



Case study

Westlon Housing Association prepares for the future with a fully digital assisted living solution





"Delivering a project of this scale required strong partnership throughout. By working closely with Westlon, Careium and Skyresponse, we successfully introduced new technology into live environments while supporting residents and staff every step of the way. That collaborative approach was key to the project's success."

Sam Burton, Operations Director, Sentinel Electrical

When Westlon Housing Association realised its existing assisted living system was reaching the end of its life, replacing the technology was only part of the challenge.

The organisation's hard-wired system had become increasingly difficult to maintain, with replacement parts no longer available from its existing supplier. At the same time, the upcoming analogue switch-off meant continuing with legacy technology was no longer a viable option. Westlon wanted a solution that would not only futureproof its service but also improve the experience for residents and staff alike.

Working alongside Sentinel and Skyresponse, we delivered a new digital assisted living solution across three sheltered housing schemes in Hendon, Ealing and Finchley, providing modern technology backed by our 24/7 Alarm Receiving Centre (ARC).

Looking beyond a like-for-like replacement

Rather than simply replacing old equipment, Westlon saw the opportunity to rethink how its schemes were supported.

Previously, scheme managers were required to remain on site at all times in case a resident activated an alarm. Even taking a lunch break or leaving the building briefly meant arranging cover, creating unnecessary pressure on staff and making sickness or annual leave difficult to manage.

With the new system in place, staff can take calls wherever they are using their mobile phone and the app. If they're unavailable, alarm calls automatically overflow to our 24/7 Alarm Receiving Centre (ARC), ensuring residents always have access to support. Residents continue to receive the support they need, while scheme managers have the reassurance that help is always available, even if they are off site or assisting another resident.

The improvement has had a significant impact on staff wellbeing, giving teams greater flexibility without compromising resident safety.

A solution built around people

The installation included our Eliza Assisted Living solution, featuring digital alarm units, Enzo pendants, Aico Part 6 fire detection, pull cords and the Careium Connect app. Together, these technologies provide a modern, connected service that is simpler to manage and ready for the digital future.

One feature that has made a real difference is the ability to manage much of the system remotely. Many adjustments, such as changing device settings or increasing alarm volumes, can be completed without attending site, allowing issues to be resolved more quickly. Where an engineer is required, Sentinel provides on-site support to ensure any faults are dealt with promptly.

Residents have also benefited from the flexibility of the new equipment. Unlike the previous hard-wired system, devices can be moved around the home to better suit individual needs, providing reassurance without being intrusive.

Making change feel straightforward

For Westlon the technology was only one part of a successful project.

Introducing new digital systems can feel daunting, particularly for residents who may have been using the same equipment for many years. That's why we invested considerable time working directly with both residents and staff before, during and after the installation.

Every resident was given the opportunity to understand how the new equipment worked, while staff received practical training and follow-up support to ensure they felt confident using the new technology and applications.

That investment in engagement has paid off. Resident feedback has been positive, with comments describing the new system as "fabulous" and "wonderful". Perhaps just as importantly, the transition generated very few concerns, giving Westlon confidence that the change had been managed in the right way.

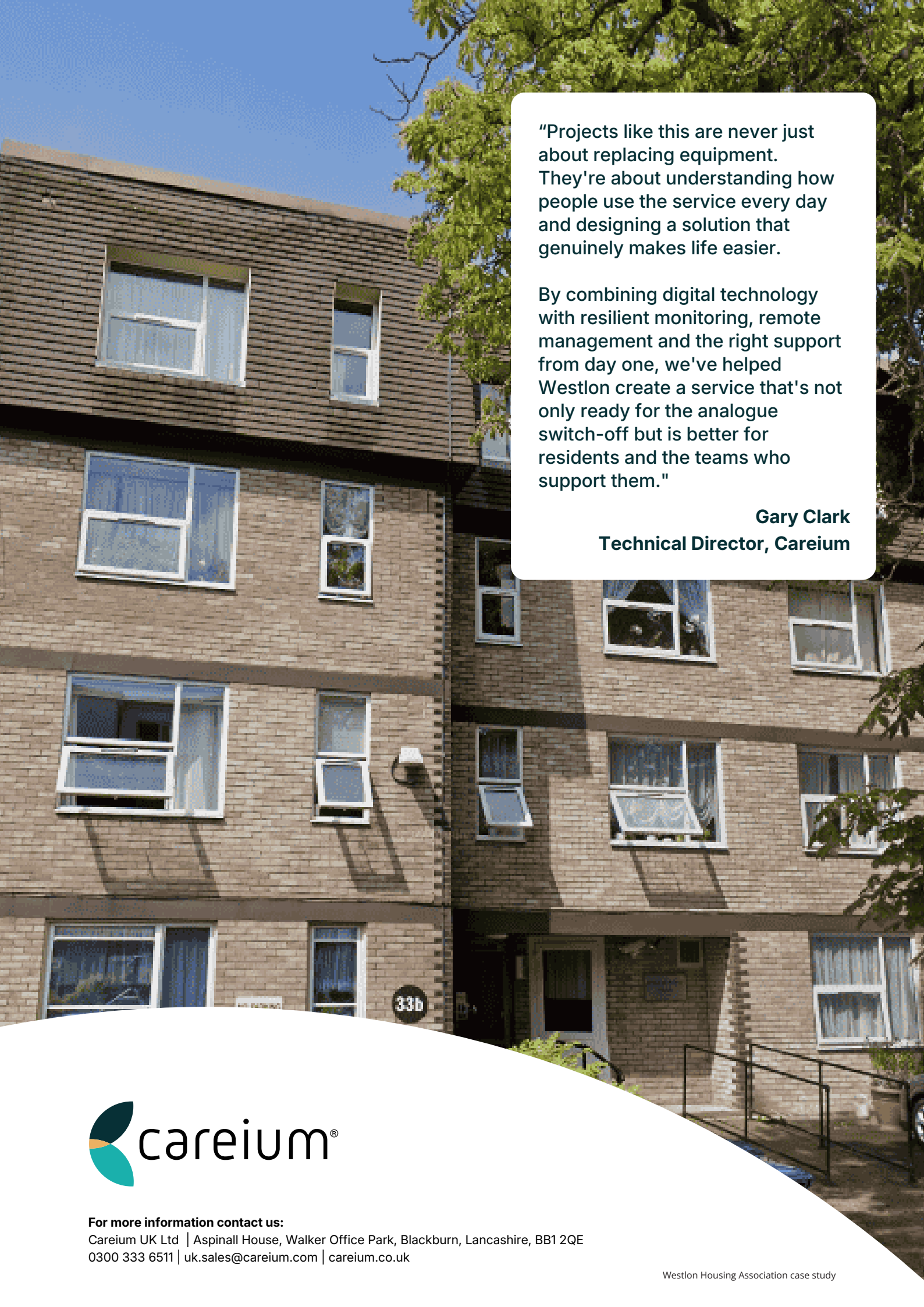
Looking ahead

The successful installation has created a strong foundation for Westlon's wider digital transformation. The housing association is now planning the next phase of its modernisation programme, including replacing its existing door entry system with a new IP-based video enabled solution to seamlessly integrate with mobile devices and the onsite Eliza hubs.

By combining modern digital technology with comprehensive training, ongoing support and resilient 24/7 monitoring, the project has delivered more than a technology upgrade. It has given residents greater reassurance, improved working life for scheme managers and equipped Westlon with a service that is ready for the future.

"The move to a digital assisted living system has transformed the way we support our residents. Our staff now have the reassurance that calls will always be answered, even when they're away from the scheme, and the support throughout the project gave both residents and colleagues real confidence in the new technology."

Jody Bulman, CEO, Birnbeck and Westlon Housing



"Projects like this are never just about replacing equipment. They're about understanding how people use the service every day and designing a solution that genuinely makes life easier."

By combining digital technology with resilient monitoring, remote management and the right support from day one, we've helped Westlon create a service that's not only ready for the analogue switch-off but is better for residents and the teams who support them."

Gary Clark
Technical Director, Careium



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