

Cassius is the innovative care technology service for Suffolk.

It provides personalised digital care technology, offering choice and control to support people to live a more independent and connected life.

The service went live at the end of July 2021 and in just five months, to the end of 2021, this is what we have achieved:

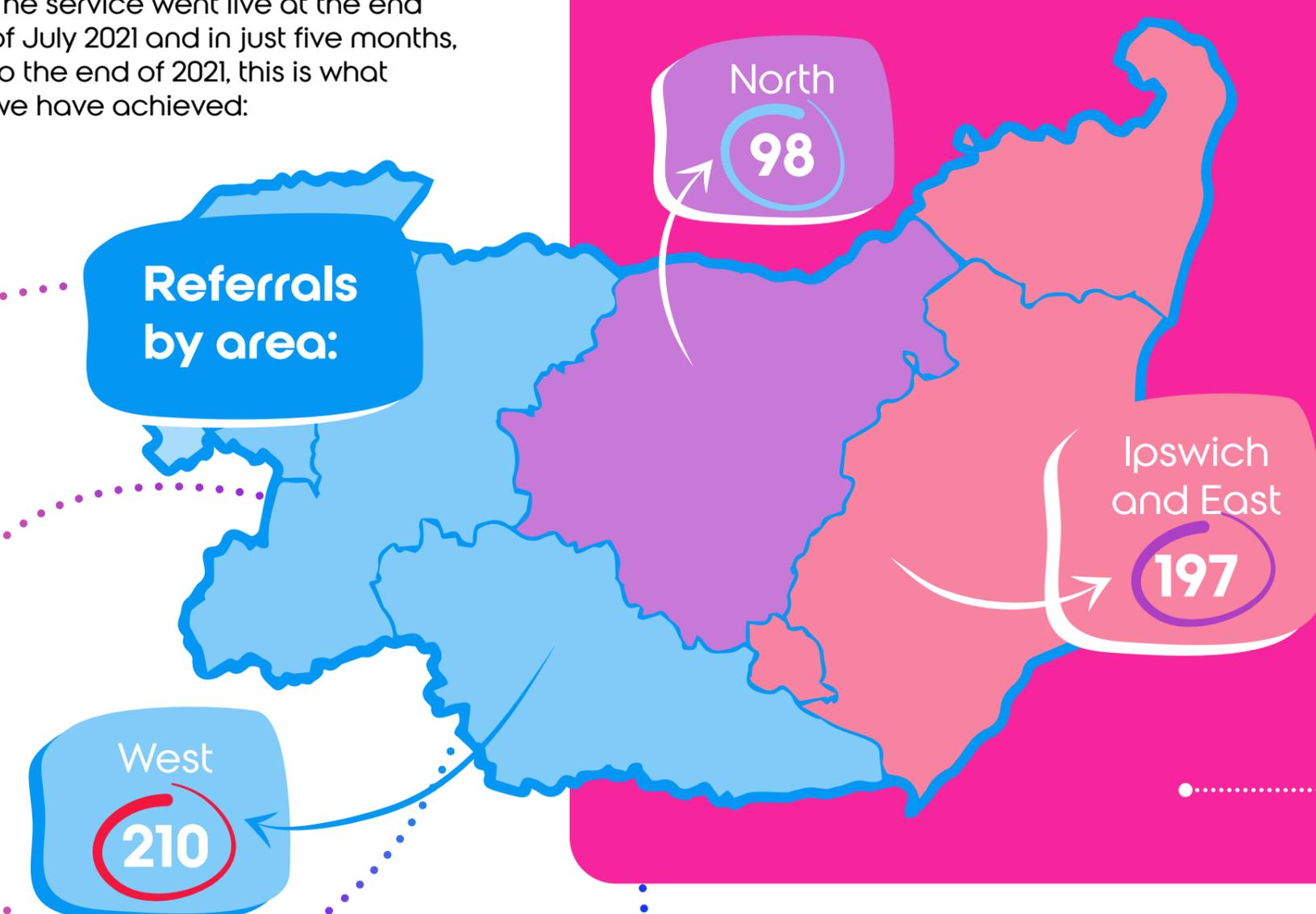
→ We have seen over **500 referrals** to the service, with **57 referrals in one week!**

→ Installation of Cassius technology has helped prevent and delay the need for further care - an estimated

saving of approximately £1 million over five months.



Referrals by area:



→ Since launch, **709** products have been installed in people's homes, demonstrating real benefit and changing lives.

→ The Cassius service offers **40 products** in its catalogue with **5 core Cassius Collections**, focused on need.

→ It includes a diverse range of products such as movement sensors, smart watches, wearables, falls prevention devices and technology to address specialised needs

→ With over **300 wearable devices** provided.

→ And **100,000 minutes** of video calls have been made on the Video Carephone from across the globe, including USA, Europe, Canada and Australia.





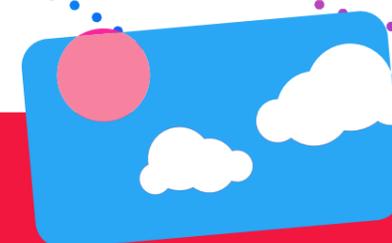
- We delivered **27** interactive, virtual Cassius training sessions for referral staff between August and November 2021.
- These sessions trained **483 members** of Suffolk County Council staff of which **74 per cent** are front line workers.
- There was a staggering **1,500 per cent increase** in confidence levels following the training - with people saying they felt confident to recommend and refer technology and are able to assess the impact of care technology.
- E-learning for non-referral staff went live in September and we have already seen **206** people undertake the training.



→ Our satisfaction rates are consistently high with **96.5 per cent** of people saying they are happy with the service.

→ And **98 per cent** would recommend Alcove.

→ We've had **61 compliments** from people using Cassius, providing valuable feedback.

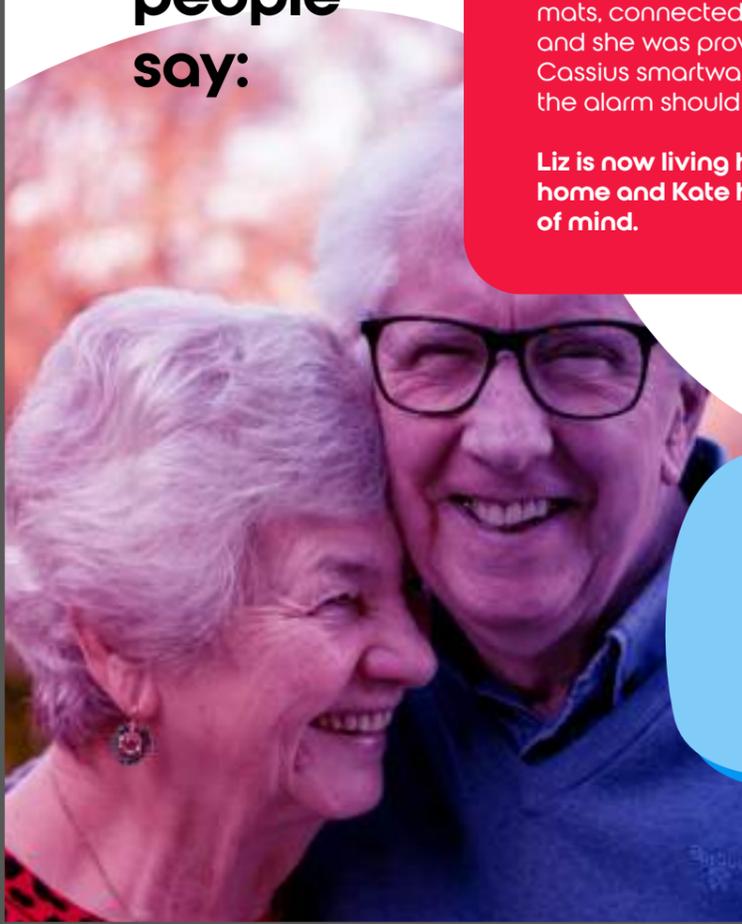


- We created the Cassius brand and used it to develop a suite of information leaflets and materials for both users and staff to help them adopt the technology and love the service.
- We also launched a Yammer community site for adult social care staff as a one-stop-shop for materials, product videos and for people to share their experiences and ask questions.
- The Cassius Yammer community has currently got **517 members** and the highest reaching post was seen by **365 people.**



Life changing moments

What people say:



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Liz, 74, did not want to go into residential care but her daughter, Kate, was worried about her mum's wellbeing as she lived alone, has dementia and is a smoker.

Senior social worker, Karen, was asked to do an assessment and to discuss Liz's options for her ongoing care. Kate and Liz agreed to try care technology as a compromise, to allay Kate's fears and to avoid a residential care placement.

Liz's house was fitted with Cassius sensor kit, bed sensor mats, connected fire alarms and she was provided with a Cassius smartwatch to raise the alarm should she need to.

Liz is now living happily at home and Kate has peace of mind.

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Sara, a mother of two is unable to read or write. This means she generally struggles with her day to day tasks such as dealing with post and using cooking instructions.

She was provided with C-PEN which reads and dictates information for her. She can use it on multiple items - including food packets, letters, cooking instructions and her TV magazines.

Sara is also thrilled that can go out shopping her C-PEN and this is increased her independence massively.

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Rita's dad, Dez, was provided with a Cassius Smartwatch due to his tendency to wander.

Last week, he ventured outside of the geofencing boundary which is set to 150 metre which triggered the alert to the monitoring centre.

The monitoring centre alerted Rita so she could go and check on him. In the meantime, the person at the monitoring centre spoke to Dez and requested him to return. When Rita arrived, he was safe and well at home.

She is incredibly pleased with the technology and the monitoring service.

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Jacob, a social worker from the north, has used the sensor collection and a smart hub to look at the patterns of behaviour of **Pam, an 88 year old lady** in his case files. He was concerned when he found her back door open on a morning visit.

Following installation of the sensor package, the data has shown that Pam lets the dog out late at night, goes out to check the bins and often leaves the door open, putting her at risk.

However, the movement sensors show that she does remain in the house and is therefore not wandering. He is using the information gathered to maximise her care package and to explore the digital opportunities - including monitoring and response - in order to delay residential care.

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Catherine lives alone with her two cats and has recently returned home after a long stay in hospital. She had a temporary placement while she was being assessed and was referred to Cassius. As she relies on a wheelchair for mobility, she was provided with a wearable to support her in case of a fall.

Last week Catherine fell out of bed at 4am and was unable to get up. The responder service arrived within half an hour and assisted her back up and into bed. **Without the wearable device Catherine would have been on the floor until her carer arrived in the morning.**

"Very good use of modern technology to add to our care packages. Enables people to stay in their home with confidence."

Melanie, County Councillor

"Now that I have this, I am feeling much more confident, and safer when my wife is not at home. It is reducing my anxiety and improving my mental wellbeing."

Mike, user

"The technology, especially the sensors, has given me relief and reassurance and new ways of keeping an eye on mum to make sure she is okay."

"I know she may need full time care one day, but for now she is content and that gives me peace of mind."

Kate, family member

"I champion tech all day long and use it where I can. Suffolk's offering is very broad for an authority and allows greater scope. The process for ordering was smoother and quicker than anticipated and the turnaround time was efficient. The tech was delivered within days."

Kelly, Occupational Therapist

"This is a great programme with huge potential."

Nicola Beach, Suffolk County Council CEO

"I have arranged some tech to be installed in my client's home, the process went really smoothly and it's already been installed which is fantastic."

Adele, Social Worker