



The Argenti difference

Our unique approach to enable independence,
wellbeing, and safety in care

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FOREWORD →

Necessity is the mother of ingenuity

It's time to reassess the common idiom that necessity is the mother of invention. Because when it comes to social care and people's health, necessity is really the mother of *ingenuity*.

The difference is slight, but vital. For decades, invention has been seen as the way to navigate through new care demands and system complexity, shifting user needs, and major societal health shifts. Yet while invention is crucial, we needn't always be re-working the wheel. Instead, we can simply use human ingenuity to create new, improved care outcomes for local populations. Simple solutions can provide profound outcomes for the individual.

This is particularly true when the necessity is driven by complex, pressing social care challenges. These are well known, but worth repeating: tight funding; greater care needs; an ageing population; and the ongoing workforce challenges exacerbated by the legacy of the COVID-19 pandemic.

Against this backdrop, ingenuity offers the ability to improve the lives of the vulnerable; better support and enable families and carers to provide high-quality care and support; and save time and money for local government while providing improved outcomes.

Introducing Argenti

This approach is at the centre of Argenti, a partnership approach to helping vulnerable people of all ages – from children to older people – live with increased safety and independence. Making lives better.

We do this by delivering care technology solutions that are truly people-centred, not just a list of services. We focus on people and outcomes, not equipment. It's an approach that starts with the person's needs – not technology. What do people need? What do they want to do? And what kind of life do they want to lead?

Our approach is rooted in flexible, pragmatic solutions that arise from experts coming together to solve new problems with a range of old and new ideas and approaches. Rejecting the cookie-cutter approach of others, we tailor unique solutions by co-designing the right approach based on the needs of our clients.

Seemingly simple solutions can provide profound outcomes for people.



So, what does this look like in practice? It means:

- Providing support to vulnerable people and reducing loneliness by leveraging existing technology in new ways, such as using Amazon Alexa smart speakers
- Helping a council drastically shorten the time it took to contact vulnerable 'shielders' during the COVID-19 pandemic [using artificial intelligence and automated calling](#)
- Protecting carers' physical wellbeing using [cobot exoskeletons](#) to support daily physical tasks.

Ten years of partnerships – and an exciting future ahead

These examples demonstrate what Argenti has achieved since launching in 2013. In this guide, you'll find a deeper overview of Argenti, and how we're helping people from 2 to 102 years old – as well as a look ahead to future possibilities.

Working with our partners, Argenti offers a way to improve local care services for all and create a positive human future – enabling people to live independently, in the way they choose.

PA PARTNERS →

appello

Red Alert
TELECARE & TELEHEALTH

Argenti in numbers

5,500+

care and health practitioners
trained and certified

55,000+

people supported

£34m

in net financial benefits

“

As well as changing users' lives, we've created a lasting legacy of professionals who have the ability to work more efficiently and deliver improved outcomes.

David Rees
PA Argenti expert

Feedback

9/10

care practitioners say the Argenti approach is 'good' or 'very good' at achieving desired user outcomes

9/10

people would recommend the service to others

96%

of people feel that Argenti has 'increased their feelings of safety and security'

Recognition



The Argenti approach

The challenges that society collectively faces around social care and people's health demand skills beyond any one organisation.

The Argenti partnership brings together leading experts in their fields, such as Appello and Red Alert, to deliver bespoke solutions with a co-ordinated response across social care and health sectors. The partnership sees us work with volunteers, community groups, businesses, academia, and charities to meet the needs of our clients and end users.

We're proud of our distinctive approach, and are seen as a valued partner by the councils we work with. What makes the Argenti approach unique is that we:

- focus on delivering user benefits and mitigating risk – keeping people in their own home surrounded by their community
- are manufacturer agnostic and have no bias towards any device, so we provide the right solution
- transfer risk of changing technology markets from the council to Argenti, whether to address interoperability requirements or determine new solutions
- deliver an integrated service from point of referral to point of response, with Argenti taking responsibility for technology
- integrate workable technologies into an individual's care package rather than simply being an add-on that is not user friendly
- allow users to avoid, reduce, or delay spending on other types of care while simultaneously improving service quality.

Driving value through evidence outcomes

Our formula for success is deceptively simple. We apply four principles to the design and operation of care technology services that drive deep and sustainable transformation.



1

We gather leadership and share the aspirational potential of care technology. We do this through successful case stories, visits to our services, or by developing a compelling local business case.

2

We work directly with care practitioners to understand what positive outcomes look like for their service users before co-designing the service and guidance to delivering them.

3

Next, we deconstruct the referral process that care and health practitioners use to request care technology. We then reconstruct it in a way that minimises barriers and confusion while maximising clarity and speed. Once we establish the basics of the service, we embark on a **comprehensive programme of engagement and training**. This ensures everyone in the council and their partner organisations knows what the service does, how to access it, and where to direct questions.

4

Finally, we embed **benefits-tracking into every step of the process**, from the point of referral through to the time the service ends. We design dashboards containing information that summarises the service's effectiveness specifically for senior management.

We're proud of our distinctive approach to respond to the challenges we face around social care and health.

Tackling the biggest challenges in social care

How can we improve local services for everyone, while addressing today's challenges and creating thriving communities for local populations?



THE OPPORTUNITY →

Addressing the increased demand for services: digitising and streamlining while improving outcomes

Across the sector, demand for adult social care services has rocketed due to an ageing population, ongoing challenges to meet demand, and the long-term impacts from the COVID-19 pandemic.

We're working with organisations to make investment stretch further, while increasing independence for those that need it. By digitising parts of the service user experience, resources can be saved for where they are most needed, which reduces the burden on the social care workforce.



CASE STORY →

Smart speakers, smarter outcomes

The Argenti care technology partnership delivers exceptional results in adult social care. Of Hampshire County Council's (HCC) total population, around 15,000 vulnerable adults have been assessed as having 'critical or substantial' needs. The majority of this group, approximately 10,000 people, are receiving services at home.

A range of work has taken place to help manage demand for services, while improving delivery. For instance, we partnered with HCC to find innovative ways of using digital technology that would transform the lives of people who rely on social care support.

We trialled Amazon Alexa, initially with 50 adults using social care services, to understand how it could help them, and engaged social workers and carers to learn how it could support the wider care system. Almost three-quarters of users felt Alexa helped improve their lives, while **68 percent** said it helped maintain their independence. By refining and expanding the trial, we are helping even more people with care needs.

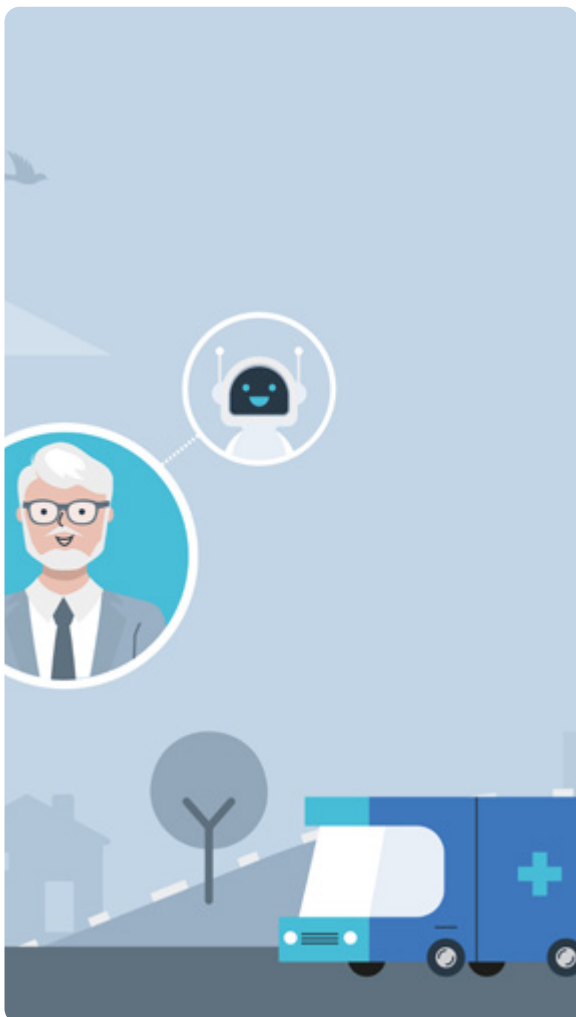
Nine years since commencing work, there have been over 35,000 users, and net financial benefits of over £19 million. In addition, **94 percent** of users would recommend the service to others.

THE OPPORTUNITY →

Leveraging technologies to increase independence and protect people

More of us are living longer, often with more complex needs. The ability for the state to respond is limited – and this creates a challenge to ensure that people can live independently and safely in their own homes.

Through our partnership work, we've addressed this challenge head on – finding ways to unlock improved independence and provide reassurance to both the vulnerable and their loved ones. Only then can we really attain the benefits of living longer with an independent, healthy, and active later life.



CASE STORY →

Speeding up support for over 50,000 vulnerable people shielding at home from COVID-19

In Hampshire, 53,000 vulnerable people were told to shield at home during the COVID-19 pandemic. HCC was responsible for contacting them all and arranging support during their long period of isolation. Time was critical because anyone could be confined at home and in desperate need of medication or food. Although the council acted swiftly to procure additional capacity in a commercial contact centre, the scale of the task meant a smarter method of making the initial call was needed.

PA worked with the council and Amazon Web Services (AWS) to develop a Wellbeing Automated Call System (WACS) that used an AI-driven chatbot to contact people and ask if they needed support. Those that did were transferred to the council's human contact centre. From here, the necessary connections were made with a network of formal and informal support in the community.

With the system in place, the council was able to focus on the 4,000 people who needed support, rather than consuming precious human resources to contact everyone. WACS enhanced rather than replaced contact centre capacity: around 200,000 calls were made by WACS in a matter of days, compared to the 280 days it would have taken manually.

In addition to the clear and crucial saving in time, the cost of each WACS call was **75 percent** cheaper than conventional approaches. The same technology is now being used to carry out statutory care reviews in a much more efficient manner.

THE OPPORTUNITY →

Addressing workforce challenges in social care by retaining and protecting the existing workforce.

In October last year, Skills for Care estimated that over half-a-million additional care workers will be needed in England by 2035 to meet demand. Retention also remains an issue, with many carers impacted by the mental and physical toll the role can require.

To meet the challenge, we're exploring how to reduce the complexity of service and protect those that deliver care.



CASE STORY →

First European use of cobots in social care

In March 2021, HCC reported that their project to trial cobotic exoskeletons (cobots) in social care had been a success. Building on the Isle of Wight's LGA/NHS Digital-funded Discovery Phase, it showed, for 18 care workers in six care settings, that wearing a cobot made them:

- more likely to comply with good moving and handling practice and therefore less exposed to injury
- less tired after a busy shift
- more confident and able to work independently in cases where a second carer had been previously thought necessary.

Importantly, the carers involved appreciated being given some new technology to help them do their job, and the people they cared for were pleased too.

Our results show the technology has the potential to reduce circa 40,000 carer hours, delivering a significant financial benefit. At the same time, it can improve dignity of care, help attract staff, and improve quality of life. The use of cobots has now been adopted in mainstream care.

THE OPPORTUNITY →

Delivering improved efficiency and enhanced productivity

Resource investment and allocation has always been a challenge for councils and care services, and this has only been exacerbated by the current economic climate.

Working with partners, we explore solutions that can enhance outcomes while also offering financial savings.



CASE STORY →

Leicestershire County Council

When Leicestershire County Council (LCC) decided to radically improve its care technology offer, it sought a strategic partnership. Who better to turn to than HCC and PA Consulting, with their track record of scale, innovation, outcomes, and savings that exceed service costs.

Since then, we've delivered improved outcomes for residents and financial benefits. LCC's care technology diagnostic identified a significant net financial benefit over a five-year period that we are now helping them to deliver against. Feedback from users so far is outstanding.

The homes of older and vulnerable adults in Leicestershire are being fitted with care technology solutions to help keep them safe 24-hours-a-day. This technology provides residents, their carers, family, and friends with the reassurance that help is available round-the-clock, seven days a week. It allows people to be monitored by trained staff in case they should fall ill or have an accident so help can be quickly summoned, while reducing the pressure on 999 services. And all of this is built around a trusting partnership based on a common purpose.



Improving quality of life

Everything we do is geared to enable independence, wellbeing, and safety for people of all ages. Here are just a few examples of the impact our approach can have in the real world:



Assistance for those prone to fall or suffer seizures

Robin has autism. His Brain in Hand solution helps him as he aims to graduate from college.

The Brain in Hand smartphone app records users' calendars, reminds them of tasks important, and includes specific plans in place to help them solve problems they may come across. Because of the app, Robin can travel with less anxiety.

Other uses include notifying users with specific reminders (such as remembering to turn the taps off after washing up).



Independence for the vulnerable

Claire's multiple sclerosis means she is confined to a chair and cannot move around independently.

Claire was given an Amazon Alexa as part of her care technology solution as a pathfinder to help people with physical disabilities live more independently.

The device can activate lamps, read books and play music to Claire – performing tasks that would otherwise be beyond her reach. It also enables her husband and full time carer, Eric, to be confident that Claire can reach him if needed.



Assurance for those with dementia

Mr Hill, 78, has dementia. He often leaves lit cigarettes around his home.

A range of technology-enabled care systems help Mr Hill to live more independently and safely. His Lifeline Unit, monitored gas and smoke detectors, exit sensors, and pendant alarms keep him safe at low cost.

The Lifeline Unit connects to property sensors, and carbon monoxide detectors, and links to a 24/7 monitoring centre, which users can speak to at any time. These devices provide additional reassurance and potential assistance to Mr Hill.

Get in touch

Now is a golden opportunity for councils to rethink the role care technology plays as part of their approach to adult social care. Not just because it is good for people, but because it also saves them money as well.

The evidence of the impact of care technology has been building for years. As the examples here prove, those councils that get this right see a return on their investment well within the first 12 months. This is not an 'invest to save' – it's an approach with immediate, impactful, and life-improving returns.

With the Local Government Information Unit (LGIU) recently reporting that more than half of councils are planning to cut spending on services, the Argenti opportunity is too valuable to ignore.

To find out more about our work in Argenti please visit paconsulting.com/argenti or speak to our care technology specialists:



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About PA

We believe in the power of ingenuity to build a positive human future.

As strategies, technologies and innovation collide we create opportunity from complexity.

Our diverse teams of experts combine innovative thinking and breakthrough use of technologies to progress further, faster. Our clients adapt and transform, and together we achieve enduring results.

We are over 4,000 strategists, innovators, designers, consultants, digital experts, scientists, engineers and technologists. And we have deep expertise in consumer and manufacturing, defence and security, energy and utilities, financial services, government and public services, health and life sciences, and transport.

Our teams operate globally from offices across the UK, Ireland, US, Nordics and Netherlands.

Discover more at paconsulting.com and connect with PA on [LinkedIn](#) and [Twitter](#).

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