

TEC That Fits: How 'Hey Geraldine' Helps Practitioners Embed Technology-Enabled Support

Peterborough City Council

Tina Hornsby – Head of Service Improvement & development
Megan English-Stevens – Deputy Therapy Services Manager & TEC Lead

Goals for Today



Sharing experiences and identifying barriers



Hey Geraldine – The concept – The development – In action – Insights and outcomes – what's next.



How the concept might apply in other areas



How to find out more

Group Discussion



What do people think about AI?



What is your organisations experience?

What staff have been telling us?

66% said that they are given the tools you need to do your job well

64% said that they are often asked to do more with less

59% said they are under constant pressure in your work

64% said there is a clear strategy for the future of the organisation

ASC Digital Vision

Vision

Through leveraging the potential advantages of digital solutions, we aim to empower our communities. This will be achieved by cultivating a skilled and dedicated workforce, maintaining a strong emphasis on user needs, and being open to innovation.

Benefits

Easier Access to Information:- Young adults and residents can quickly find the necessary information to make informed decisions. E.g. AI chat bots on our directories and websites, unifying the customer experience

Self-Help and Empowerment Utilise improved digital tools to make smart health and wellbeing choices, promoting independence and empowerment. E.g. Bridgit Carer app, digital financial assessments, digital equipment assessment form

Streamlined Services: Redesign services to provide a unified access point, offering timely support and efficient resource allocation, especially for complex needs e.g. Front door AI chat bot, robotic process automation supporting quick and efficient triage and optimise financial processes

Focus on People: Free staff from administrative tasks through automation and AI, enabling them to concentrate on meaningful interactions and effective problem-solving. E.g. Magic Notes AI, RPA

Intelligence-Driven Planning: Employ digital tools and data analytics to proactively offer support and prevent crises. E.g.. predictive analytics help us to predict future demand

Technological Innovation: Continuously adapt to the community's changing needs with flexible and innovative tech solutions. E.g. utilising the range of tech to help people remain independent, Co-pilot, AI assisted assessments, Machine Learning, instant translation and digital BSL

Group Discussion



What are the barriers you might encounter to introducing AI in to Social Care workforce?



How might you overcome these barriers?

Hey Geraldine

AI enabled Chat Bot
to support staff, navigate the wide
range assistive technology





So why "Hey Geraldine"?

- Geraldine has 30+ years of experience in social care
- Respected source of TEC knowledge
- Frequently contacted for TEC support

Specific Goals



Upskill the workforce

Enhance staff knowledge and confidence in using technology-enabled care and digital solutions



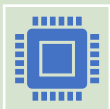
Reduce burden on TEC Team

Alleviate workload by automating responses to common queries



Increase TEC Team productivity

Empower therapists to focus on complex cases and strategic tasks

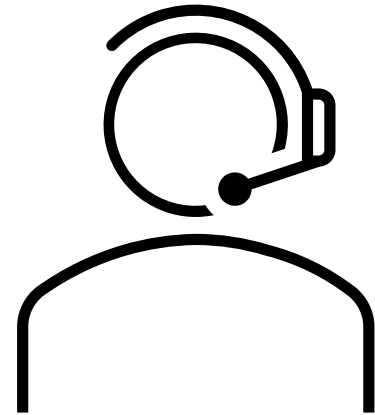


Promote technology adoption

Encourage wider use of technology-enabled care and digital solutions across the service

Concept of AI Assistant

- Purpose of AI Assistant
 - Provide practitioners with needed TEC information instantly
 - Free up TEC team for complex cases
- Staff Buy-In
 - Importance of gaining support from staff
 - Strategies to achieve staff buy-in



Getting it right first time? You won't!



Creating the knowledge base



Stress testing



Language, tone and context



Getting buy in – making it easy

Case Study

Dave and Jane

Dave lives alone in a one-bedroom bungalow and has several health conditions, including osteoarthritis, heart disease, hypertension, asthma, Crohn's disease, memory problems, and reduced mobility.

He has a lifeline pendant. He often forgets to take his medication and doesn't drink enough fluids during the day.

Dave's daughter Jane reported that Dave has erratic nighttime behaviour and frequently uses the bathroom.

Jane is concerned and believes Dave needs a care package to stay safe at home.



Hey Geraldine offered this advice:

- **Falls Detectors:** Devices like the Vibby can automatically alert the Alarm Receiving Centre if a fall is detected.
- **Medication reminders:** Use alarms or timers on a mobile phone or smart home assistant. Reminder clocks or automated Pivotell dispensers can help ensure they take the correct medication.

Hydration and Nutrition:

- **Regular Reminders:** Devices or schedules to remind the person to drink fluids and eat regularly. Provide easy to use cups or bottles.

Nighttime support:

- **Just Checking Assessment Tool (JCAT):** An activity monitoring system that uses discreet sensors to track daily activities. It helps identify self-neglect, wandering, and night-time activity levels. [Learn More](#)
- **Orientation clocks** to help with time awareness
- **Bed and Chair Sensors:** These can monitor movement and alert if the person gets up unexpectedly, which is useful for his erratic nighttime behaviour.

These measures have helped maintain independence while ensuring safety and well-being at home, as well as supporting Jane as an informal carer and giving her peace of mind.

Insights Dashboard

Valuable Insights Dashboard

- Calculates time savings
- Identifies key themes and trends in user queries
- Enables targeted training
- Facilitates communication strategies
- Measures efficacy of tech solutions for people's independence





AI Resolved ✨

99%

AI Generated CSAT

95%

Public Conversations

198

Time Saved ~15 mins/convo

53 hrs

Insights

Improve

Knowledge

Tasks & Tools

Channels

AI Agent Setup

Help Docs

Feedback

Logout

All Topics

Category

Total Convo (All time)

Total Convo (365 days)

% AI resolved

AI CSAT

TEC First Approach and Technology Solutions Overview [Open]

Suggested Q.

60

60

98%

93%

Lifeline Telecare Service Inquiries and Features [Open]

Question

15

15

100%

93%

Automatic Medication Dispensers Overview and Benefits [Open]

Question

11

11

100%

100%

Support Solutions for Clients with Health Challenges [Open]

Question

8

8

100%

100%

Inquiries About Geraldine and Ask AI Functions [Open]

Question

7

7

100%

100%

Dementia Care Strategies and Technology Solutions [Open]

Question

6

6

100%

100%

TEC Referral and Equipment Loan Processes [Open]

Question

5

5

100%

100%

Safety Solutions for Dementia and Fall Prevention [Open]

Question

4

3

100%

100%

Technology Support for Epilepsy Management [Open]

Question

4

4

100%

100%

Home Safety and Monitoring Solutions [Open]

Question

4

4

100%

100%

What do the people using it think?

Small team, doing big things, making a big impact!

"The Hey Geraldine App has been extremely positive when we complete our assessments/reviews and are in need for quick advice. I was looking through some work and wanted to double check what support was available with regards to falls."

"As a GP, I know how incredibly frustrating it can be for patients who are delayed in returning to their home after a stay in hospital. Delays also have an impact on the finances of both the NHS and local authorities. The use of assistive technology like smart devices and home activity sensors can really help people to gain their independence quickly again. Hey Geraldine helps staff to put these technologies in place with all the knowledge and care that Geraldine herself would use."

"I have promoted the app within the team, as in the hospital environment, where all is fast-paced it is definitely a bonus to have an app like this."

"On a more fun note, the app has allowed us to have lots of Geraldines which is a big bonus!"

"I used the Hey Geraldine app and quickly gave me a list of options to consider when supporting the person at home, it was quick and efficient and it relieved the pressure of having to email the TEC colleagues, as I got the answer there and then."

Impacts



More TEC interventions, less waiting lists!



Timely Updates to Training Materials - Ensures accuracy and relevance



Personalised User Experience -Delivers tailored content based on specific needs



Analysis of User Interactions -Identifies knowledge gaps -Highlights areas for improvement -Allows refinement of offerings

The future



Public facing Hey Geraldine & Virtual TEC Flat



Making Hey Geraldine available to our colleagues in Health in Peterborough



SEND Navigator for staff and parents



Community Navigator – to support our targeted prevention work to help access voluntary and community resources



Exploring the use of AI chat bots in high volume areas like Housing

Group Discussion



Are there areas in your organisations that might benefit in a similar way?



Any take away thoughts?

Want to know more?



[Hey Geraldine – Personalised AI Assistant for Social & Healthcare | 24/7 Expertise & Instant Answers | Datnexa Ltd](#)



You can contact us for a chat - Megan.English-Stevens@peterborough.gov.uk or Tina.Hornsby@peterborough.gov.uk

Virtual Smart Flat

Virtual reality version of our smart flat



As users navigate around the virtual flat they can interact with hotspots that show them specific items of Technology Enabled Care and explains when and where they are useful.

This content can be updated to include local ordering processes and can even be tied into AI chat bots that provide extra advice!

To move around the flat click the white spots on the floor or use your keyboard arrows ← ↑ → ↓ You can also zoom in with your mouse wheel Click on the spots to see more information

Frequently asked questions:



PCC Smart Flat Virtual Tour

Use this tool to explore the Peterborough Assistive Technology Smart Flat
To find out where to get a product, [click here](#) and ask [Hvy Geraldine](#)



To move around the flat click the white spots on the floor or use your keyboard arrows → ← ↵

You can also zoom in with your mouse wheel

Click on the spots to see more information

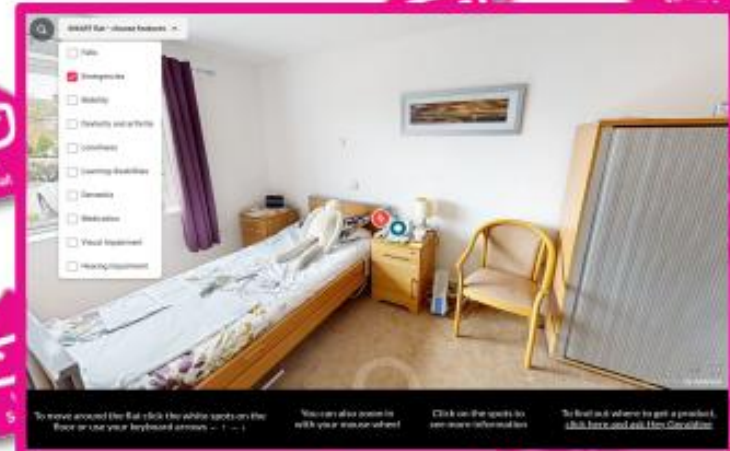
Frequently asked questions:

Can you help me choose products? +

Can I visit the smart flat? +

Who is behind this service? +

Managing demand communities Creating efficient communities Empower our communities Empowering communities Empower our communities Empowering communities



To move around the flat click the white spots on the floor or use your keyboard arrows → ← ↵

You can also zoom in with your mouse wheel

Click on the spots to see more information

To find out where to get a product, [click here](#) and ask [Hvy Geraldine](#)



To move around the flat click the white spots on the floor or use your keyboard arrows → ← ↵

You can also zoom in with your mouse wheel

Click on the spots to see more information





Proactive & Preventative TEC

Exploring Proactive & Preventative TEC Services: Actionable Insights

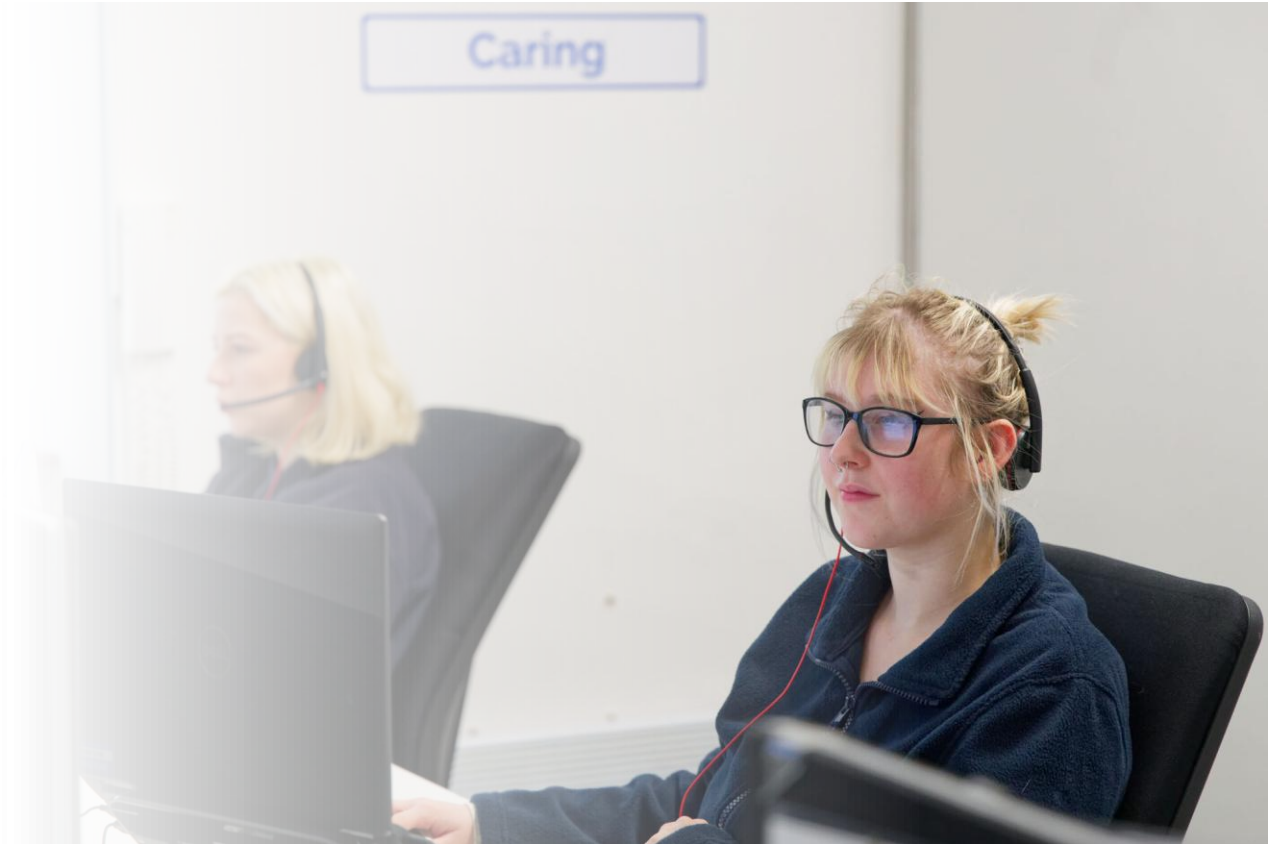
Rupert Lawrence, Head of Medequip Connect





Medequip Connect

- 14 local authority contracts
- Supporting 55,000+ people nationwide
- Assessment, Installation, Maintenance, Monitoring, Response, Proactive & Preventative TEC
- Proactive & Preventative TEC service delivery model operating at scale
- TSA Quality Standards Framework certified



Proactive & Preventative TEC

Service at scale

- 7x uniquely tailored locally integrated services (1,000+ people, including self-funders)
- Dedicated Proactive Intervention Team analysing real-time insights with Access Assure
- Clinical Assessment model and Escalation Pathways fully established
- ATRS and UCR integration
- LGC and Social Care Top 30 award winners





Introducing Proactive & Preventative TEC



Proactive monitoring with Access' AI-powered Dashboard

- access
- CARE
 - Home
 - Service Users
 - Announcements
- ADMIN
 - Organisation
- SUPPORT
 - Support Tools
 - Service Triage
- HELP
 - User Guides & FAQs

Charnwood | Service Users | Notifications

The first 31 days: Learn how we collect data, analyse it and report behaviour patterns.

Priority | All Service Users | Alarm Device Status | Suspended | Unassigned | Search & Filter

ID	FIRST NAME	LAST NAME	ARC ID	ALARMS	SYSTEM	SERVICE USER STATUS
102	Scarlett	Johansson	16934334			Significantly
102	Brad	Pitt	16934334			Slightly, Moderately, Slightly
102	Seth	Rogan	16934334			Moderately
102	Leonardo	Dicaprio	16934334			Slightly, Slightly
102	Natalie	Portman	16934334			Slightly, Significantly
+ 10 Oakwood Drive, Loughboro... Thu 12 Sept 2024 09:26:10						
102	Jodie	Comer	16934334			Slightly, Slightly
102	Samuel L	Jackson	16934334			Significantly
102	Bruce	Willis	16934334			No Daily monitoring Alerts
102	Margot	Robbie	16934334			Slightly, Significantly, Slightly



Wellbeing evidence for outbound welfare check calls

access

CARE

- Home
- Service Users**
- Announcements

ADMIN

Organisation

SUPPORT

- Support Tools
- Service Triage

HELP

User Guides & FAQs

Jane Cooper **Activity** Timeline Insights Devices Notifications Assessments Care Notes

Daily Activity Weekly Trends Location

Daily Activity

Timeline All Activity Temperature Illuminance

Show Historic Devices

Thursday, 16th June 2024



- Door/Window Sensor 'Front Door'
- Motion Sensor 'Bathroom'
- Smart Plug 'Coffee Machine'
- Smart Plug 'Kettle'
- Smart plug 'TV'
- Door/Window Sensor 'Fridge Door'
- Panic Button 'Panic Button'
- Carer Logins
- Motion Sensor 'Hallway'
- Smart plug 'Computer'

Daily Monitoring Alerts

Bathroom Visits Yesterday

Slightly Higher

Kettle Use Yesterday

Moderately Lower

Full Day Activity Yesterday

Significantly Lower

TV Duration Yesterday

Slightly Higher



Proactive & Preventative TEC

Moving away from reactive only models

- Prevent crises from occurring
- Reduce ambulance callouts and hospital admissions
- Reduce/delay dependency on care packages
- Delay introduction of home care and entry into residential care
- Alleviate pressures on Health services and people's support networks
- Increase/improve Family & carer engagement



Prevent.

People in crisis

Ambulances & admissions

Health savings

Reduce. Delay.

Dependency on support

Home & residential care

Council savings

Case Study: London Borough of Sutton

- Proactive & Preventative TEC service launched August 2023
- 1,700 users with extensive ADL monitoring
- Assessment, Responder/UCR integration, Reablement
- Retail facility located in high street location for self-funder and prescriber engagement
- CQC ‘Good’ rating achieved November 2025



- ✓ Return on Investment achieved with Technology Enabled Care
- ✓ 72% of People who use Services feel Safe, vs. 67% in London (ASCOF 4A)
- ✓ Average reablement following hospital discharge reduced from 39 to 31 days
- ✓ 660 ambulances avoided in 2024 with 45min responder service linked with NHS Urgent Community Response
- ✓ Scaling Social Care: Financial Stability



Proactive & Preventative TEC as standard

Moving away from reactive only models

To address these challenges, ADASS and TSA have co-produced a free, practical Blueprint to help councils plan, implement and scale digital preventative services, titled. **'Unlocking the Power of Proactive and Preventative Care Services'** - A practical blueprint for planning, implementing and scaling up.

Developed over eight months, this resource draws on real-world examples from UK councils and was shaped by over 100 voices from across the social care landscape — including:

- People with lived experience
- Social workers and occupational therapists

- A step-by-step guide to scaling preventative TEC services
- A service overview to support planning and delivery
- Financial models to help build a compelling investment case



Derbyshire TEC

- 2,600+ connections with contract launched in April 2024
- Analogue to Digital Switch completed and 2,000+ installations per annum
- Derbyshire [Technology enabled care \(TEC\) strategy](#) developed for 2025 - 2027
- Proactive & Preventative TEC and Responder services launched October 2025
- 12-month programme with 200+ packages to be deployed – Responder Service developed to support Proactive & Preventative escalations
- Direct escalation to Central and Local Health Navigation Hubs for direction to appropriate NHS services
- High intensity care packages and TEC packages targeted with Proactive & Preventative TEC solutions



Future: Digital Healthcare & TEC

Integration with Digital Healthcare models

- Facilitating hospital discharge and treatment at home
- Increased use of healthcare technologies – Health & Fitness, Medication Compliance, Video Consultation/Triage, Health Monitoring
- TEC data supporting healthcare services
- Management of long-term complex health conditions



Future: Integration & Data

Harnessing the power of TEC data

- Health baselines established using Machine Learning, variations detected over time
- Integration of suppliers & devices
- TEC data utilised in Primary Care Services and Community Services
- Community Equipment demand forecasting
- Improved oversight and people 'only having to tell their story once!'





Thank you

Rupert Lawrence

Head of Medequip Connect

E: Rupert.Lawrence@medequip-uk.com

M: 07875 450101



ADASS Yorkshire and Humber

Delivering Proactive & Preventative Care Services

Paul Berney

Principal Associate

TSA

“We always overestimate the change that will occur in the next two years and underestimate the change that will occur in the next ten years.

Don't let yourself be lulled into inaction.”

Bill Gates



The long term drivers of change

Aging
population

Rising
demand

Budget
pressures

Carer
shortage

Three Shifts:

“from hospital to community”,
“analogue to digital”
“sickness to prevention”.



Wes Streeting
Secretary of State for Health and Social Care

We want to support people to stay in their own homes for longer and avoid escalation of care needs



66%

Agree or strongly agree that proactive TEC represents the long-term future of TEC services and will eventually replace traditional reactive approaches; efforts should focus on supporting and accelerating now.

Source: TSA State of the Sector 2025 with PA Consulting

The shift towards blended models of care



The promise of proactive and preventative care

Providing data and insight that
supports making better informed
care decisions

A blueprint in three parts

Step by step guide

Financial Model



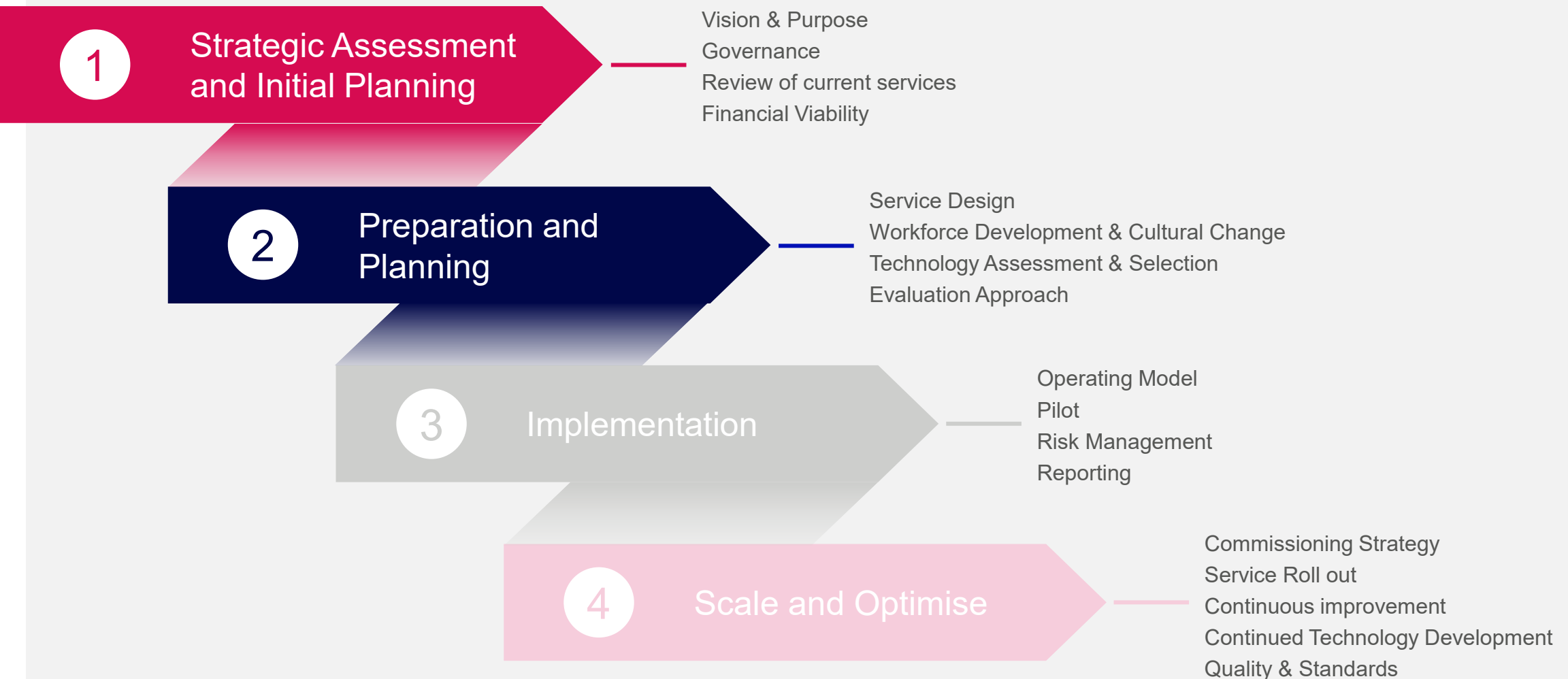
Solutions overview

600+

Downloads of the blueprint makes it the TSA's most popular publication ever.

The interest and appetite for proactive and preventative care is high.

A phased approach to introducing new services



Structure of the Guide

Stage

Introduction: why is this stage important?

What are the goals of this stage?

What are the Key Considerations for this stage?

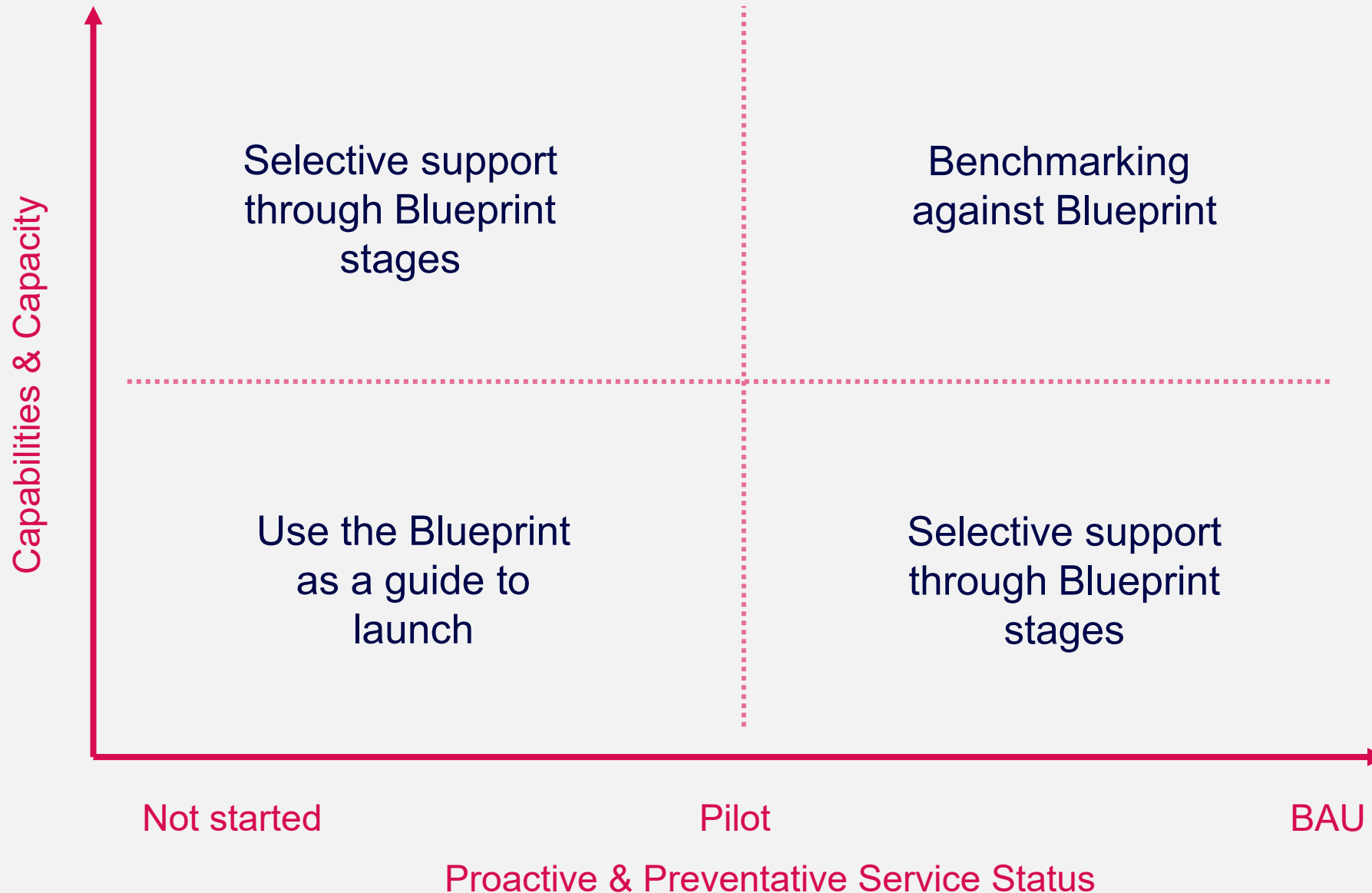
What are the Key Questions for Commissioners to ask?

Further references

Lived experience example

Exemplar from Local Authority

Check point



1 There are four common approaches to deliver new services



Service Design – service model types and examples

In-house only

Hertfordshire

In-house with
partners for
specific tasks

Sheffield

Managed Service
delivered by
partners

LB Sutton
(Medequip/Access)

Trading company

Carmarthenshire
(Delta Wellbeing)

2 Proactive and preventative technology solutions will continue to develop at pace



Proactive & Preventative Care Technology Roadmap

**More
connected
devices**

**More
analytical
power**

**Integration
with other
systems**

**Combined
solutions for
housing, health
& social care**

3

**Pilots are for testing
new models of service
delivery,
not technology**



TSA support for Local Authorities

Workshop the art of
the possible

Assess &
Recommend
changes to current
strategy

Offer guidance on
implementing the
Blueprint

Offer participation
in the Community
of Practice

They struck just the right balance between presentation and plenty of table-top time to discuss and capture an emerging plan that we will now use to refine our TEC Strategy for the forthcoming years. **We look forward to continuing to work with TSA on our journey.**”

Andrew Muirhead

HEAD OF ADULTS COMMISSIONING, INTEGRATION, AND MARKET DEVELOPMENT

DERBY CITY COUNCIL



Derby City Council

North East ADASS Region leading the way



ASSESSMENT



BENCHMARKING &
RECOMMENDATIONS



REGIONAL
STRATEGY

Thank you

Contact:

Paul Berney

Principle Associate & Lead Author of TSA/ADASS Blueprint.

E: paul.berney@tsa-voice.org.uk

W: www.TSA-Voice.org.uk

M: 07753566441