

Press release 4<sup>th</sup> August 2020

## **The impact of Next Generation Telecare**

Alcuris are thrilled to announce the launch of our Next Generation Telecare: The evidence to date white paper. Next Generation Telecare shifts the focus away from purely reactive traditional telecare services to ones that focus on proactive prevention and engaging the strengths of families, friends, and Communities

The Whitepaper provides the first evidence of the impact of this shift and is based on the outcomes from our extended Techforce19 rapid feasibility study. Key findings include:

- Positive reassurance for families with the majority creating daily reassurance alerts and 40% creating alerts for events that worry them.
- 80% positive feedback from Memo Hub<sup>®</sup> users, with the remaining 20% neutral.
- An increase in early preventative interventions by families driven by new insight.
- 40% of care plans provided by Social Care amended due to the insight provided by the Memo service. Care plan size both increased and decreased, the common factor being a better-quality plan with a closer fit to user needs.

The study was part funded by NHSX under a competitive bidding process for a Covid19 initiative called Techforce19. It took place between April and June 2020 and focussed entirely on the Activities of Daily Living Memo service. Other services in the Memo Hub<sup>®</sup> suite including smart automated alerts, the alarm call safety net and carer logging were not included.

Shaun Taylor, Registered Manager, OneCall, Stockton on Tees Borough Council said

“OneCall have been delighted to be involved with such an innovative project with the focus on prevention and positive reassurance for families, enabling vulnerable clients to live independently and safely within their own homes. The feedback from users has been great with the majority looking at continuing with the service once the project ends”.

Alex Nash, Managing Director, Alcuris said

“We are excited to share the evidence for the positive outcomes delivered by the Memo service. This white paper is very timely coming hot on the heels of the Association of Directors of Adult Social Services’ call<sup>1</sup> to prioritise access to digital solutions and to work with innovators to transform, connect and enable better lives along with July’s TSA report<sup>2</sup> calling for more proactive services.”

The full report is available on request from [info@alcuris.co.uk](mailto:info@alcuris.co.uk)

## NOTES TO EDITORS

1. Nine Statements to Help Shape Adult Social Care Reform ADASS 2020  
<https://www.adass.org.uk/adass-publishes-nine-statements-to-help-shape-adult-social-care-reform>
2. From Stabilisation to Innovation: The Response and Redesign of TEC Services During Covid-19 TSA The voice of technology enabled care 2020 <https://www.tsa-voice.org.uk/campaigns/download-the-tsa-sector-insight-report-2020/>

Alcuris Ltd ([www.memohub.co.uk](http://www.memohub.co.uk) and Corporate site [www.alcuris.co.uk](http://www.alcuris.co.uk))

Alcuris is an award-winning assistive technology company backed by a highly experienced team.

Our vision is to prolong independence for users, provide positive reassurance for family and actionable insight for providers and commissioners.

Our Memo Hub® suite provides Next Generation Telecare services which shift the traditional reactive alarm focus to one that is proactive, preventative and insight driven.

For more information, interviews or additional photography please contact

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