

Telecare Infrastructure Replacement Project

Housing Services
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EXISTING INFRASTRUCTURE



CURRENT POSITION

- **BT switchover**

ISDN (Integrated Service Digital Network) PSTN (Public Switch Phone Network) Digital Service 2025

- End of analogue services
- Impact on careline monitoring services

- **Alarm monitoring and door entry infrastructure**

Ageing system, increasing repair costs, difficulty with sourcing parts, not compatible with digital future

- **Inconsistency in monitoring**

A number of external sites are currently monitored by third parties (disaster recovery)

- **Fixed placed monitoring**

Staff can only operate at Appletree Court to undertake monitoring and delivery of careline services

THE FUTURE

- Renewal and replacement of hardwired infrastructure across housing stock. To future proof systems and be digital compliant for 2025
- Replace ageing and non-cost-effective systems
- Maintain all housing stock monitoring services via ATC (end third party monitoring services)
- Significant cost savings by maintaining analogue units through bridging software – prevents interruption to the delivery of essential careline services
- Improved disaster recovery and resilience in service through remote working capability
- Ability to deploy careline units without landline i.e. 4G increasing revenue streams
- Future cost savings through the removal of outdated and expensive equipment
- Future maintenance agreements will benefit from open protocol systems
- Reliable, robust infrastructure delivering an improved service with significant risk reductions.

WHAT NEXT?

Year 1 (from April 2021)

- Install and operate new ICT platform for Appletree careline to include digital bridge for existing dispersed alarm customers.
- Replace hardwired systems within the 3 extra care schemes, Winfrid House, Gore Grange and Barfields to include careline units, fire alarm monitoring and door entry system.
- Reroute communal lift monitoring alarms to Appletree Court Control Room.
- Replace existing monitored fire alarms with DUAL COM units (where required). All existing and future DUAL COM units to be monitored 24/7 by Appletree Court Control Room.

Following 2 years

- Remove ageing Tunstall equipment from across all housing stock.
- Review and where required upgrade door entry systems to decommissioned sheltered accommodation (x16).

ANY QUESTIONS ?