

Falkirk Health and Social Care Partnership's Transition to Chubb Cloud Care Control Platform.

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Background: Motivations for the Switch

In late 2023, Falkirk Health and Social Care Partnership (HSCP) embarked on a major system upgrade, moving to the digital Alarm Receiving Centre (ARC), Chubb Cloud Care Control System, powered by Skyresponse. This strategic decision was primarily driven by the HSCP's need to replace their aging hardware within the next 3 to 5 years. Falkirk HSCP also recognised the long-term benefits of migrating to a cloud-based solution, particularly around resilience and disaster recovery.

With the move to cloud technology, Falkirk HSCP eliminated the need for a physical disaster recovery site. Now, the disaster recovery process is fully integrated into the cloud, reducing operational risks while providing uninterrupted service delivery. This upgrade allowed Falkirk to delegate the technology management to Chubb and Skyresponse, freeing the HSCP to focus on delivering care services more efficiently. Additionally, the platform enabled the Council to adopt more diverse technologies, supporting a broader range of alarms and digital devices.

Benefits of Working with the Chubb Cloud Care Control Platform

Upon implementation, Falkirk HSCP experienced immediate improvements in data management and operational processes. The Chubb Cloud Care Control system facilitated a thorough data cleanse, helping the HSCP to streamline their service user database. This cleansing process not only removed outdated or irrelevant information but also reduced the risk of clerical errors. This has enabled Falkirk to ensure they have correct records of all Service Users on the system and heartbeats provide updates of the devices currently on the system. With accurate data in place, call handlers could provide faster, more reliable responses.

Falkirk's telecare team saw a marked improvement in their ability to manage and maintain data integrity. As they transitioned to the new system, they removed unnecessary records, which allowed the team to operate more efficiently and ensured that only the most relevant information was available for decision-making. This resulted in a more organised environment for their operators.

To ensure that the transition was smooth, the team supported operators throughout the upgrade process, ensuring their confidence in using the new system. Call handlers were actively involved in developing the platform, which led to full team buy-in. The introduction of stricter data capture guidelines further helped prevent the system from returning to the less efficient processes of the past. The new platform allows call handlers to manage services safely and reliably, ensuring that every alarm activation is linked to a user's record, preventing important details from being overlooked.

Service Improvements and Innovations

With the successful implementation of the Chubb Cloud Care Control system, Falkirk HSCP continued its data cleansing efforts and began exploring innovative features for enhancing service delivery. One notable example is the introduction of a feature that allows next of kin to receive text message alerts every time an alarm is triggered. This feature reduced the load on call handlers, giving them more time to focus on critical tasks while simultaneously improving transparency and communication with family members.

Falkirk's telecare team continues to work towards providing a more personalised and user-friendly service. The introduction of "bring your own device" services, such as integrating with Amazon Alexa, empowers service users to remain independent in their homes for longer periods. This initiative aligns with Falkirk's goal of redesigning services around user needs, allowing for more flexible and user-centred care solutions.

Furthermore, Falkirk has made strides in enhancing their reporting and data analytics capabilities. By collaborating with Chubb and Skyresponse, the HSCP are developing tools for generating detailed reports, enabling better decision-making and service improvements.

Predictive Analytics and Future Integration

Falkirk's future is focused on data. The HSCP is leveraging predictive analytics to become more proactive in their service delivery. By analysing data trends, Falkirk aims to anticipate the needs of their service users and take pre-emptive action to address potential issues before they escalate. This forward-thinking approach will allow Falkirk to deliver more personalised and effective care.

Another exciting prospect for Falkirk is the potential integration of user data with third-party systems, such as their social work information system and NHS databases. This integration would provide call handlers with instant access to medical records when an alarm is triggered, resulting in faster and more informed responses to emergencies.

To further improve their service, Falkirk HSCP has been working on integrating Liquid Logic, an electronic referral system, with their corporate website. This integration streamlines the referral process for customers and service users. Once fully embedded, the plan is to further integrate Liquid Logic with the Chubb Cloud Care Control platform. This will automate referrals and ensure a seamless experience for call handlers, telecare installers and assessors.

Disaster Recovery Collaboration with Fife Council

Recognising the importance of a robust disaster recovery strategy, Falkirk HSCP is collaborating with Fife HSCP to enhance its disaster recovery capabilities. In the event of a cyberattack or other system failure, Falkirk can temporarily switch its services to Fife's infrastructure to maintain operational continuity. Both councils are working together to draft a Data Protection Impact Assessment (DPIA) and Data Sharing Service Level Agreement (SLA). From there, Falkirk and Fife plan to test the operational processes required to implement this backup plan effectively.

Conclusion

Falkirk HSCP's transition to the Chubb Cloud Care Control platform has provided significant operational improvements, enhanced data management, and innovative service offerings. By embracing cloud technology, Falkirk has improved the efficiency and accuracy of its care services, allowing its team to focus on what matters most—delivering high-quality care to service users. Falkirk HSCP are now a fully digital telecare service. Looking ahead, Falkirk's focus on predictive analytics, integration with third-party systems, and collaboration with Fife Council for disaster recovery will further solidify its position as a forward-thinking, proactive organisation in the telecare industry.

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