



Enabling Aging in Place

The Security of Innovation



2025

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The demand for aged care services is rapidly increasing as our population ages.



It's estimated about

47%

of New Zealanders will require residential aged care at some point in their lives.

Whether for ourselves or our loved ones, nearly all New Zealanders will interact with the aged care system at some stage. This system is critical to how we age as humans and how we maintain quality of life as we grow older.

However, despite its necessity, the aged care industry faces enormous challenges:

Workforce shortages

Attracting and retaining staff continues to be a significant issue worldwide.

Ongoing regulatory changes

Adapting to changing legislation requires cost-effective solutions.

Meeting increasing demand

By 2033, New Zealand will need an additional 22,000 aged care units, but only about 18,000 are expected to be available at current development rates.

Addressing these challenges is crucial for aged care organisations to grow and capture market share.

The Case for Aging in Place

Aging in place—the ability of older adults to live safely and independently in their own homes and communities while receiving the necessary support for their health and well-being—is often referenced by those entering care. Many feel they are trading their independence and dignity for safety and security. Empowering people to age in place offers the best of both worlds: maintaining the dignity and independence of living in your own home and community while ensuring a sense of security.

A common reason people are afraid to consider aged care is the fear of losing the connection to their community. On-site independent living facilities have traditionally filled this gap, providing a sense of community and independence while maintaining a line to care.

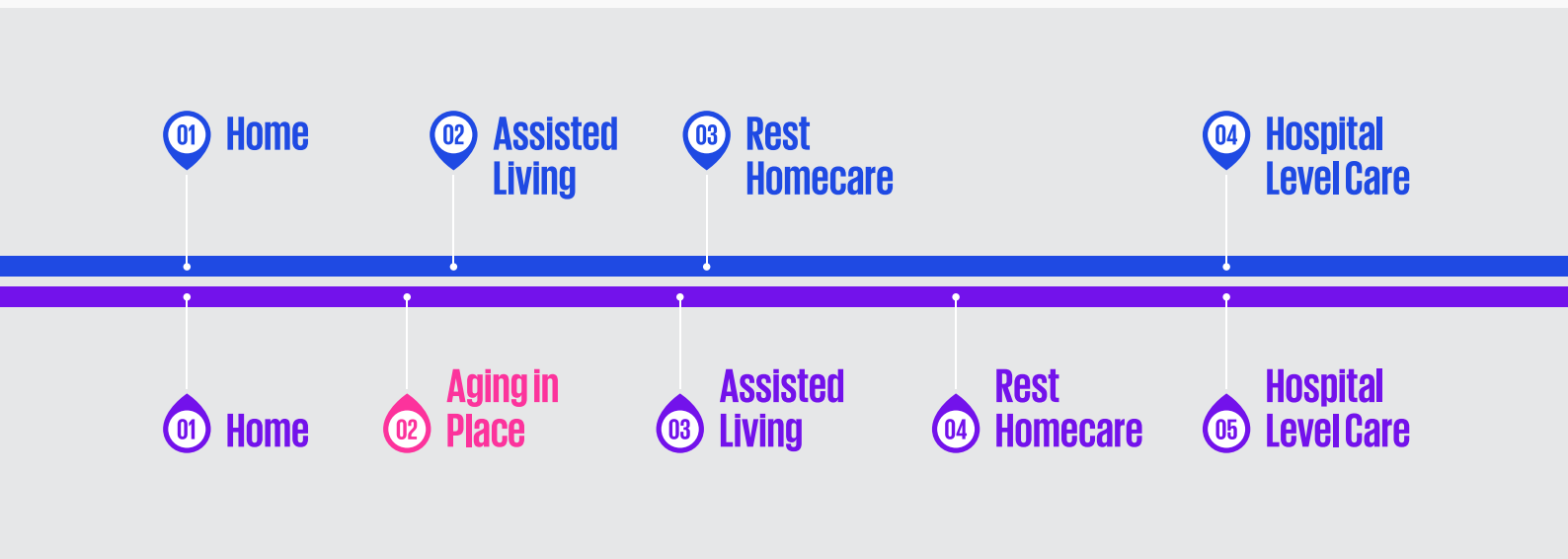
With the projected shortfall of available homes this option may become unobtainable for those seeking care. There is an opportunity for the sector to grow 'aging in place' models of care - enabling people to stay connected to their family home and local community for longer while still receiving the wraparound support they require. Aging in place services could also help to provide a less confronting transition into traditional live-in care if and when the time comes for

a higher level of support, by ensuring that people are already connected with their new community and carers - and even engaged with leisure programmes and facilities on offer - well before making the big move.

This approach would allow individuals to join a community while still living at home, offering support for cleaning, meals, social interactions, or medical appointments. When more intensive care is needed, an individual could transition to the provider's facilities with confidence, knowing they remain connected to their community. This model could also support the increasing number of older people who do not own their own home, or who have limited capital to invest in full residential care.

The Retirement Commission projects that by 2048, 40% of retirees, about 600,000 New Zealanders, will be renters. Care could still be delivered to these individuals while they remain in rented accommodation and deliver the same benefits of community connection and graduated support.

The Case for Aging in Place



The Future of Aged Care

The future of aged care lies in enabling adults to age in place with dignity and independence. We believe there are several key areas of innovation which can help create a sustainable approach to supporting older individuals to age in place:

- Investing in monitoring tools and technologies.
- Integrating health and social care services and funding to bridge the gaps between the two.
- Expanding the concept of virtual wards to individuals ageing in place.
- Capitalising on the existing community and volunteer workforce to deliver care.

The Future of Aged Care



Investing in Monitoring Tools and Technology

Investing in technology to address consumer expectations and enhance safety:

- **Non-Intrusive Safety Sensors:** Prevent falls and monitor activity, providing peace of mind for families.
- **Health Tracking Wearables:** Real-time health data meets the growing demand for personalised care.
- **Smart Home Integration:** Supports daily activities and provides reminders, offering tech-enabled independence.
- **Workforce Optimisation:** Workforce logistics are complex. Tools like Workday are already widely used across United States aged care facilities allowing for a more equitable caseload allocation across care providers to better manage workload and reduce burn out.



Health and Social Care Integration

Bridging health and social care through innovative models:

- **Seamless Care Ecosystem:** A connected system between health and social services prevents unnecessary residential care.
- **Policy Advocacy:** Supports regulatory reforms and community-based care funding.



Virtual Wards

Virtual wards help manage healthcare system capacity by delivering care remotely through in-home care equipment. Nurses conduct virtual rounds via video calls, with patient vitals transmitted directly to them. Globally, virtual wards are making a significant impact. At Imperial College in London, the use of virtual wards reduced A&E attendance by 65% and unplanned admissions by 81%. KPMG brought this concept to life in the Netherlands by collaborating with local GPs and developing a comprehensive growth plan and operating model, enabling care experts to deliver a refined virtual ward experience:

- **Remote Health Monitoring:** Tracks health continuously without hospital visits, easing pressure on the healthcare system.
- **Virtual Care Teams:** Coordinate medical and social care virtually, reducing unnecessary admissions.
- **Community Engagement Platforms:** Encourage social interaction and reduce isolation through virtual support networks.



Community and Volunteer Integration

Building a community by leveraging volunteers:

- **Volunteer Training and Resources:** Equip volunteers to extend care services and ease workforce pressures.
- **Partnerships with Charities:** Provide social and non-medical support where professional services fall short.



The Importance of Investment

Investing in high-quality data solutions is crucial for creating a future-focused, tech-enabled healthcare environment. KPMG developed a future-ready ICT infrastructure for Aged Care Centres in Ostbelgien, streamlining data flows, enhancing security, and significantly improving care quality. This initiative facilitated better collaboration across care disciplines, optimising resident care and establishing a robust

IT infrastructure that promotes synergy and scalability. By ensuring secure data management and preparing centres for organisational and technical changes the facility has a strong foundation for innovative approaches.

Achieving a radical shift in where people spend their later years requires collaboration among policymakers, healthcare professionals, and communities. Embracing innovation together will transform the aged care landscape, ensuring our aging population enjoys a high quality of life, independence, and dignity.

Contact us

We hope you enjoyed this report and would be delighted to discuss its content and insights in further detail. Please do not hesitate to get in touch if you have any questions or would like to schedule a conversation.



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