

**CASE STUDY**

# Delivering Peace of Mind & Preventative Care in Cornwall



The digital switchover presented Corserv Care, a Cornwall Council owned company, with the opportunity to transform their care services. Corserv Care partnered with 2iC-Care to implement Andi, a proactive and preventative TEC solution. The Andi solution is streamlining how they support people in their homes across Cornwall, while addressing key challenges of rising demand, stretched resources, and issues with rurality.

## The Challenge

Cornwall faces challenges common across the country:

- Increasing demand for care services
- Aging population
- Stretched resources
- Recruitment challenges in the care sector
- High deprivation areas
- Isolated communities



*The digital switch has given us an opportunity... How can we now use tech as a better way to complement our traditional care offering here in Cornwall?"*

**Sarah Wickett, Commercial and Business Manager at Corserv Care**



This opportunity to enhance care delivery came at a crucial time for residents like Linda and Glyn, who were facing daily challenges around independence and fall risks, with Glyn struggling to leave the house due to concerns about Linda's safety.

## The Solution

Andi, developed by 2iC-Care, is a technology enabled care solution that is interoperable and can connect to any type of care peripheral to gather personalised data which can then be presented as actionable insights to deliver better preventative care.

**For Linda and Glyn's home, Corserv Care implemented:**



Emergency Pendant



PIRs (Motion Sensors)



Andi Hub



Door Sensors

**This combination of sensors enables early detection of health and behavior changes while providing immediate support.**

**CASE STUDY**

to achieve  
life

**Real Impact: Linda and Glyn**



**Meet Linda and Glyn, whose lives have been transformed by Andi.**

Their story demonstrates how TEC can support both individuals, their families, friends and unpaid carers while helping to maintain independence and wellbeing.

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*"What I really enjoy is that for my dad, he absolutely feels confident that he can go out and about when he wants to. That makes a big difference to his health and well-being... supports his independence so that he can live his life as he would like to, supports my mum with her health and well-being."* - Jayne, Daughter of Linda and Glyn

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**The Key Benefits**

**1**

**Early Health Intervention:** Andi detected increased toilet visits, indicating a potential UTI risk and notified Linda's daughter. This helped prevent health deterioration and unnecessary hospital admissions through timely intervention.

**2**

**Enhanced Independence:** The solution addressed a crucial concern for the couple - Glyn's ability to leave the house while ensuring Linda's safety. Prior to Andi, Glyn was reluctant to go out due to concerns about Linda's fall risk.

**3**

**Improved Mental Health:** Andi transformed the families daily life by: giving Glyn confidence to leave his wife at home, providing Linda with security and dignity at home, and reassuring their daughter Jayne about both parents' wellbeing.

**4**

**Preventative Care:** The solution helped Corserv move from reactive to preventative care, enabling early intervention and better resource allocation while maintaining high standards of care delivery across Cornwall's dispersed communities.

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*"I'd recommend Andi to anybody. I mean, brilliant Peace of Mind. It's there and it works. What else can you say? I'd recommend it to anybody because it's just so Peace of Mind giving."* - Linda

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