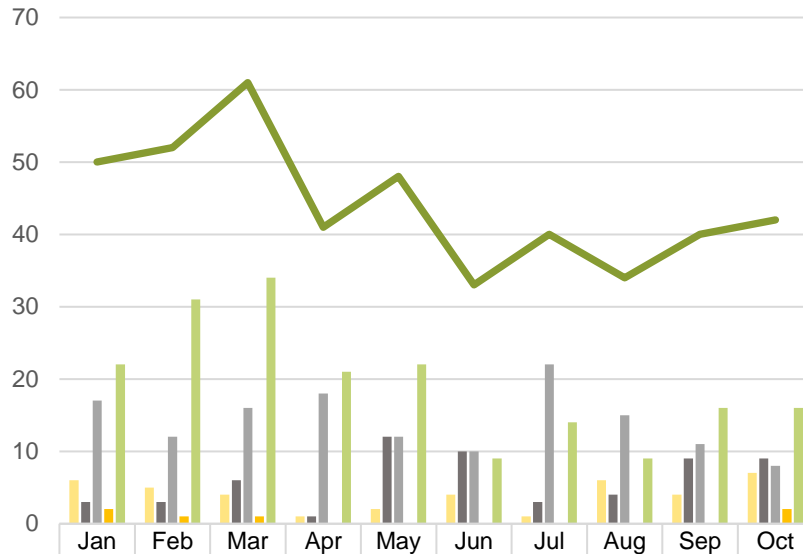


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“We’re here to improve people’s lives – and create possibilities for them”

Disruption | Wellbeing 1

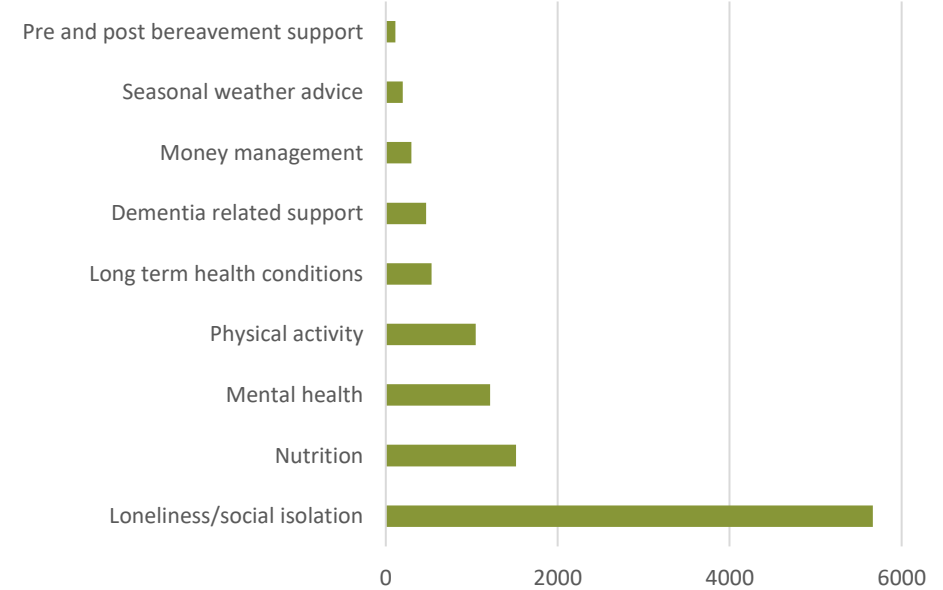
Customer Falls January to October 2020



Fall from Chair	6	5	4	1	2	4	1	6	4	7
Fall from Bed	3	3	6	1	12	10	3	4	9	9
Fall due to poor coordination	17	12	16	18	12	10	22	15	11	8
Fall from height	2	1	1	0	0	0	0	0	0	2
Slip, trip or fall on the level	22	31	34	21	22	9	14	9	16	16
Total falls	50	52	61	41	48	33	40	34	40	42

Customer welfare calls

Identified issues



Disruption | Wellbeing 2

Winter wellbeing plan



Friends Against Scams



Creativity | Communications

Project Objectives

- Explore and identify key challenges for Guinness customers through extensive ethnographic research methods.
- Exploring and defining how a sense of belonging can be enhanced through design to address components of community and connectedness
- Exploring what residents think the underlying qualities of home technologies should be to ensure inclusivity.

Project outcome



Royal College of Art

appello

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Partnership | Home from Hospital Flats

- Agreed goals
- Commissioning clarity
- Operational development
- Outcomes reviewed



Moving Forward | Challenges to Address

Disruption: Protecting the ECH model



Creativity: Dispersed and Rural service models



Partnership: Health partnerships for Home for Life

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