



# Improving health and social care through digital transformation in Wales



Our partnership with Delta Wellbeing has led to the creation of an innovative digital platform, revolutionising independent health and care support throughout Wales.

## Safeguarding independent futures

For Llesiant Delta Wellbeing, helping elderly and vulnerable people to live independently in their own homes “is more than a business, it’s a passion to do the right thing”. A centre of excellence for Technology Enabled Care (TEC), the company is at the heart of health and care between local authorities, health boards and community partners.

With innovative technology to create bespoke solutions, service users can have greater independence at home and on-the-go. From pendant alarms to assistive technology and 24/7 support from trained advisors, Delta Wellbeing offers a comprehensive range of care services and tailored support to individuals across Wales.

## A visionary new approach to care

With a mission to further transform independent living further, Delta Wellbeing, together with its partners, are looking to ensure that every individual receives the care and support they need as close to their own home as possible with the ‘HomeFirst’ concept, reducing the need for hospital admissions.

The initiative requires advanced use of data to create visibility of both individuals and the services that are relevant to them in order to create a single, holistic overview of each patient’s needs and care. Through this real-time resource, the project will enable whole system thinking where support from the NHS, care services and families can be more effectively coordinated.

“Delta Wellbeing’s vision of supporting people to live independently and to enable individuals to help themselves, is at the centre of our partnership with CGI. We share values, ethics and both of our teams are truly committed to supporting better outcomes for our service users who are the people in our communities who need our help most.

**Samantha Watkins,**  
Managing Director, Delta Wellbeing.

Delta Wellbeing was looking for a long-term strategic partner with extensive IT expertise to help turn it into a reality. Delta Wellbeing therefore partnered with CGI and in the first phase we worked collaboratively to develop an innovative, cutting-edge digital monitoring and response system.

The partnership aims to establish Wales as the national pathfinder in delivering truly integrated health and care at home services, using a cutting-edge digital platform that enables the adoption of a new hybrid care capability.

## A unique platform for changing needs

We kicked off our partnership with the digitisation of telecare services, collaborating closely with Delta Wellbeing and technology partners Enovation and Totalmobile. Within six months, we were able to successfully deliver the new digital system with a seamless and secure transition, launching digital health and care services two years ahead of the 2025 analogue switch off.

The new digital platform provides proactive, round-the-clock monitoring through alarms, sensors, and wearable devices to remotely oversee health conditions, and to intervene early when needed. By giving patients, families and professionals access to the same comprehensive information, the platform enables integrated care and seamless transitions between home and hospital services thanks to more effective deployment of care resources.

## Expanding services into the future

With an eye to the future, the platform has been specifically designed to allow Delta Wellbeing to expand the range of assistive technology products and telehealth services it provides as they're developed. Already an engaging and effective solution for service users, in time, the platform will transform the way health and social care is delivered, moving to a 'whole system' approach that supports the continuous provision of high-quality care.

"It has been a challenging project to deliver, but an exciting one. To get the system in place, with time to spare, is testament to the hard work that everyone involved in the project, including staff at Delta Wellbeing and our partners CGI, Enovation (UMO) and Totalmobile, have put into the delivery. We are looking forward to enhancing our service with the additional functionality that the new platform will bring, as well as the new digital technologies and services that we will be able to take advantage of. This benefits all our customers and will help to improve the health and wellbeing of residents across west Wales and further afield."

**Paul Faulkner,**  
Head of Technologies, Delta Wellbeing.



### Key benefits

- Round the clock monitoring of health conditions
- A single 'whole system' view of patients via transparent, multi-provider data
- Fully integrated health and care services
- An engaging and effective solution for service users
- Easy expansion of assistive telehealth and telecare services

## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting service firms in the world. We provide comprehensive, scalable, and sustainable IT and business consulting services that are informed globally and delivered locally.

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