

# **Housing provider sets the standard for tech-enabled care**

**A housing and care specialist is celebrating a triple award win for its progress in transitioning its homes towards digital telecare.**

Bield Housing and Care received the Gold Level Two Digital Telecare Implementation Award in recognition of its rollout of live digital telecare to 82% of its homes.

Presented by Digital Telecare for Scottish Local Government, the award honours housing providers that have successfully rolled out digital telecare services to at least 50% of residents and 50% of developments, operating without issues for at least six weeks.

The housing specialist's Property Management, ICT and BR24 teams have been collaborating closely to upgrade their development alarm units to digital, connecting more than 3,500 Bield homes across the country to their digital alarm receiving centre.

Bield remains firmly on track to hit 100% digital enablement across its properties by April 2024.

Heather Thomson, Bield's Head of Property Management, said: "Bield acted early in 2018/19 in anticipation of the digital switchover, evaluating technology options and testing concepts, and are now nearing the end of our five year plan to digitalise our homes in readiness.

“Our modern telecare systems also provide an excellent platform for widening digital care and support services to many more customers.

“Achieving Gold Level recognition shows we have a robust and effective digital telecare solution that allows our residents to feel safe and secure whilst maintaining their independence.

“We still have work to do before every Bield resident can access the benefits of digital, but this award motivates us towards that 100% goal.”

Digital Telecare for Scottish Local Government noted that reaching this implementation milestone proves the real-world functionality of Bield’s telecare solution.

As a result of its continued work to innovate in the sector, the housing provider was also awarded the Technology Enabled Independent Living Award at the 2024 Digital Health & Care awards organised by Holyrood Connect.

Gary Baillie, Bield’s Head of BR24 and Assistive Technology Development, said: “The Gold Level Two and the Technology Enabled Independent Living Awards are not just about what we’ve achieved, but also about the journey we’ve embarked on together.

“It’s a testament to the innovation, dedication and hard work that each member of our team brings to the table every day.

“These awards serve as a reminder of the impact we can make when we focus on collaboration and true co-production, putting people at the heart of what we do.

“It’s a beacon guiding us towards future endeavours, inspiring us to continue breaking barriers and exploring new horizons in technology-enabled care.”

Most recently, Bield’s CEO, Dr Lynne Douglas, was the winner of the Strategic Leader award at the 2024 International

Technology Enabled Care (ITEC) Awards. The ITEC awards celebrate the positive impact technology enabled care has on the lives of millions of people in the UK.

The Strategic Leader award recognises those who have demonstrated outstanding TEC leadership skills, vision and action, with a focus on the use of digital TEC products and services to improve outcomes for users, families and carers.



Debbie Collins

Debbie Collins, Biold's Chief Operating Officer, said: "At Biold, we're always striving to improve customer experience

and satisfaction while growing our use of modern, in-home technologies to support independent living.

“I’m tremendously proud of what the team have already achieved in upgrading thousands of homes to digital in a short timeframe. All three award wins are well-deserved thanks to their tireless efforts and expertise.”

Since its inception in 1971, Bield has grown from a single housing development to a leading figure in elderly housing and care in Scotland, noted for its creative and effective services.

Bield’s advancements, particularly in technology, have significantly improved the quality of life for its residents. Notable achievements include a telecare project that markedly reduced hospital visits and strides in digital literacy and inclusion.

The organisation’s dedication to co-production and collaboration with tenants and staff ensures services are continuously refined and aligned with the needs of its residents.



L-R Kevin Brown, Stephen Blair, Heather Thomson, Sam Mackenzie, Gary Baillie.