

• Case Study

HFT and Everon Group

Personalised, Digital, Flexible

A unique partnership to better support individuals living with learning disabilities



Personalised Solutions

Hft is a national charity providing services for people with learning disabilities. Their teams support individuals to live their best life possible.

Hft has pioneered the use of personalised technology for the past two decades, initially through a European Social Fund project called TATE - Through Assistive Technology to Employment. Their dedicated, independent Personalised Technology Team assesses individuals, delivers training, installs equipment and tests the capabilities of the technology and outcomes for people.

Because of the impending digital switch-over, Hft had been looking for organisations capable of meeting its specific requirements. After meeting Everon and holding a demo day, a period of testing took place, ensuring the solution was technically robust and fit for purpose for the people being supported in this project.

“

We chose to partner with Everon on this project as they ticked a lot of boxes for us. There are limited solutions on the market, even though the digital switch-over is happening in a short space of time. ”

Vincent Scaife
Personalised Technology Coordinator, Hft

- ✓ Everon's solution met Hft's digital needs
- ✓ Hft worked with Everon to put together technology packages to best meet the needs of the people being supported
- ✓ The Everon system was found to be robust and very flexible
- ✓ Hft was able to access all data remotely, analyse trends and patterns

Problem

In social care one thing Covid has done is push organisations and individuals further into the use of personalised technology, some of them for the first time.

Hft, like all care organisations, is facing the challenge of the digital switch-over which takes place by 2025. This will affect the whole organisation and having strong Wi-Fi across all its services is just the starting point.

New digital lines have already started to be installed in some locations, meaning the traditional analogue call systems and some of the digital systems on the market are not robust enough and don't currently meet Hft's full requirements.

In March 2020, Hft approached Everon to see how they could meet its digital needs. Due to lockdown, the first installation was completed in August 2021 in a 6-8 people residence near Newcastle.

“

As part of our digital transformation, Hft is keen to implement a digital enabled infrastructure that will be fit for the future and enable us to provide the most effective support and best possible outcomes for individuals.”

Melanie Corish
Chief Strategy, Transformation
and Innovation Officer, Hft



Personalised Requirements

The specific needs of this service related to supporting individuals in multiple buildings and the need to monitor and support across the whole site as effectively as possible, for example with reassurance over phone or video being more appropriate and less intrusive than going into the person's flat.

Everon's Solution

Everon provided a digital solution that had multiple benefits for Hft.

Simple & Easy to Deploy

Hft needed a simple solution that was easy to deploy and notified staff of specific circumstances, to enable them to respond to the issue. Everon's solution met these needs and Hft was able to install the equipment with a little bit of support from Everon.

Cost Effective

Everon's system has the potential to be a cost-effective solution, is low maintenance and requires no expensive cabling.

Future Proofed

Software upgrades, new features and innovations are automatically added.

Digital Means Fast

Because it is a digital system, it all works very quickly. The alert comes through to the smart phone app immediately. Nursecall systems still require infrastructure, whereas the Everon solution is located in a central location and connects up in the cloud.





Personalised Solution

Some individuals have pendants to call for support, some have contacts on their door to enable staff to be alerted if they need support during the night, all configured and programmed to set times. In addition, Hft have provided the Amazon Show device for those able to use video calling.

Compatibility

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.

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Multiple Occupancy

Another advantage is that in some locations Hft is supporting multiple residents, some existing care systems didn't show who was calling for assistance. With Everon you are able to identify the caller, cancel the call if needed and easily identify who dealt with the issue.

Outcomes

“

We are really pleased with the flexibility and creativity of the Everon system. We like the fact that it is simple to use and are showcasing it both within Hft and to other organisations as part of our consultancy service to demonstrate what can be achieved.”

Emma Nichols
Personalised Technology Manager, Hft

Comments from supported individuals:

“It helps me talk to staff and so staff know if I’m poorly or need them.”

“Helps me find staff and when I need staff.”

Comments from staff team:

“The technology has enabled the people we support to learn new tasks and be more independent in their home.”

“We feel more reassured by having the technology in place and it is another tool to help support the individuals.”

“It enables us to give support when they require it rather than being on hand just in case, thus enabling the quality of support and spending time with those who need it.”

Data is key in social care

Hft has been able to access and analyse the data remotely, giving a comprehensive insight of what’s going on when needed.

Some Local Authorities throw hours at the problem, but if you don’t understand what the problem is and haven’t got the people to backfill those hours, it’s a big issue.

The existing care system didn’t provide the data on who had responded to a call, how long it took for the call to be responded to and what the response was for the individual. With Everon, you can log in remotely which is one of the real big benefits of the system. You don’t need to physically download the data from the pager/system. You can also see if there were additional calls after the initial alert to build patterns of behaviour in order to enhance care and support for individuals.



“

We are always looking for new and innovative ways that technology can enhance support and deliver better outcomes for people. The shift to digital creates more opportunities to deliver innovative care. Everon is a great tool to help support providers on their digital journey. ”

Emma Nichols
Personalised Technology Manager, Hft

The Everon Solution

Origon - the Heart of the Solution

The multi-function Origon Hub connects Everon's digital solutions, equipped with wireless roaming SIM, WiFi, Bluetooth and embedded SIM digital communication technologies. The system is designed to ensure no central point of failure and monitors user location. Additional Smart sensors and wearables are simply installed on-site using press and play functionality without having to send an engineer. Every Origon Hub is capable of connecting up to 64 wireless devices.

About Everon

Everon is the European market leader in digital grouped living solutions. Through significant investment in innovation over many years, our flexible, wireless, open platform provides personalised, trusted and sustainable solutions that enhance life.

Everon uniquely invests 10% of its revenue in research and development and all systems can be quickly configured to suit specific client requirements in any care setting including nursing homes, care homes, assisted living or at home.



Contact Everon Digital Advisors on:

T: 01233 557000
E: digital@everon.net

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