CASE STUDY

Implementation of Digital Alarm Solution for Awen Housing Group

Background

Awen Housing Group (formerly Monmouthshire Housing Association) has integrated our new digital alarm solution into their community housing schemes.

This installation programme fully aligns with and incorporates the the principles of 'Technology for our Ageing Population: Panel for Innovation' (TAPPI). An initiative aimed at building technology into housing in a way that improves life for our ageing population.

Solution

Careium, alongside one of our TEC quality accredited installation partners Orestone, embarked upon an innovative installation programme for the housing association. This included:

- Eliza / S Installation: Advanced digital alarm systems, including pendant and radio tokens, integrated with each flat's existing AICO smoke alarm and extended to communal areas.
- Intratone Door Panels: State-of-the-art door panels installed to link directly to the residents' phones, offering capabilities such as remote door opening and live video streaming for those with smartphones.
- Comprehensive Resident Training: Post-installation, residents received detailed training from the engineer to ensure ease of use and comfort with the new technology.
- Decommissioning: All outdated hardwired equipment was carefully decommissioned and removed to make way for the new system.
- Ongoing Monitoring and Support: We provide continuous ARC monitoring services, ensuring reliability and quick response for the residents.

ABOUT

Awen were seeking to provide residents in their community (independent) living schemes with a personal alarm service that will allow them to benefit from new digital technology and connection. They were keen to take advantage of new innovative solutions that are person-centred in approach and support their residents to live well and independently for longer.

They wanted to decommission their current analogue group living systems which have reached end of life and look for new digital alarm equipment at five of their community living schemes throughout Monmouthshire.

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TEC Quality Certified Organisation

iF DESIGN AWARD 2020

Implementation

The implementation process was undertaken with close collaboration with the residents. Careium and Orestone actively participated in resident meetings for each scheme, ensuring transparency and gathering valuable feedback to refine the solution. This resident-first approach not only facilitated smoother transitions but also fostered trust and acceptance among the community.

Outcome

The new digital alarm solution has been met with positive feedback. Residents appreciate the enhanced security and the modern, easy-to-use features of the system. In addition, we are now providing monitoring services, further solidifying our partnership with Awen and our commitment to supporting their mission of improving technology support for their residents.

This successful implementation of our digital alarm solution by Awen serves as a testament to our ability to provide reliable, innovative, and user-friendly technology solutions for independent living schemes.

"Careium demonstrated great creativity in focusing on the outcomes we were trying to achieve for our scheme residents. We were pleased with Careium's commitment to ensuring the contract met our needs and provided flexibility within the process."

Kath Deakin
Head of Sustainable Communities, Awen

10 TAPPI Principles:

1.Adaptable: Able to adapt to changing user needs and technological advances.

2.Quality-focussed: In designing products, systems and services to ensure 'fit for purpose'.

3.Preventative: Focused on prevention rather than reactive models.

4.Person-centred: Putting the person first to give control over own environment, care and support needs etc.

5.Outcome-focussed: Improve health & wellbeing to improve quality of life or maintain independence.

6.Inclusive: Reduce digital, health, income inequalities to enable active involvement in home, local community or networks.

7.Co-produced: Involving people to co-create solutions to inform how they want to live their lives.

8.Cost-effective: Offer value for money and benefit both to individuals but also to workforces in local housing and care economies

9.Choice-led: Enabling access to more options that meet individual needs and wishes.

10.Interoperable: Ability to integrate and work across systems and platforms to meet individuals' diverse needs and aspirations.

Contact us at ordercare.uk@careium.com if you are interested in more information about our resident-centric and cutting-edge solutions that promote independent living, both efficiently and cost-effectively.

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