

One Housing Group – Better integrated housing, health and social care

The challenge

One Housing Group is a leading UK provider of housing and housing care and support services and managing over 14,000 homes in 26 London boroughs and surrounding counties. Through One Support, it helps 5,000 customers with supported housing services, floating support and retirement housing. It focuses on design, build and services that deliver beautiful homes, great places to live and outstanding support, and strives to offer choice, innovation and quality that make a positive difference to people's lives.

In the current environment of reduced grants and welfare reforms, how can combining telehealthcare technology with innovative business models help housing providers like One Housing Group to achieve commercial success and in turn enable them to reinvest in areas such as affordable housing?

What we did

Identifying that the housing sector is key to helping social care and health providers to sustain services whilst budgets are reducing, One Housing Group has developed an innovative approach, which integrates housing provision with specialist health and support services and social care for people with complex needs. Telecare technology is a core part of this service offering, helping the organisation to improve its services and outcomes for individuals, and delivering significant operational and maintenance benefits. Building technology into accommodation and services as a fundamental component, not an add-on, has enabled true personalisation according to residents' needs within three basic accommodation types:

Extra care schemes and sheltered housing

Mixed populations terms of active older people alongside those with higher care requires flexible solutions to mitigating individual risks, such as falls, and telecare allows complete personalisation and unobtrusive support for residents. Telecare also enables easier management of the developments overall, boosting staff efficiency by negating the need for 'monitoring' checks.



We've committed to delivering 4,500 new homes by 2014, including 200 specialist supported housing units and this required a re-engineering of our services to ensure our operating platform could support this investment. Technology is a key part of our supported housing offer, and we feel it gives us a business edge and enables us to deliver on our promise to promote aspiration, independence and social mobility amongst our customers.

Kevin Beirne, Group Director of Housing Care & Support, One Housing Group



Specialist retirement schemes

One Housing Group is currently planning to build specialist retirement schemes featuring 80 to 100 homes along with communal facilities. It is expected that telecare will feature highly in the specification, enabling staff to offer appropriate support, including social care and possibly health input, allowing them to cover the full spectrum of need. Latest-generation telecare solutions support the efficient management of services, by giving scheme managers a 'dashboard' view of calls and alerts, freeing up resources for those residents who may need urgent attention.





The housing sector's skills and resources will be key to helping the NHS meet its difficult targets, and giving a better experience for people receiving care and health services. Technology helps us to provide these services to a wide range of patient groups, making a strong case for shifting long-term care away from the NHS, so that it can focus on its core function of providing acute medical services.

Kevin Beirne, Group Director of Housing Care & Support, One Housing Group

Results

In all three support models, building telecare technology into the design and fabric of accommodation has enabled One Housing Group to support a much larger and more diverse group of residents, without the need to increase resources. Staff no longer need to undertake dozens or hundreds of routine risk-related checks, but can instead focus on more meaningful contact with individuals, as those risks are being unobtrusively monitored and managed while still ensuring that full support is available in the event of an emergency.

Telecare has allowed One Housing Group to support a much wider group of customers with the same starting resources. Use of technology means scheme managers don't need to knock on the doors of dozens of residents each morning, as they know they will be alerted if there is a possible issue. As well as freeing up staff to do other things, it also protects the privacy of residents.

By using telecare, One Housing Group can provide a service that is more cost effective than registered care or nursing accommodation, offering better outcomes and increased satisfaction for people with long-term care needs. It reduces the number of hospital admissions related to incidents such as falls, and provides care and support for people to better manage their conditions.

Working closely with colleagues in health is central to One Housing Group's approach of contributing towards sustainable, integrated communities, working in partnership to develop health estates and positioning its services for NHS reform. It does this by evolving supported schemes where people can receive high quality, fully integrated care they need in their own homes, including on-going clinical monitoring.

One Housing Group's development model, which uses the profits from selling private sales homes to cross-subsidise its affordable programme, has also proven to offer enormous social advantages. People with different income levels live side by side, employment is seen as the norm and young people live among positive role models.

Why Tunstall?

Choosing a technology partner such as Tunstall has enabled us to provide a reliable, efficient service, using their expertise to help us offer a good degree of care to our customers. Solutions are integrated, so whether we need an individual telecare solution or a combined, whole scheme door entry, fire alarm and staff communication system, we know we can get the help and support that means we'll get the right result. We've also been given the opportunity to contribute to a customer insight programme which means we have input into exciting product developments such as tablet-based systems to connect individuals to family, services and community.

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