

Stoneywood Technology Enabled Care (TEC) Evaluation

Final evaluation document: July 2026

Report structure

The report is structured as: executive summary, introduction, non-cost benefits section, cost benefit section, and final conclusion.

Executive summary

The Stoneywood TEC evaluation shows that Technology Enabled Care is making a positive contribution to the supported living model at Stoneywood. Across the non-cost evidence, TEC is supporting less restrictive care, greater privacy, safer overnight monitoring, improved staff responsiveness, more informed care planning and stronger quality assurance.

The strongest operational evidence is seen overnight. Sensors and alerts allow staff to monitor risk and respond when support is needed without needing to be physically present in every flat at all times. This supports a more proportionate model of care, where support can be tailored to the person rather than based only on constant observation.

The cost benefit section identifies the clearest TEC-enabled savings in two areas: the shared waking night model and the daytime responder model. On the agreed assumptions, the evaluation estimates a total TEC-enabled staffing saving of £15,153 per week and £787,971 per year, including TEC system costs.

The evaluation should not present TEC as the only reason for changes in package cost. The evidence is strongest when TEC is described as enabling and supporting a different care model, alongside the wider move into a new service design. The financial figures should therefore be presented as estimated TEC-enabled savings.

The evaluation also identifies clear implementation learning. TEC works best when staff are confident in how to use it, equipment is routinely tested, issues are reported quickly, and communication with the supplier is clear and consistent. Continued training, operational ownership and regular review will be needed to sustain and strengthen the benefits.

Introduction

Stoneywood is a supported living development in Aberdeen for adults with learning disabilities and complex support needs. It has been designed to help people live in their own tenancies, with care and support provided on site by The Richmond Fellowship Scotland.

Technology Enabled Care is part of the Stoneywood support model. The system used is Just Checking. It uses sensors and specialist equipment in each person's home rather than operating as a general warden-call system.

The system includes alerts linked to movement, doors opening, epilepsy activity, home safety equipment and changes in the living environment. Alerts are sent to staff on site through a handset and app, allowing staff to respond when support is needed rather than relying only on constant staff presence and observation.

The TEC model is tailored to each person and can be adjusted as needs or risks change. It also generates dashboard and PDF reports, which can help staff and managers review support, monitor changes in behaviour or risk, and support quality assurance.



Non-cost benefits and implementation learning

Stoneywood TEC Evaluation

Source note:

This section evaluates the non-cost benefits of Technology Enabled Care at Stoneywood. It draws on the Stoneywood TEC Evaluation Plan and Evaluation Data Sheet, the Stoneywood TEC evaluation discussion with staff held on 29 April 2026, Stoneywood TEC evaluation meetings held in June 2026, and related correspondence about the use of the Just Checking system, staff training, configuration and operational learning. The separate financial and cost-saving analysis is not repeated here and is incorporated as a separate section in the evaluation.

Purpose of this section

The Stoneywood TEC Evaluation Plan identified several areas for evaluation, including the benefit of TEC for individuals, staff, carers, families, the care provider and the Learning Disability Service. This section focuses on those non-cost elements. The purpose is to assess what difference TEC is making to the quality, safety and experience of support at Stoneywood, separate from the financial evaluation.

Stoneywood provides supported living for adults with learning disabilities and complex needs. TEC was introduced to support independence, improve safety, reduce restrictive practice and reduce reliance on constant staff presence where this can be done safely.

Overview of the TEC model

The TEC at Stoneywood is not a standard alarm system. It uses sensors and specialist equipment in each person's home to alert staff when support may be needed. The system includes alerts linked to movement, doors opening, noise, epilepsy activity, home safety equipment and changes in the living environment. These alerts are sent to staff on site through a handset and app so they can respond when needed, rather than relying only on constant staff presence and observation.

This model is important because some people supported at Stoneywood may not recognise risk, communicate what has happened, or request support in a conventional way. The technology therefore provides an additional layer of safety while also supporting privacy, independence and more proportionate staff intervention.

The TEC is tailored to each person and can be adjusted as needs or risks change. This is central to the Stoneywood model because each person has different support needs, different risks and different responses to staff presence.

Key findings

1. TEC is supporting less restrictive support

The strongest non-cost finding is that TEC is supporting a less restrictive model of care. Staff described the technology as helping people remain in their own flats overnight without requiring staff to be physically present in the flat at all times. This supports greater privacy, dignity and independence while maintaining oversight of risk.

The evaluation data shows that TEC is being used across the flats in different ways, including movement sensors, door alarms, window sensors, epilepsy monitoring, toilet sensors, fall-related equipment, large call buttons and

responder devices. The recorded benefits include remote monitoring, earlier staff intervention, reduced physical check-ins, and improved monitoring of higher-risk areas.

This is particularly important for people who may become unsettled by staff presence. One example discussed in the evaluation data and later meetings was an individual who experienced distress when staff had to remain in the flat because of a door mechanism issue. This was used as evidence that the TEC-enabled model, where staff do not need to remain in the person's home unnecessarily, was beneficial for that individual.

Overall, the evidence shows that TEC is helping Stoneywood move away from constant observation and towards support that is more proportionate, responsive and person-centred.

2. TEC is improving safety and risk management

TEC is being used as part of wider risk management arrangements. Staff described the system as supporting the monitoring and management of risks linked to absconding, epilepsy, access to restricted areas, overnight movement and situations where individuals may need support.

The evaluation data includes examples where door alarms and movement sensors help staff monitor absconding risks, where sensors alert staff if someone enters a higher-risk area, and where epilepsy monitoring is used overnight for individuals who require seizure-related monitoring.

The evaluation also identified a case example involving health monitoring and risk reduction. One individual experiences drop seizures, creating a need for close monitoring and rapid staff response. The conclusion reached in discussion was that TEC can support safety through reliable monitoring and alerting, enabling the person to live safely in their own home without constant staff presence.

The evidence supports a balanced conclusion. TEC is not a replacement for professional judgement, staffing or agreed support plans. It is an additional protective layer that helps staff identify when support may be required and respond in line with individual risk assessments and protocols.

3. TEC is reducing disruption and supporting better overnight routines

The evaluation data suggests that TEC can reduce unnecessary disruption overnight. For one individual, staff reported that reduced stimulation and less staff presence overnight had helped them settle. The data records that when the person is sleeping, TEC reduces the need for physical check-ins that may disturb them and increase patterns of overnight disruption.

For another individual, the evaluation data records that staff can monitor remotely from the office rather than being physically present in the flat, and that the person can sleep better as a result.

This is a significant non-cost benefit. The value of TEC is not only that it alerts staff to risk. It can also reduce the impact of support on ordinary daily life by allowing people to sleep, rest and spend time in their own homes without unnecessary interruption.

4. TEC is helping staff respond more effectively

Staff described the greatest operational value of TEC as being realised during overnight support. During the day, some individuals already receive one-to-one or two-to-one support, so staff are often physically present. Overnight, staff may be responsible for more than one flat and rely more on technology to understand what is happening across the service.

The system allows staff to monitor movement remotely, receive alerts when individuals enter higher-risk areas, and respond when support is needed. This helps staff avoid unnecessary disturbance while still maintaining safety oversight.

In practice, staff log in when they come on shift. If relevant sensors are activated, such as an out-of-bed alert or a door sensor, the alert is sent to the staff member's device so they can attend and provide the support required.

Staff do not respond to every alert in the same way. The response is based on individual need, agreed protocols, risk assessments and support plans. This means TEC is supporting a more targeted approach, where staff respond according to the person's circumstances rather than applying the same response to every alert.

5. TEC is supporting care planning, behaviour review and quality assurance

The system generates daily reports through a dashboard and can also produce PDF reports which can be analysed and saved, so changes in behaviour and trends can be monitored, and support can be reviewed and amended as required.

This reporting function supports care planning. For example, the evaluation data records that TEC has helped staff understand when individuals are active overnight, when they are entering particular areas, and when movement patterns may indicate that support or reassurance is required.

The same reporting also supports quality assurance. The system has already helped the provider check whether agreed support has been delivered and whether support plans are being followed. The evaluation data also records that overnight TEC is valuable for management quality assurance, including understanding staff activity during night shifts.

This is a key benefit for the provider and the Learning Disability Service. TEC is not only a live alerting system. It also provides information that can support oversight, review and continuous improvement. To date reports have primarily been used to inform day-to-day planning and quality assurance, however the aim is to use the data on these longer term changes in behaviour and trends to inform care reviews.

6. TEC is supporting families and carers through reassurance

The evaluation plan identified reassurance for families and carers as a potential benefit, including reassurance from activity data. The evaluation data support this, particularly where TEC allows staff to monitor risks remotely and provide support when needed.

The wider Stoneywood evaluation discussion also highlighted the importance of family confidence in the Stoneywood model. Staff described examples of family members seeing positive changes after individuals moved to Stoneywood, including individuals taking part in ordinary activities and being closer to family.

Not all of these wider benefits can be attributed solely to TEC. However, TEC forms part of the support model that helps make local, individual tenancies safer and more sustainable. It therefore contributes to family confidence by helping balance independence with safety.

7. TEC is helping demonstrate the wider value of the Stoneywood model

The evidence suggests that TEC is contributing to a wider model of support that is more local, more personalised and less restrictive. The Stoneywood model is being considered in the context of wider interest from partners, including Scottish Government and other partnerships. This evaluation helps the partnership and partner understand whether the model is right, whether it should be replicated, and what has been learned.

This gives the TEC evaluation wider relevance. Stoneywood is not only an implementation of equipment. It is also a test of how digital support can be embedded into complex care accommodation to support independence, safety, dignity, staff responsiveness and quality assurance.

Evidence table

The table below summarises the main evidence used to support the non-cost evaluation findings. It is intended to sit alongside the narrative section, rather than replace it.

Evaluation area	Evidence identified	What this shows	Source
Less restrictive support	Staff described TEC as enabling people to remain in their own flats overnight without staff being physically present in the flat at all times.	TEC is supporting privacy, dignity and independence while maintaining oversight of risk.	Staff discussion note; Evaluation Data Sheet
Privacy and independence	The evaluation data records reduced need for staff to sleep in or remain in people's homes, with monitoring taking place remotely where safe.	TEC is helping people experience their home as a private space rather than a constantly supervised environment.	Evaluation Data Sheet
Safety and risk management	Staff identified TEC as supporting monitoring of absconding risk, epilepsy, movement overnight, restricted areas and situations where individuals may need support.	TEC is being used as part of wider risk management, not just as a basic alerting system.	Staff discussion note; Evaluation Data Sheet
Epilepsy and health monitoring	The evaluation data records use of epilepsy monitors for individuals with epilepsy, and the June evaluation meeting discussed health monitoring and risk reduction for an individual with drop seizures.	TEC can provide continuous monitoring and alert staff when intervention may be required.	Evaluation Data Sheet; June TEC evaluation meeting
Reduced disruption overnight	The evaluation data records that TEC reduces the need for physical check-ins for some individuals, helping reduce disturbance overnight.	TEC supports a less intrusive overnight model and may help people sleep better where physical checks would otherwise disturb them.	Evaluation Data Sheet
Staff responsiveness	Meeting discussion confirmed that alerts go to staff handsets and that staff respond in line with agreed procedures, risk assessments and support plans.	TEC helps staff respond more quickly and proportionately when support is needed.	June TEC costs evaluation meeting
Overnight operational value	Staff described TEC as being most valuable overnight, when staff monitor more than one flat and use alerts to understand what is happening across the service.	The strongest operational benefit of TEC is in overnight support arrangements.	Staff discussion note
Data-informed care planning	The system generates daily dashboard reports and PDF reports, allowing changes in behaviour and trends to be monitored.	TEC supports review of support plans and helps staff understand individual patterns over time.	June TEC evaluation meeting; Evaluation Data Sheet
Quality assurance	Meeting discussion identified that TEC data can help the	TEC contributes to management oversight and provider quality	June TEC evaluation meeting; Evaluation Data Sheet

	provider check whether agreed support is being delivered and whether support plans are being followed.	assurance.	
Family and carer reassurance	The evaluation plan identifies reassurance for family from activity data, and wider discussions noted family confidence as individuals settled into Stoneywood.	TEC contributes to reassurance by helping balance safety and independence.	Evaluation Plan; Stoneywood Evaluation Plan meeting
Staff training and implementation learning	Emails and meeting notes recorded gaps in staff knowledge, the need for in-person training, weekly testing of epilepsy sensors, and regular testing/use of staff safety pendants.	The effectiveness of TEC depends on staff competence, routine testing, local ownership and clear communication with the TEC provider.	Related emails; TEC provider meeting notes
Supplier communication	Correspondence recorded that staff did not always realise they could contact the TEC provider directly, and that some issues had not been escalated promptly.	Clear reporting routes and regular contact with the supplier are needed to sustain benefits.	Related emails; Just Checking meeting notes
Reliability and configuration learning	Earlier evaluation notes recorded issues with alert routing, dashboard accuracy, inconsistent triggering and configuration concerns.	TEC requires active monitoring and refinement. It should be treated as an additional support layer, not a standalone safety mechanism.	February evaluation notes; Staff discussion note

Implementation learning

The evidence shows that the TEC model is valued and is supporting the intended direction of travel at Stoneywood. However, the evaluation also identifies important implementation learning.

Some issues initially understood as technical faults were later linked to how equipment was being used, the need for clearer staff guidance, or gaps in communication with Just Checking. Staff had raised concerns about incorrect person identification on alerts and false SOS alerts, but later review highlighted that equipment was not always being used in line with supplier guidance.

Email correspondence also identified that information provided by Just Checking had not always been shared consistently across the staff team. Staff did not always realise they could contact Just Checking directly at any time, and some pendants bought for staff safety had not been used or tested as intended.

Further correspondence reinforced the need for urgent in-person training. It also recorded that epilepsy sensors require weekly testing, that some sensors had not been tested within the expected period, and that staff safety pendants should be used and tested regularly if they remain part of the TEC package.

The learning is therefore clear. TEC at Stoneywood can deliver significant non-cost benefits, but only where the service has strong local ownership, confident staff, regular training, clear testing routines, prompt issue reporting and active engagement with Just Checking.

Overall evaluation judgement

The non-cost evidence shows that TEC is making a positive contribution to the Stoneywood model. It is supporting less restrictive care, greater privacy, safer overnight monitoring, better staff responsiveness, more informed care planning and stronger quality assurance. The strongest evidence is seen in overnight support, where sensors and alerts allow staff to monitor risk and respond when required without needing to be physically present in every flat at all times.

The technology benefits individuals in different ways. For some people, it supports safety through epilepsy, movement or door monitoring. For others, it reduces unnecessary staff presence, supports better overnight routines, enables family or staff to request support, or allows a responder model to be used when risks escalate.

The evidence also shows that TEC provides useful data for staff and managers. Daily reports and dashboard information can support behaviour analysis, review of support plans and quality assurance of care delivery.

However, the evaluation should not present TEC as fully optimised. Staff training, routine testing, correct use of equipment, clear communication and prompt reporting to Just Checking remain essential. These are not minor operational details. They are central to whether the benefits of TEC are fully realised and sustained.

Non-cost benefits conclusion

Evaluation conclusion

Technology Enabled Care at Stoneywood is delivering clear non-cost benefits. It is helping people live more safely and independently in their own homes while reducing the need for constant staff presence. The evidence shows that TEC is supporting less restrictive care, greater privacy, more personalised support and improved staff responsiveness.

The technology is particularly valuable overnight, where alerts allow staff to monitor risk and respond when needed without unnecessary intrusion. It also supports care planning and quality assurance by providing data that helps staff understand patterns, review support and check whether agreed support plans are being followed.

The implementation has also provided important learning. The system works best when staff understand how to use it, equipment is tested routinely, issues are reported quickly, and communication with Just Checking is clear and consistent. Continued in-person training, operational ownership and regular review will be needed to sustain and strengthen the benefits.

Overall, TEC is a positive and necessary part of the Stoneywood model. It should continue to be used as an additional protective layer alongside professional judgement, agreed support plans and active staff oversight. Its value is strongest when it is used not simply as an alerting system, but as part of a wider person-centred model that supports independence, safety, dignity and continuous learning.

Cost benefit evaluation

Stoneywood Technology Enabled Care (TEC) Evaluation

Source note:

Cost savings position based on the TEC evaluation plan, the staff costs document and evaluation meeting discussions.

Purpose

This section of the Stoneywood TEC evaluation plan focuses on the cost savings benefit due to the TEC system in place in this service. Each individual's support costs are assessed without taking into consideration TEC options. These costs are then compared to the actual support costs with TEC package in place. The benefit is the difference between those figures.

The agreed approach is to focus on the elements of savings that can be most clearly attributed to TEC, rather than claiming that all support package cost reductions are solely due to technology. Overnight support and the daytime responder model have been identified as the clearest TEC-related areas to quantify.

There is a three year contract in place for the TEC system which cost £91,372 which is the equivalent to an annual cost of £30,457. (There will be a contribution of £21,000 from Richmond Fellowship to these costs with the remaining £9,457 from ACHSCP)

What does the TEC do

Stoneywood is a new supported living development in Aberdeen for adults with learning disabilities and complex support needs. It has been designed to help people live in their own tenancies, with care and support provided on site by The Richmond Fellowship Scotland. The technology used at Stoneywood is not a general warden-call system. It is the Just Roaming system, which uses sensors and specialist equipment in each person's home. The system includes alerts such as movement, doors opening, noise, epilepsy activity, home safety equipment, or changes in the living environment. When activated, these alerts go to staff on site through a handset/app, so they can respond when needed rather than relying only on constant staff presence and observation. This system enables safer and more responsive support, whilst also giving people more privacy and independence in their own homes. The TEC is tailored for each person and changes as their needs or risks change.

The system generates reports daily via a dashboard and also produces a PDF format report to enable the data to be analysed and saved. Changes in behaviour / trends can be monitored, support reviewed and amended as required to ensure support needs are being met as per agreed support plans. This also enhances the provider's quality assurance processes.

Case Study 1: Health Monitoring and Risk Reduction

Situation

One individual living at Stoneywood experiences drop seizures, creating a need for close monitoring and rapid response to reduce risk.

What changed at Stoneywood

Technology was introduced to monitor their condition and alert staff when intervention is needed.

Outcome

Staff can respond quickly when a seizure occurs

Monitoring is continuous without needing constant observation and staff presence

Support levels have been safely reduced

What this shows

Tech-enabled care can support safety through reliable monitoring and alerting, enabling individuals to live safely in their own homes without constant staff presence.

Agreed method for estimating TEC-enabled savings

Each individual's support costs were assessed without taking into consideration TEC options. These costs were then compared to the actual support costs with TEC package in place. The benefit is the difference between those figures.

Without TEC, a need for one to one waking night support was required for seven individuals and a sleepover for one individual. With TEC in place, there is four waking night staff for eight individuals. Savings have been calculated using an average daily 12-hour shift at the hourly rate of £29.59 that the ACHSCP pay to Richmond Fellowship Scotland for care and support at the Stoneywood service. This rate encompasses all costs associated with delivery, including overheads, direct and indirect staffing costs.

Case Study 2: Safer Overnight Support

Situation

Prior to moving to Stoneywood an individual had a one to one wakened support during the night. When the person woke up during the night this often resulted in frequent incidents and at times the use of PRN medication.

What changed at Stoneywood

A TEC-enabled approach was put in place. Sensors in the flat alert staff via handheld devices, allowing them to respond when needed rather than remaining in the flat overnight.

Outcome

The individual is no longer disturbed by a constant staff presence

Staff can monitor safely and respond when required

There has been a reduction in incidents during the night and a reduction in the use of PRN during the night

The approach is less restrictive and more person-centred

What this shows

TEC-enabled care can provide **safer overnight monitoring without intrusive supervision**, improving outcomes for individuals while reducing the need for dedicated wakened night support.

TEC also contributes to daytime savings for a smaller number of individuals because of the responder model. One individual assessed as requiring two to one daytime support now has one to one daytime support. Two other individuals that would require three to one daytime support have two to one daytime support. The TEC alerts the responder should there be additional support required. A nominal four hours of support is allocated per day to each of these individuals. The usage of these hours is monitored and reviewed regularly.

Case Example 3: Flexible Daytime Support (Early Intervention)

Situation

An individual had previously been assessed as requiring a staffing level of three to one at all times due to periods of distress or escalation.

What changed at Stonewood

Instead of fixed higher staffing levels:

A two to one staff level of support is provided

This is combined with a **flexible responder service**, enabled by technology

Staff can call on additional support when needed through the alert system rather than having an additional staff member present at all times.

Outcome

Support is more responsive and tailored to need

Higher staffing levels are only used when required

Overall support hours are reduced without compromising safety

What this shows

Tech-enabled care supports **early intervention and prevention**, allowing services to move from static staffing models to a more **flexible, responsive approach**.

Estimated TEC-enabled staffing savings

- Overnight shared waking night model: £9,942 per week and £516,984 per year.
- Client 5 daytime responder model: £1,657 per week and £86,164 per year.
- Client 6 and Client 7 daytime responder model combined: £4,140 per week and £215,280 per year.
- Total estimated TEC-enabled staffing saving (including TEC system costs): £15,153 per week and £787,971 per year.

Interpretation

These figures should be presented as estimated TEC-enabled savings, not as a claim that TEC alone accounts for every reduction in package cost. Some changes are linked to the wider move into a new service model and cannot be cleanly separated from the effect of TEC. Overnight support and responder-based reductions were identified as the clearest areas to attribute to TEC.

What the evidence shows

This evaluation has identified that with the use of TEC, a different staffing model has been adopted with shared waking night arrangements and responder daytime support.

This evaluation shows that with this model we have achieved less restrictive support, more personalised, flexible, safer overnight monitoring and improved staff responsiveness for a number of individuals.

Cost benefit conclusion

TEC is making a positive contribution to how care is delivered and reduced costs at Stoneywood. The strongest evidence is in two areas: first, TEC supports a safer and less restrictive shared waking night model instead of one-to-one overnight cover; second, TEC allows staff to use a responder approach during the day for certain individuals, reducing the staffing ratio that would otherwise be needed. Based on the agreed assumptions, this creates an estimated saving of **£787,971 per year**. This is an evidence-based estimate of TEC-enabled staffing savings, recognising that the wider service redesign has also contributed to changes in care packages.

Final conclusion

Taken together, the non-cost and cost benefit sections show that TEC is a central part of the Stoneywood model. The evidence supports a positive evaluation judgement: TEC is helping people live more safely and independently in their own homes, while supporting a less restrictive and more responsive model of care.

The non-cost benefits are important in their own right. TEC is supporting privacy, dignity, safer overnight monitoring, more targeted staff intervention, better care planning and stronger quality assurance. It is also helping staff use information from alerts, dashboards and reports to understand patterns of need and review support more effectively.

The cost benefit section shows that these service benefits are linked to measurable financial value. The clearest areas for quantification are the shared waking night arrangements and the daytime responder model. Based on the agreed assumptions, the evaluation estimates TEC-enabled staffing savings of £15,153 per week and £787,971 per year, including TEC system costs.

The conclusion is not that technology alone has delivered every change at Stoneywood. The evidence is more balanced than that. TEC has enabled and strengthened a different support model, but the wider service redesign, local staffing arrangements, support planning and provider practice also contribute to the overall outcome.

The evaluation therefore supports continued use of TEC at Stoneywood as an additional protective layer alongside professional judgement, agreed support plans and active staff oversight. To sustain the benefits, the service should maintain routine testing, staff training, clear issue reporting, regular review of configuration, and active communication with the TEC provider.

Overall evaluation judgement

TEC is making a positive contribution to Stoneywood. It supports safer, less restrictive and more personalised care, and it enables an estimated staffing saving of £787,971 per year on the agreed assumptions. The benefits are strongest when TEC is used as part of a wider person-centred support model, not as a standalone safety mechanism.