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Dr David Panter, ECH Chief Executive

# Industry first – global technologies introduced into new ECH Care Hotel to support independence

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Rauland's Concentric Care platform includes technologies from America, Israel, France, Germany and Australia. It features innovative mobility, voice-activation, facial recognition and 4D radar safety monitoring capabilities.

ECH Dandelion offers guests a model of client-focused care that includes both health and wellbeing services. Guests are expected to use the hotel for short-term care when they require extra support before transitioning from hospital to home or for respite.

Steve Gomes, Executive Director at Rauland Australia said, "The development of the Concentric Care platform is giving Rauland the ability to maintain its status as the industry leader in innovation. Rauland strives towards setting new industry benchmarks. There is a great cultural fit between Rauland and ECH in terms of innovating within the aged care sector.

"To be part of an industry first with ECH is an important step forward. With an ageing population, the opportunity to be pioneers in providing technology designed to assist older people is exciting."

ECH Chief Executive Dr David Panter said the home-like care experience complimented by global cutting-edge technologies will transform service delivery in the home care industry.

"There is a great need to move away from the current 'one size fits all' thinking in relation to care giving and allow people to have the power to make their own choices in relation to their overall health and wellbeing," Dr Panter said.

"The partnership formed between ECH and Rauland Australia offers a new model of care that is focused on each guest supported by an end-to-end technology solution.

"It is clear to us that Rauland understands our vision and has the same commitment to innovation and finding ways to use technology to better support older people. We believe that the Rauland technology in our Care Hotel will make a real difference towards maintaining independence for our guests."

Each hotel suite features voice-activated technology enabling guests to make requests for staff assistance as and when they need it. Staff will be able to respond to guests directly from their mobile devices, supporting a quiet environment and ensuring requests are dealt with quickly and efficiently.

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Discrete safety monitoring and falls detection devices are installed in each suite. In the event of a fall, a series of automated alerts are sent to staff mobile devices to ensure a rapid response using integrated messaging and a native mobile App.

Socialisation is another critical aspect of care. The Concierge entertainment and engagement solution comprising the Siemens HiMed Cockpit has also been introduced into the Care Hotel and provides guests with a personalised engagement and entertainment experience during their stay. Whether ordering a meal, accessing online entertainment services or video calling friends and family, all can be done from the privacy of their own suite.

## About ECH

ECH (Enabling Confidence at Home) is a leading not-for-profit provider of services that promote self-determination and enables people to have the best life possible as they age. ECH supports more than 15,000 people and employs more than 650 staff, including home support workers, nursing, allied and other health professionals, maintenance teams and administrators.

ECH has 1,912 independent living units across 110 retirement villages throughout metropolitan Adelaide, the Adelaide Hills, Victor Harbor and Ardrossan, four Wellness Centres, four dementia-friendly Day Programs and a custom-designed Short Stay Respite Centre. ECH divested out of Residential Care Homes in 2014. The purpose of this was to ensure that ECH could continue to invest and focus resources on supporting older people to remain living confidently and independently in their own homes for longer.

For more information, please visit [ech.asn.au](http://ech.asn.au)



Since its foundation in 1964, ECH has established itself as a highly respected and trusted provider of ageing care services in South Australia.

Today, ECH is one of the largest not-for-profit providers of integrated retirement living accommodation and services that enable people to continue to live independently at home as they age.

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### About Rauland Australia

With 152 staff across six locations in two countries, the Rauland Australia and New Zealand team has been innovating healthcare for more than 29 years. Today, with a new perspective on care, Concentric Care is leading healthcare providers into the future with a single platform for transformation. Concentric Care is a platform built for acute and aged care providers, providing a vantage point on clinical and care outcomes that enables clinicians and carers to communicate, connect and care. Developed by the Rauland Australia and New Zealand team, the platform provides a single point of focus from a single trusted partner, and a more complete, end to end care investment for customers.