

- Case Study

# Jewish Care and Everon Group

A unique care partnership, with one objective; to enhance and improve the quality of life for the tenants of Sandringham and Pears Court.

**JEWISH CARE**

## Overview

Jewish care is one of the largest Health and Social care providers for the Jewish Community across London and Southeast. Providing care to over 10,000 tenants and their wider family members from the Jewish community. Situated in green belt on the border between Hertfordshire and Stanmore, Sandringham is a beautiful 16-acre space, with landscaped courtyards and gardens, overlooking meadows, natural woodland. With stunning views across London, Sandringham boasts the most beautiful of settings.

The site, which has housed The Princess Alexandra Home for many years has been redeveloped as part of a £47million project to provide a modern, purpose-built space, with facilities available to tenants including convenience store, hair salon, cafe and centre. Putting 'home' into care homes, Jewish Care pride themselves on the extensive range of supported services, including Social Care and Extra Care Day Services.

Jewish Care believe that a happy tenant is a tenant, that is comfortable, safe, well supported and one that enjoys an active life, within the environment around them.

“

It's essential for us to have a Telecare system in place to support and ensure that our tenants are safe. That in the event of an emergency, they can seek support from us immediately. And for us to support them with any emergency services they might require.

”



Carol Rowcliffe  
Registered Manager  
Retirement Living, Jewish Care

## Challenges

Jewish Care faced several challenges in the day to day delivery of services to tenants, in their care. The previous system was restrictive and limiting, impacting negatively on staff efficiency and confidence.

The Sandringham site is intricate, made up of Supported Living as well as nursing care, all within a CQC approved environment. Such complexities called for an adaptable solution; one that is flexible in its technology, in order to cater to the needs of the various tenant care types.

Ensuring the safety and security of tenants while maintaining their independence and privacy was key for Jewish Care. Combined, these created a unique and significant set of challenges.

“  
Our previous system had a few issues; tenants weren't able to activate their pendants outside the location of their apartments. So if somebody was in a corridor or in other locations across the site they wouldn't be able to activate the system and notify a member of staff that they are in distress.”



Carol Rowcliffe  
Registered Manager  
Retirement Living, Jewish Care



# The Ecosystem



Everon's solution is the Ecosystem platform - the ultimate, intelligent, cloud-based solution, designed to provide individually tailored, secure care and support in all settings.

The Ecosystem is quickly installed with no need for hard wiring. Integrated wireless press and play sensors ensure a bespoke solution to meet the changing needs of residents.

These data driven solutions will enable Jewish Care to be more proactive and efficient in delivering housing and care by monitoring activity and identifying changes quickly, to prevent decline and improve quality of life.

## • Origin Welfare Hubs

**Wireless Digital**  
Not reliant on fixed line BT  
Digital Voice Broadband  
Transformation rollout

**Safety LED Down Lighting & Digital Clock**  
Subtle safety lights reduce disorientation and risk of falls at night

**High Quality 2-way Speech**  
Just like a Smart phone, analogue speech is coded, sent digitally, and decoded as noise-free premium analogue sound using Codec technology

**Integrated Door Entry**  
Visitors may be admitted by the resident or the call routed to a trusted mobile phone, landline or Origin Hub

**Responsive**  
Manage and respond to alerts using the Everon Portal on an Android smart phone

**Cloud Based**  
Quick and easy installation with no hard wiring

**Future Proofed**  
Fully compliant with the BT analogue to digital switchover

**Manageable**  
Automatic system updates with no need for maintenance contracts

**Mesh Network**  
Pendants can be triangulated, meaning if a resident needs to make contact outside their home, the system will know their location

**No limit to calls in progress**  
Multiple concurrent alarms from any site without 'call stacking'

**Data Driven**  
Intelligent monitoring identifies changes quickly, preventing decline and improving quality of life

## 92 sites. 36,000 residents.

By the end of August 2023, Everon completed 92 sites nationally including Sunderland, Birmingham, Bromsgrove, Kidderminster, East Anglia and the Southeast, looking after approximately 3,600 residents

Everon has the capacity, through their in-house engineers to install into 9,100 dwellings per annum



# Benefits and Outcomes

“

It's essential for us to have a Telecare system in place to support and ensure that our tenants are safe. That in the event of an emergency, if they're unwell or if they've had a fall; that they can seek support from us immediately. And for us to then support them with any emergency services they might require. ”



Carol Rowcliffe  
Registered Manager  
Retirement Living, Jewish Care

## Simple & Easy to Deploy

Jewish Care needed a solution that was easy to deploy. One that notified the support teams of specific issues, to enable them to respond accordingly. Everon's solution met these needs and Jewish Care were able to install the 'plug and play' technology with the support of Everon's engineers.

## Cost Effective

Everon's solution is cost effective. It is flexible, portable, and low maintenance and requires no in-line CAT6 hard-wiring with the only requirement being a local power supply.

## Future Proofed

Software upgrades, new features and innovations are automatically added / installed over the air (OTA) free of charge.

## Digital Means Fast

The digital network is fast and works quickly. When alerts are raised through an Orizon Hub, the alert is triggered through to our phone app immediately with zero delay. Traditional Nursecall systems still require infrastructure, whereas our solution is located centrally and connected to the cloud which provides real time alerts and notifications.

## Improved Operational Efficiency

Our Lyra platform streamlines administrative tasks, reduces the need for paperwork, and encourages communication and collaboration among support teams enabling them to focus on delivering personalised care where it is needed most.

## Empowerment and Independence

Tenants who use our solution benefit from a better quality of life and control over their wellbeing, with our solution allowing them to live confidently and independently.

## Peace of Mind for Families

Our solution offers reassurance to tenants families as it provides real time alerts thus fostering peace of mind that their loved ones are receiving the support they need.

# Benefits and Expected Outcomes

## Cost Savings

### Cost control

Subscription based plans are regular costs that can be budgeted for rather than a maintenance plan that cannot be. An example of this would be storm damage that would not be covered.

### Installation cost savings

Cost savings can be made as we have no requirement for in-line CAT6 hard-wiring. This reduces the need for altering the fabric of a building and saves on disruption to the end user.

### Time saving for Support Teams

Through the Everon App, the support teams can log in and view the status of the system every tenant on their portal. This reduces travel time, and overall costs. If a member of the team is absent, other team members can log in remotely to view the necessary information.

### Potential negation of significant maintenance fees

Everon's hardware is maintenance free with remote fixes covering 95%+ of all fixes.

## Ease of Installation

### Speed and ease of installation - up to 80% less time

With no requirement for in-line hard-wiring, a standard 30-way scheme takes just two days for a full installation, compared to a traditional wired solution taking 7-10 days.

### Minimal disruptions for residents

The Everon solution provides flexibility and offers minimal disruption to the end user. There is no requirement for in-line CAT6 hardwiring which means there is no alteration to their properties and limits noise disturbance.

## Future-Proofed

### Investment in R&D

Everon uniquely invest 10% of its annual revenue in research and development. This means continuous development and innovation in line with industry requirements and market trends. We include all firmware upgrades free of charge and over the air (OTA) which means residents have access to the latest features and upgrades in real time with zero disruption

## Performance

### Interoperability

Everon's system is the only open platform capable of integrating with health, housing and social care data utilising artificial intelligence to enable commissioners to deliver proactive services.

# Solutions

## Integrated Digital Platform:

Everon developed an integrated digital platform which streamlines data management and communication among care providers. The platform consolidates tenant information, care plans and real-time updates. It enables secure, instant access to critical information, fostering efficient collaboration and coordinated care delivery.

## Smart Technology:

Everon deployed smart home devices equipped with sensors and remote monitoring capabilities. These peripherals include fall detection sensors and personal alarms. The technology facilitates proactive care interventions and immediate alerts in emergency situations.

## Wearable Devices:

Everon introduced wearable devices equipped with GPS tracking and panic buttons, ensuring tenants safety both within and outside their homes. In case of emergencies or incidents, tenants can easily alert care providers and receive prompt assistance.

# Why Everon as a partner?



- ✓ The European market leader in digital grouped living solutions
- ✓ Head office in Turku, Finland
- ✓ Subsidiary in London UK and Norrköping, Sweden
- ✓ 10% of revenue invested in research and development
- ✓ 70,000 + clients/residents supported
- ✓ The only open platform capable of delivering integrated health and social care service
- ✓ Total end to end control over our services
- ✓ Our IP is fully owned and managed by Everon Group

“

I found Everon to be responsive. Any issues that we've had have been dealt with. The team that come in to put the systems have been really warm and welcoming! They're effective, they've done their work well and they've had good relationships with the tenants while they've been in people's apartments. ”



Carol Rowcliffe  
Registered Manager.  
Retirement Living, Jewish Care

“

I believe that the open and transparent partnership created between Jewish Care and Everon UK has led to a very bespoke model of care being delivered, utilising the best of the Lyra platform and the Orizon hub. It is a complex site consisting of supported living plus nursing care within a CQC approved environment. Our partnership demonstrates the flexibility of the technology, allowing bespoke solutions to be available to all tenants. Credit to Jewish Care for working with us to ensure the identified outcomes are continually achieved. ”



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