

Just  
Checking



# 2024 Impact Report

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## Welcome, from our Managing Director, Amy Lewis

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“ 2024 marked 20 years of Just Checking’s activity monitoring services for people, their families and professionals in adult social care.

From the start, you, our partners, have driven the development of our technology and services; from the original assessment system to our fully managed services and Just Roaming innovations of today.

We’ve been reflecting on the impact this strong partnership has made and the reasons to keep striving for excellence despite the challenges in a sector that is under increasing pressures.

Our mission at Just Checking has always been to help people live safely and independently in their own homes through the thoughtful use of technology.

When support is ‘just right’ it puts people in control, builds skills and improves well-being and capability. From the lady (in the South West) who moved back

home to be with her husband, after 2 years in residential care, to the (Midlands) man who after 17 years in seclusion in hospital, is now living in his own home, with freedom of movement and autonomy. These are just a couple of examples from our work with some of the most innovative and influential leaders, teams who are driving change, and support staff who strive to make every day better for the people they support.

This stems from an attitude of understanding a person’s capabilities and enabling them to do more. It’s about framing support around things someone can achieve rather than cannot.

As a support worker in my early career, I was taught that the greatest achievement was to make ourselves redundant as the people we support do more for themselves. It is something I have carried with me in every subsequent social care role. Privacy, choice, freedom of movement, challenging

potential and pride in our own achievements; these need to be collectively understood when a team is planning care.

As Mark Douglas so succinctly summed up in our Best Practice Webinar, get support right for people and you build more sustainable models of care. “This is a win win situation.”

This Impact Report for me is a reminder of the reasons to keep striving for excellence, despite the challenges ahead of us. From our position, technology is transforming care.

By coming together as a sector we can achieve great things. So, share our learning - the successes and the mistakes, the challenges and the gains - and work together in partnership, to put each person at the centre of their support. ”

*A Lewis*



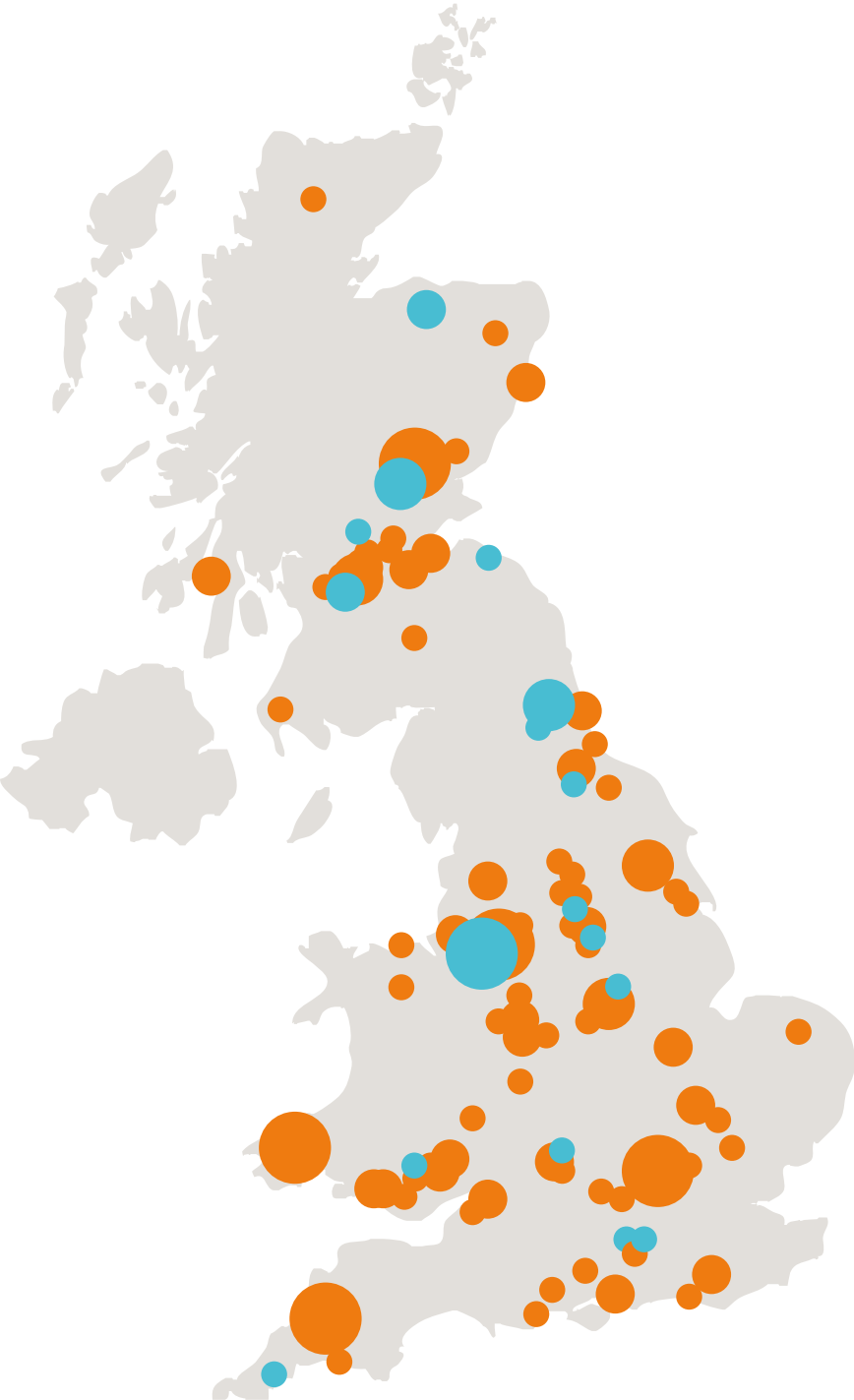
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# Small but mighty

We're an SME with big reach. In 2024, we expanded our services nationally across all business areas. This achievement was made possible thanks to effective collaboration with our dedicated council and provider partners.



848  
Just Checking  
subscribers

218  
Just Roaming  
sites



# Changing lives

At Just Checking, being person-centered is at the core of everything we do. We're proud to share some incredible outcomes achieved in 2024, made possible through the innovative use of Just Checking and Just Roaming technology.

## Helping bring Sally home



Two years after moving to a residential home, Sally was spending just one weekend a month at home with her husband.

Hopeful that she could return home permanently, Just Checking was installed to verify night time needs. It showed she needed no care at night, allowing her to move back home with a daytime care package; from 24 to 4 hours support a day.

## The right support for Fife citizens



During 2024, (year 5 of Fife Council's Managed Assessment Service), sensor-based assessments have ensured 370 older people receive the right support. Social workers use the activity data to confirm people's capabilities and arrange support at the times of day when it is most needed. The result: people stay safe and well and avoid unnecessary care escalations.

2024 savings total  
£700,000+

## Reducing restrictions and building futures



Charlotte previously lived in a setting with extensive support. She saw the risk management measures as punitive, negatively impacting her mood and wellbeing. Moving to her own bungalow, staff used Just Roaming to understand and encourage positive sleeping patterns and healthier routines. Charlotte is happier, more independent and now cares for her own pet cat and hamster.

Whole site saving  
£479,089 pa

“ Just Roaming really helped us think about different ways of managing risk. We really focused on a culture of improving quality of life. ”

Anne Tebbs,  
Senior Commissioning Officer

Charlotte





Richard

## Personalising progress through reablement



Ruth was admitted to hospital after a fall in which she broke her shoulder. On discharge she started a 6 week reablement programme to aid meal preparation, personal care and medication.

The assessor was not sure if Ruth was doing as much as she said she was, and thought it likely that she would need on-going support.

Just Checking showed that Ruth was independently preparing meals and drinks between care visits and managing well enough for support to be gradually stepped down. 5 weeks into the 6 week pathway Ruth was completely independent, with no ongoing service required.

## Using data to support better mental health transitions



Dimensions suggested Jamie used Just Checking temporarily as he moved from hospital to his own flat, to understand where he was managing well and where he might need help. He and his team viewed the data together as a starting point for a personalised support plan. Jamie now uses his support to build his homekeeping skills and to do the things he likes best, like watching Middlesbrough play.

“ I wasn't able to assess Jamie's support needs in hospital and we had limited and conflicting information. Most importantly, we didn't want to delay Jamie's discharge from hospital. ”

Helen McMullan,  
Referral and  
Assessment Manager

## Next steps in independence for Tom and Richard



Tom and Richard share supported living accommodation with 24/7 support; 1 daytime support worker and an overnight sleep-in. Frustrated with a constant staff presence they were keen to be trusted to run their own home.

Just Checking was used to verify their true capabilities, and Just Roaming now provides a safety net, with individualised alerts and the means to call for support from next door if needed.

Richard enjoys his playstation in the evening knowing staff will prompt him if it gets very late and Tom loves his newfound independence.

Homes not hospitals



Arthur spent 17 years in seclusion in hospital with 2:1 support and CCTV monitoring. Just Roaming was introduced to support Arthur’s transition to his own bungalow and enable data-driven, personalised Positive Behaviour Support (PBS). With reduced restrictions and more choice over his care, Arthur now feels safer, more independent, and is building positive relationships with staff.

“ It was very important to Arthur that he felt he had a voice. Just Roaming gave us an opportunity to listen to Arthur about what was not working for him. This was an element of control over his life that he had not had in a long time. ”

Rosie Walsh,  
Registered Manager

Enabling Rosie to stay home until the end



We are often asked to support complex cases. Rosie had been in supported living with Brandon Trust for many years when she required palliative care. It was important to Rosie to remain in her familiar surroundings and critical that the team had the right tools to support her at home where she wanted to be.

Just Roaming was installed. Bespoke sensors passively monitored Rosie’s activity and safety, alerting staff if needed, and Rosie was able to call for help at any time. The system enabled the team to provide responsive end of life care for Rosie in the privacy of her own home, while reassuring her family that she was comfortable and at peace for the last year of her life.

Karl is in charge of his support



Having used Just Roaming for over a year in a previous tenancy, Karl was ready to move on - with his new rescue dog. Karl directed the team on how to position the sensors so that he has even greater independence in his home.

Just Roaming makes Karl feel safe, with staff able to keep a gentle eye on things, whilst giving him the freedom and space to live his life as he wants - like taking his dog out 3 times a day and teaching him new tricks.

“ It has made such a difference to Karl’s life. He is now building on his mental wellness everyday. ”

Lynsey Way,  
Clinical Director



Tom

# A year in numbers

total UK wide saving  
**£15,155,552**

Evidenced from **53% of outcomes** returned by 18th February 2025. Figures are likely to increase throughout the course of continued outcome gathering.

**£4,038,420**

Scotland total saving .....

**£1,537,398**

Wales total saving .....

**£9,579,734**

England total saving .....





202

people are living with **reduced restrictions** because of Just Roaming



28

care services saw **improved quality delivery** as a result of Just Checking data



368

people were supported to stay **living well** at home for longer



436

people **avoided unnecessary care escalations**



142

people **avoided a residential placement**

# What's new?

Your views are important to us, and the continuous development of our products and services. Thank you for your valued input in improving the quality of our systems and services throughout 2024.



## you said

We have less resources to install tech and liaise with people and their families.

As a manager, I want to know how staff are using the system.

Staff don't always log in at the start of their shift.

We'd like to control and customise our alerting sounds.

Call for assistance pendants seem to use a lot of battery.

I need to know the staff room temperature due to medication storage.

## we did

We increased our range of installation and assessment services. Contact us for more details.

We developed a site scoreboard that audits and reports on usage.

Automated dialler now contacts handsets if no users have logged in.

We added new alert sounds: escalating volume, vibrate only and repeat until accepted.

We installed new firmware to improve battery life.

We added an alert that triggers if a temperature threshold is exceeded.

# Feedback



9 out of 10 people strongly agree that Just Checking technology helps better support people



“ Exceptionally beneficial in providing evidence ”

strongly agree that Just Checking’s support has been excellent



strongly agree that the data helped to better inform decision making



The staff team are always available and have a can do attitude. Just Checking / Just Roaming is continually developing to help us support more complex cases.

Senior Commissioning Officer



The reports have been used to identify personalised, individual care; changing the care plan, introducing assistive technology and delaying someone going into residential placement. This demonstrates monetary savings.

Head of Assistive Technology



We love the customer service and working together to find solutions to safety and independence.

Clinical Director



The Just Checking data has been key in providing evidence for any planned changes. The system gives us evidence of night-time activity and staff interactions in a very unobtrusive manner.

Social Worker



It’s the level of knowledge and experience that is Just Checking’s strongest suite. Your experience and knowledge in adult social care is evident, not just from a academic perspective but from a hands on, practical level.

Project Manager Modernisation Team



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