WM5G TEC Programme: Impact at a Glance

How TEC changed lives, transformed care, and proved that culture is the key to success in the West Midlands

1 What We Did

Delivered digital care technology to residents across **Coventry**, **Birmingham** and **Wolverhampton**

Enabled over
750
referrals in total, in the initial 6-months

Referred
2500
devices to residents in receipt of social care

460
staff trained across the three local authorities

£1.3 - 2.4
return on investment, per £1 invested

"It feels like there's always someone there if I need them – and I'm not constantly on my own."

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2 What We Learned

Culture change is critical – without it, tech doesn't stick

TEC is most effective when personalised to the person

Councils start from different places, but share common success factors

"I was worried when I first had it fitted that it might be too challenging to use but it's been easy and everything has worked so well."

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3 Outcomes That Matter

4 out of 5
people feel more independent thanks to TEC

"Very happy with Alexa, can actually ask her questions – she's very informed and a total know-all!"

"I like it because even if I press it by accident they call my daughter right away to check on it and its much faster than before."

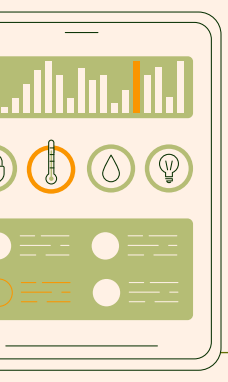
3 out of 5
say they feel less isolated

2 out of 3
say their quality of life has improved

"It gives my daughters peace of mind, they feel better leaving me alone or going out."

"If I get in a pickle I know I can call for help quickly."

3 out of 4
say the tech met their needs



2 out of 3
want to continue using digital technology

"I feel so much safer having the watch and necklace [pendant]."

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4 The Culture Shift Behind the Tech

- Digital Care Navigators trained and active in all three local authorities
- Weekly leadership drop-ins for support and feedback
- Monthly Communities of Practice to share learning
- Live support for staff embedding new ways of working
- Incentives helped encourage referrals and engagement

"Everyone should have a camera on their doorstep – it makes me feel safer."

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Learn more at **rethinkpartners.co.uk** and follow us on LinkedIn for more impact stories from across the UK.