

# Enhancing lives by embedding technology enabled care into housing provision

## The challenge

Herefordshire faces some significant challenges in delivering housing, health and social care:

- An older population increasing at a faster rate than the national average (48% growth in older people over 60 by 2025)
- Estimated growth of approximately 76.8% in the number of people over 85 by 2025
- An identified shortfall in housing-based provision for people with dementia or a learning disability
- Changes to the way housing is being funded having a major influence on the way future provision is developed

Herefordshire Housing Group is a not-for-profit group which provides home and support services to people across Herefordshire and the surrounding counties. It has a housing stock of approximately 5,800 properties. It recently opened Henffordd Gardens, its flagship enhanced living scheme which integrates technology enabled care services (TECS<sup>®</sup>) as part of residents' personalised support.

**How is this new approach to housing with care helping Herefordshire to offer high quality supported housing and prepare for the increasing demand for services?**

## What we did

Henffordd Gardens in Hereford is a multi-use city centre development consisting of 30 apartments and 1 three-bed reablement unit, with onsite concierge and support teams. By including TECS in the specification for the scheme, Herefordshire Housing Group aimed to provide individualised care for residents' mental and physical needs by supporting life skills, reablement, lifetime care and independent living.

### When planning the scheme, priorities were to:

- Provide care and support under one roof
- Deliver high quality supported housing
- Prevent deterioration of health conditions
- Avoid hospitalisation
- Support efficient care delivery
- Enable future innovation to be adopted



herefordshire housing

>People >Homes >Communities



## How does it work?

People who would like to live at Henffordd Gardens must be over 55, have some form of cognitive impairment and require a minimum of 10 hours care and support per week. Every individual moving into Henffordd Gardens has a needs assessment and TECS forms an integral part of this. Other care and support is structured to complement the technology, e.g. where an enuresis sensor is used, this may result in half hourly wellbeing checks throughout the night not being needed.

Independent Living colleagues work directly with adult social care to manage the pathway and support individuals in their own apartments, using individualised care and support plans, tenancy support, social inclusion, domiciliary care, lifestyle coaching and assistive and digital technology.

## Integration and inclusion

Henffordd Gardens also acts as an Administrative Hub for the provision of other services such as reablement and domiciliary care and provides a Health and Social Care access point with facilities available for GP services, district nurses and social workers. This supports the effective delivery of integrated, person-centred care by enabling professionals delivering multiple services to agree together the best means of supporting service users. A concierge service is also available from 8am to 8pm, providing intensive housing management, and giving service users access to benefit advice, referral to support services, and facilities management.

A social enterprise model is being used to deliver other services at the site, such as a café for service users and their families, by working with partner agencies and local community groups. The café has proven to be very popular with the local community, giving residents the opportunity to socialise and offering visitors the chance to view the facilities and technology available at the scheme.

Residents also have access to Careline, Herefordshire Housing's telecare monitoring service providing emergency help 24 hours a day, all year round.

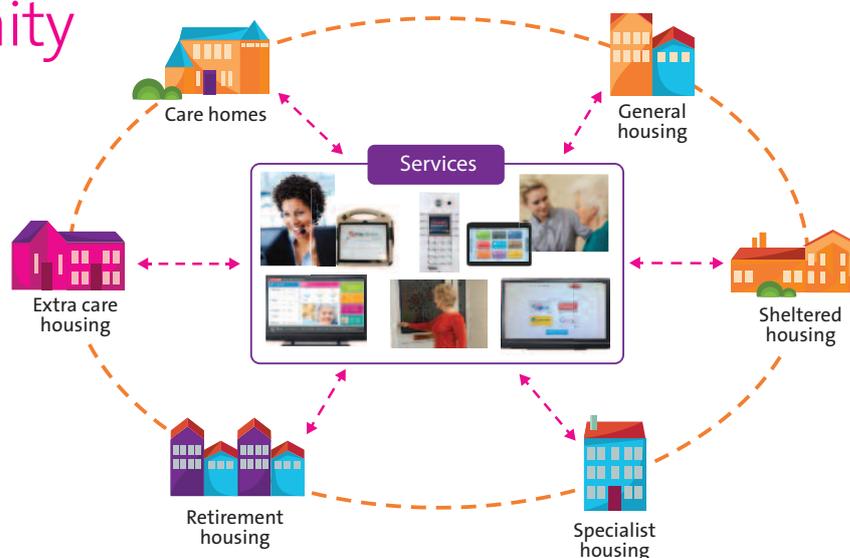
## Reablement

Henffordd Gardens contains multi-use 3 bed accommodation for both hospital admission prevention and reablement for those being discharged from hospital, helping to relieve acute shortage of hospital beds.

## How is it funded?

Herefordshire Housing Group, working with Support Solutions, submitted an enhanced rents claim to the Local Authority which was subsequently approved. Henffordd Gardens also supports self-funding residents who meet the acceptance criteria. Service charges and enhanced rents cover the concierge service (12 hours per day), management and maintenance of communal areas, a relative proportion of team leader role, care and general housing management.

## The community hub



## Technology Enabled Care Services (TECS)

Communicall Vi was included within the build specification at Henffordd Gardens to provide an advanced communications platform. Communicall Vi is an easy to use, integrated system which has been designed to support efficient care delivery by providing real-time information, bespoke management reporting and a flexible platform to offer needs-based telecare solutions for residents with diverse, changing requirements. Its tablet-based scheme management application, Housing Services Portal (HSP), helps to prioritise and manage care delivery.

### ‘I’m OK’ functionality

The I’m OK button on the Communicall Vi speech module has been designed to enable residents to easily control whether they receive a morning call from the onsite team to check on their wellbeing. Pressing the dedicated button on their speech module will register on the system, ensuring the resident is not disturbed unnecessarily. This will also change the resident’s colour status on the HSP activity dashboard to green for active, enabling staff to prioritise care delivery at a glance.

### Information kiosk

Henffordd Gardens has an information kiosk in its communal area, which provides all residents with free, secure internet access. The kiosk enables residents to report a repair, check their rent balance, do online shopping and much more with ease in a secure online environment and with the support of staff if required.

### Digital noticeboard

The digital notice board is a large wall mounted screen in the communal area providing all the latest news, weather and information about social events relating to the individual scheme. The system is easily updated via local or remote staff.

## myworld

A touchscreen tablet-based system offering access to relevant information and support, **myworld** is a revolutionary new concept in supported living, providing people who are not computer savvy with ready access to a wealth of relevant information and the means to connect easily with caregivers, family, friends and their community. Using their individual tablets, users have control over important aspects of their day-to-day lives and can view, request and schedule appointments such as care visits, order meals, find out about social events and send and receive messages and emails to and from family and friends.

## Telecare

All apartments at Henffordd Gardens are provided with smoke detectors and heat detectors which will raise an alert with care staff if they sense a problem. Depending upon the individual needs of residents their support package may also include other telecare sensors such as:

### Bed occupancy sensor

An under-mattress pressure pad which alerts staff that the user has left their bed and not returned within a pre-set time period.

### Property exit sensor

Alerts if it senses someone leaving a property at an unusual time of day and can detect if a main exit door has been left open.

### Epilepsy sensor

Raises an alert if it detects a tonic-clonic seizure.

### Enuresis sensor

Placed under the bed sheet, it will alert staff if an instance of enuresis occurs.

## Results

Henffordd Gardens is a live example of how innovative thinking around care and support coupled with the appropriate use of the latest TECS can enable people to live life to the full. It moves TECS solutions from an abstract concept to a warm and welcoming home, which helps people feel safe, cared for and confident, creating an aspirational place to live.

The innovative approach to care solutions will provide an alternative to more traditional and costly care pathways and focuses on enabling service users to maintain their independence and to reduce the likelihood of hospital admission. Combining technology with care packages enables service users to receive holistic, individualised care to support both their mental and physical needs. The new model of care also assists staff with case load management and care delivery, creating a sustainable model for future care delivery.

## The future

Henffordd Gardens demonstrates that it is possible to create a person-centric, community-based system of care which can be expanded to address the increasing number of people that will need support in a cost effective way. This flagship scheme embodies the appropriate use of technology to support people with diverse and distinct needs, helping them to remain safe and as independent as possible, whilst connected to their communities. It is an example of TECS at its best, and an innovative and sustainable model of care that can be easily adopted in other areas and to support other groups.

The scheme has also been specified to include a future-proofed Cat6 wiring platform that ensures advances in technology can be easily incorporated as they develop. Future plans include the development of the scheme as a hub for integrated care delivery in the community, with telecare acting as an enabler.

“The ‘art of the possible’ has changed enormously during my time working in the housing sector, and the speed of change is accelerating. Only by working in partnership can housing providers ensure that they are aware of everything the latest technology has to offer the people we support, enabling us to make the right choices, and ensuring that our legacy is homes fit for the future.

**Simon Herdsfield, Head of Wellbeing and Support, Herefordshire and Shropshire**

\*The scope of technology enabled care services (TECS) encompasses a wide range of products and services, from low level gadgets available on the high street, through to traditional telecare/telehealth and emerging digital technology (including mobile phones, apps and televideo).

t: 01977 661234  
f: 01977 660570  
e: [enquiries@tunstall.com](mailto:enquiries@tunstall.com)  
w: [tunstall.com](http://tunstall.com)

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