

Legrand Electric Ltd

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COMPANY PROFILE: Legrand care is born from the integration of the brands that make up the Assisted Living and Healthcare (AL&HC) business unit of Legrand: Intervox, Neat, Tynetec, Jontek and Aid Call. With more than 40 years of knowledge and experience, the brands are brought together with shared values under a common strategic vision. We deliver fully managed technology solutions – we continually innovate, design and create digital products and connected care services for all health and social care environments.

At Legrand Care we work tirelessly so that everyone can live in the environment of their choosing for as long as possible enjoying independence, peace of mind, safety and wellbeing. Our person centred solutions make it possible to offer high quality digital end to end services, 24 hours a day, 365 days a year. Our technology is designed to create connected homes where all systems are linked to the cloud, and offer personalisation with intelligent algorithms, real time monitoring, analysing daily routines to respond to user needs in an accurate and immediate way. Providing peace of mind to relatives and optimising resources for service providers and care givers is our promise. The key benefits from our integrated solutions are the Ability to create a connected home Always connected, greater security; Platform interoperability; Large volume of data management; Easy and fast installation; Access to information anytime and anywhere; Monitoring daily routines in real time; Cost optimisation; and Intelligent algorithms for person centred solutions.

CASE STUDY:

Background - Darlington Borough Council 'Lifeline Services' provides installation, monitoring and response to approximately 3,500 clients, 24 hours a day, 365 days a year. They also provide out of hours cover for housing and repairs.

Vision - The Lifeline Services management team were keen to establish 'outcome' based evidence relating to the number of incidents which they manage and the detail behind these incidents. They were looking for a solution to allow them to fully understand, manage, monitor and report on all aspects of the incident calls which will allow the service to work more effectively and monitor the costs and benefits of the service in place

Challenge - There was no process in place to fully understand or report on the incident calls which are being managed within Lifeline Services.

Solution - The Incident Logging Module from Jontek has all the functionality required. Lifeline Services and Jontek worked together to smoothly map out Lifeline Service's current process of incident logging into the Answer-link system. By analysing their current procedure and the 'Response Report Form' already in use, Jontek were able to match which included the ability to produce statistics and management reports from the new Incident Logging procedure.

Results - The Lifeline Service is now gathering all their Incidents and outcomes in a structured format with the ability to produce statistics. These include Responses by Type of Call Out - using this information, the Lifeline Service can ascertain reasons for all call outs, such as the number of call outs for fallers. From April to December 2012, 34% of incidents were due to clients falling and a high percentage of fallers receive personal care. 17% were relating to welfare checks and 10% relating to property repairs. The next largest outcome was those service users

who were 'Assisted to bed' (9%) or 'Client taken to hospital' The number of responses that prevented an alternative service being called out can also be produced.

Benefits By having a clear understanding of why, how often and the outcomes of incidents, it allows Lifeline Services to plan their service more effectively and be able to produce data estimating the indirect financial benefits to other agencies. As well as cost savings, an important factor to the Lifeline service was minimising distress and anxiety to families. Lifeline officers have been able to spot the signs of carer breakdown and have referred the situation to Social Services who have arranged respite care at very short notice. Moving Forward - Lifeline can prevent admission to a hospital bed or an unnecessary wait in A and E by installing a lifeline in a client's home at short notice at any time of the day or night. This gives security and peace of mind to both the client and their family.

ACCREDITATIONS: Legrand Care has been assessed and certified as meeting the requirements of ISO 9001:2015 for the Design, Sale and Manufacture of Assisted Living & Healthcare products and systems, such as alarm systems, telecare & telehealth equipment, door entry systems and nurse call systems throughout the UK. Initial certification: 09 October 2017: Latest issue: 27 September 2024: Expiry date: 08 October 2027 Subject to annual assessments.

Our quality standards and processes include - ISO 27001; ISO 14001; ISO 45001; ISO 9001; Cyber Essentials; EcoVadis "Platinum" rating since 2021; and CSR Excellence Awards 2024. Legrand has been awarded the Gender Equality European & International Standard (GEEIS) Diversity label, which acknowledges the progress made by us in terms of diversity, professional equality and inclusion, principles which are at the heart of Legrand's HR and CSR strategies. EcoVadis is the world's largest and most trusted provider of business sustainability ratings, creating a global network of more than 75,000 rated companies. Legrand is proud to have been awarded their platinum sustainability rating. We are also registered and accredited with CHAS membership number 0015827; Safe Contractor with certification number IE7817; and Constructionline registration number 144280. TSA TEC Quality runs the Quality Standards Framework, the only independent and UKAS accredited quality assurance system in the TEC sector of which we subscribe to and are an active participant in all developments.

Legrand Electric Ltd – Social Value

Legrand Care is dedicated to improving lives through consistent environmental, social and sustainable community actions. Our vocation is to improve people's lives. To empower and help the most vulnerable members of society to live the healthiest and most fulfilling lives they want in the place of their choosing. As a telecare provider we aim to –

Contribute towards reducing the percentage of people moving into long term residential or nursing homes.

Contribute towards reducing the percentage of older people with mental health needs being admitted

Contribute towards reducing the number of hospital admissions due to a fall in the home

Contribute towards reducing the percentage number of inappropriate Emergency Service call outs

Enable people to feel more safe and secure in their home.

Reduce the time from someone falling in the home to physical response.

Increase the number of older people supported in the community.

At Legrand, we are committed to delivering not only high-quality services and solutions but also tangible social value. As part of our approach to this project, we will create lasting benefits for the local community, the economy, and the environment. Our current group CSR plan is published on our website

<https://www.legrandgroup.com/en/csr-> home with aims such as

- to be recognised as a leading player in the area of inclusiveness, embracing and promoting all types of difference.
- to reduce the environmental footprint of our products, through a circular approach, for example by reducing the quantity of materials used and promoting the reuse of materials.
- to respect human rights in all countries where the Group operates and, where appropriate, to remedying any violation of employees' rights.
- to reduce our carbon footprint and that of its products by reducing our direct greenhouse gas emissions; enabling customers and buildings to reduce their energy consumption; supporting its suppliers on a trajectory to reduce carbon emissions.