

## COLCHESTER CITY COUNCIL CASE STUDY

Enhancing Alarm  
Services through  
Digital Transition with  
Essence SmartCare



### BACKGROUND :

The United Kingdom, alongside Europe, embarked on a monumental journey of analog to digital transformation, reshaping telecommunications infrastructure to meet the demands of the digital age. Amidst this sweeping transition, Colchester City Council, a stalwart provider of alarm services in the Southeast of the UK, found itself at the nexus of change. Tasked with migrating from traditional analog PSTN to digital connectivity, Colchester sought a reliable partner to navigate this complex terrain. After exhaustive evaluation, Essence SmartCare emerged as the beacon of expertise and innovation needed to usher Colchester into the digital era.

### CHALLENGE:

The transition from traditional analog PSTN to digital infrastructure posed multifaceted challenges for Colchester and its counterparts across Europe. The imminent sunset of analog cellular networks underscored the urgency of ensuring seamless connectivity and reliability. Compounded by the increasing unreliability of existing systems, Colchester faced the daunting task of safeguarding critical alarm services amidst technological flux.

## SOLUTION:

Colchester embarked on a rigorous market exploration to identify providers capable of delivering on one hand the innovation and expertise needed in this compatibility to the digital requirements but without compromise on reliability that is the most important factor when dealing with elderly care. Essence SmartCare emerged as the frontrunner, offering not just superior connectivity and quality, vast expertise in the connected care arena but also greater flexibility and functionality.

### The Care@Home™ Control Panel

Is the central communication gateway for managing and communicating between the system peripherals, the Care@Home™ cloud, the monitoring station, and the end-user applications. Additionally, if a resident has used the panic button, the nursing team can initiate a call through the panel.



### The Care@Home™ Emergency Pendant

Is a lightweight, wearable pendant that detects falls and signals emergencies through the Care@Home™ platform. It features advanced fall detection technology and a panic button for immediate alerts. The device notifies the monitoring station via the control panel in emergency situations.

What set Essence SmartCare apart was its holistic approach, integrating telecare functionalities encompassing activities of daily living and remote clinical monitoring. This comprehensive solution promised unparalleled value, aligning seamlessly with Colchester's commitment to delivering exceptional service. Collaborating closely with Colchester, Essence SmartCare provided connectivity options and deployed trial equipment to validate efficacy.

Moreover, Essence SmartCare didn't merely supply equipment; they invested in the capacity building of Colchester's staff. Through immersive training sessions and ongoing technical support, they empowered Colchester's workforce to embrace and excel in the digital paradigm.

## RESULTS :

The partnership between Colchester City Council and Essence SmartCare has borne fruit in myriad ways. The phased rollout of digital units commenced in May, facilitated by the seamless availability of stock housed in UK-based facilities. This strategic stock management ensured uninterrupted service provision.

Crucially, the investment in staff training yielded dividends, with Colchester's personnel equipped with the knowledge and confidence to navigate the intricacies of the new system. Their proficiency was further bolstered by the support provided by Essence SmartCare's dedicated team, ensuring prompt resolution of any initial concerns.

Testimonials from Colchester City Council praised the partnership with Essence SmartCare, citing not only the tangible benefits of enhanced service quality but also the intangible value of collaborative support during times of transition. Essence SmartCare's steadfast commitment to partnership, coupled with its robust supply chain, has positioned it as a trusted ally in Colchester's journey toward digital excellence.

## CONCLUSION :

In conclusion, the successful collaboration between Colchester City Council and Essence SmartCare serves as a beacon of best practice in navigating technological transitions. By embracing innovation and forging strategic partnerships, Colchester has not only weathered the challenges posed by the digital switchover but has emerged stronger, with an optimised alarm service infrastructure poised to meet the evolving needs of its community. In Essence SmartCare, Colchester has found not just a supplier, but a true partner committed to their success and sustainability in the digital age.



*"With Essence SmartCare, our top priority remains the residents of Colchester. Together, we prioritise their well-being and safety, ensuring they receive the highest quality of service. Through our partnership, we extend a guiding hand to navigate this transition, always with the needs of our community at the forefront."*

*Colchester City Council*