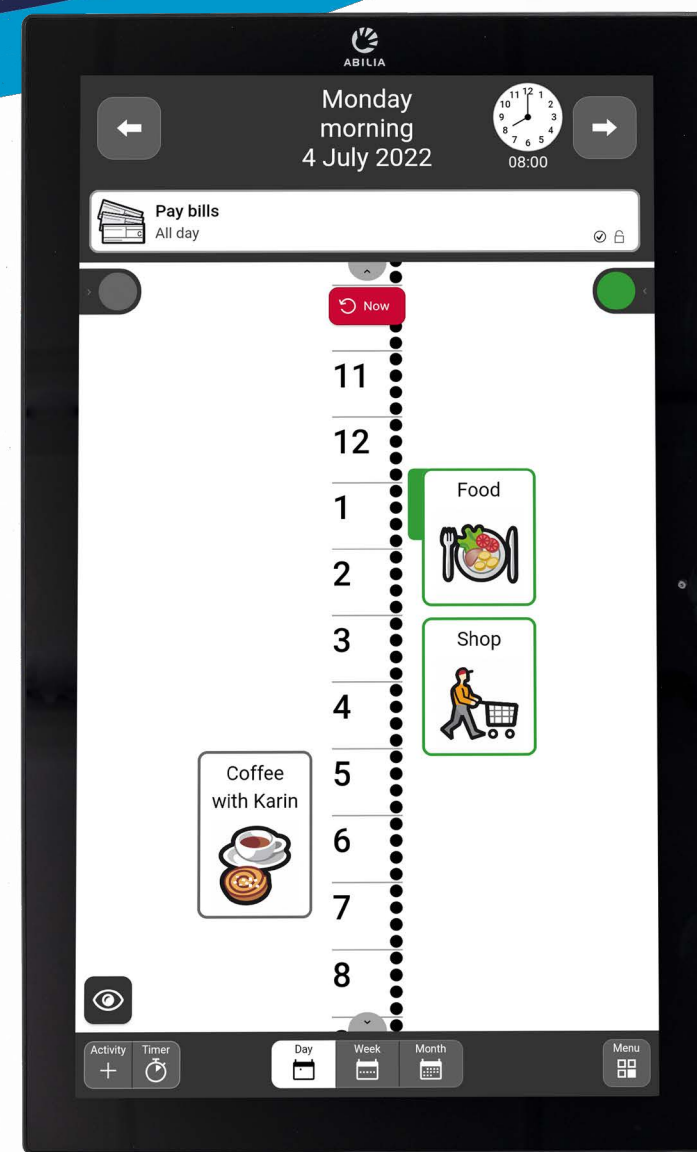
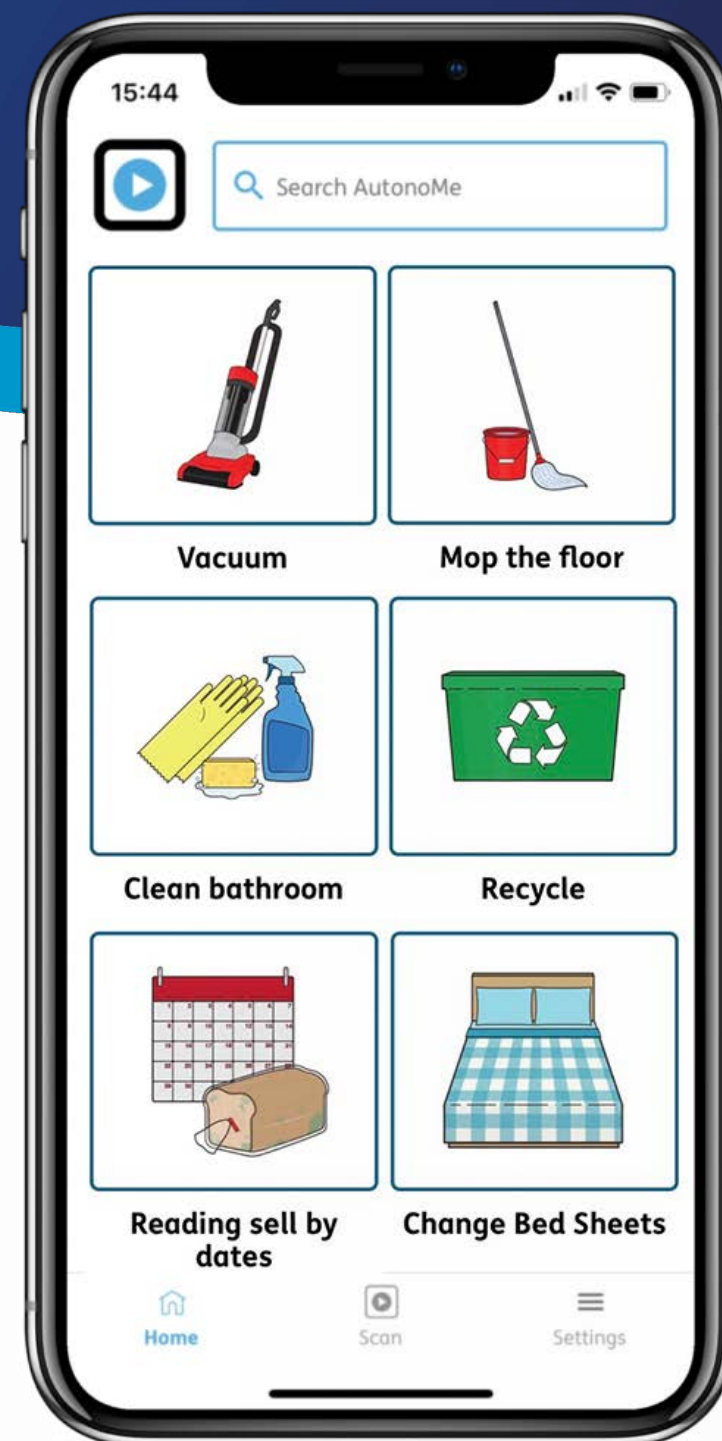
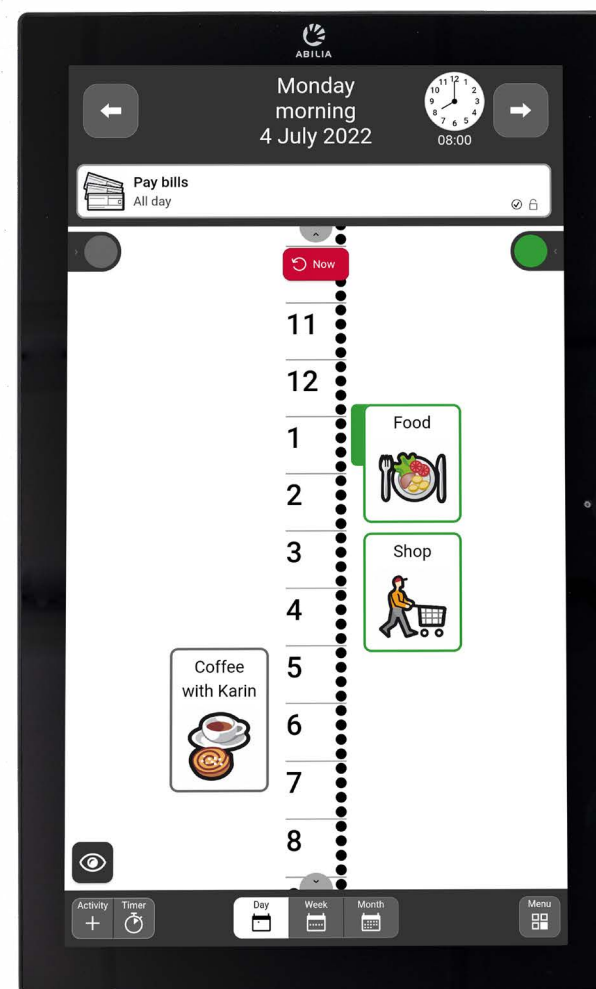


Let's talk TEC

Case study brochure 2023



User Experience of the Abilia device



Joanne received the device and staff were unsure as to whether this would work but were very keen to give it a go, to help Joanne become more independent with some of her tasks.

Staff received the training and then started to load pictures and events on to the Abilia device. Some of the pictures are of Joanne's personal items so she will recognise them.

Joanne was very good from the start with the Abilia device and acts on the alerts and prompts, sometimes needing support to do this.

Joanne now recognises images and tasks on the Abilia device and tells the staff what the prompt is saying. E.g. for a picture of tablets she says "tablets go on then" so she knows it's time to take her medication. Staff have also added various activities onto the Abilia device such as puzzles and having her nails polished.

The device has been a very positive experience for Joanne and as time goes on, more and more activities are being added. Staff have said they have seen a big difference in Joanne, and she looks very proud of herself when the Abilia device alerts her of tasks, which she can then complete.



AutonoMe case study



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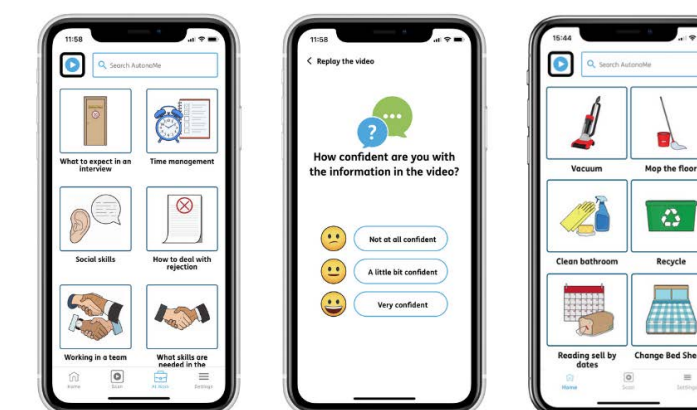


Antonia was keen to have the AutonoMe app so that she could develop her household tasks and gain greater independence in this area and have less reliance on her care staff.

To support Antonia, AutonoMe worked closely with staff to develop and implement a personalised plan to further develop Antonia's skills in cooking meals independently and maintaining a habitable home.

She has improved her confidence in using the Washing Machine, is regularly washing her hands and making Hot Chocolate using the AutonoMe videos. She really enjoys using it and we can plan lessons ahead of time to support her.

'The videos are clear and easy to follow. My favourite videos are making cakes, washing my hands and egg mayonnaise sandwich. I feel like the videos are helping me do more'



Genie Connect

Domiciliary Case Studies

James



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[Robotics helping visual impaired adults](#)

[\[Andrew's Case Study\]](#)



- James has Cerebral Palsy and Autism. He lives at home with his family but is alone during the day with support in place to access the community. An increase in hours was being considered due to pressures on family to prompt daily tasks whilst parents are at work.

- James has hydration and nutrition prompts added to his Genie to manage his needs during the day. As a result, his family are not having to contact or visit him frequently throughout the day as he is now acting upon prompts independently.

- James also has time sensitive medication during the day. Initially a prompt and a video call from the family was utilised to manage this. Now James is acting upon the prompt and video call from mum is not required and James is managing medication independently.



Genie Connect

Domiciliary Case Studies

Chantelle



**Service
Robotics
Limited**

- Chantelle has Autism, Attachment Disorder and Learning delay. She lives alone with day and night support at present.
- Positive steps are currently supporting Chantelle with cleaning, meal preparation and managing her environment. A Genie device has recently been provided to support with prompting and encouragement to complete these tasks and reduce reliance on staff support.
- Genie is also providing a safe means for Chantelle to contact her support network when her anxieties exacerbate.
- Chantelle's care provider is involved with supporting her through the companion app and video calling to encourage independence with daily tasks but also manage risks.



Genie Connect

Domiciliary Case Studies

Brenda



**Service
Robotics
Limited**

- Brenda has mental health problems, frailty, COPD and a combination of hearing and sight impairments.
- Brenda lives alone and was provided with a Genie device whilst awaiting a package of care. During this period the Genie device supported Brenda to manage her medication, hydration, nutritional prompts and small 'clean as you go' reminders whilst also managing risks of isolation.
- Brenda's mental health practitioner now contacts her through the Genie Connect app and adds reminders for appointments remotely. This has meant that Brenda is now up, dressed, and ready for her visits and appointments which has reduced reliance on her support staff and time needed for visits.
- Now Brenda has a care provider in place, they are able to focus on personal care and shopping tasks as Brenda is completing other daily tasks with support and prompting by Genie.



Genie Connect

Domiciliary Case Studies

Ryan



**Service
Robotics
Limited**

- Ryan has ADHD, Asperger's syndrome, and severe anxiety. He relied on his mother for most aspects of daily living. A care package was being considered for Ryan and a Genie device was provided.
- Ryan utilises his Genie device to support him with nutrition and hydration reminders which previously his mum would have to contact him several times a day to prompt.
- Ryan captures his mood twice a day on Genie and reflects on this in his professional appointments which he has reported 'helps with managing his anxieties'.
- Ryan and his Mum also add appointment reminders remotely and Ryan is also using the Genie to have virtual appointments with his professionals.
- Face to face care support is no longer required and Ryan is finding Genie a less intrusive way of supporting his care and support needs.



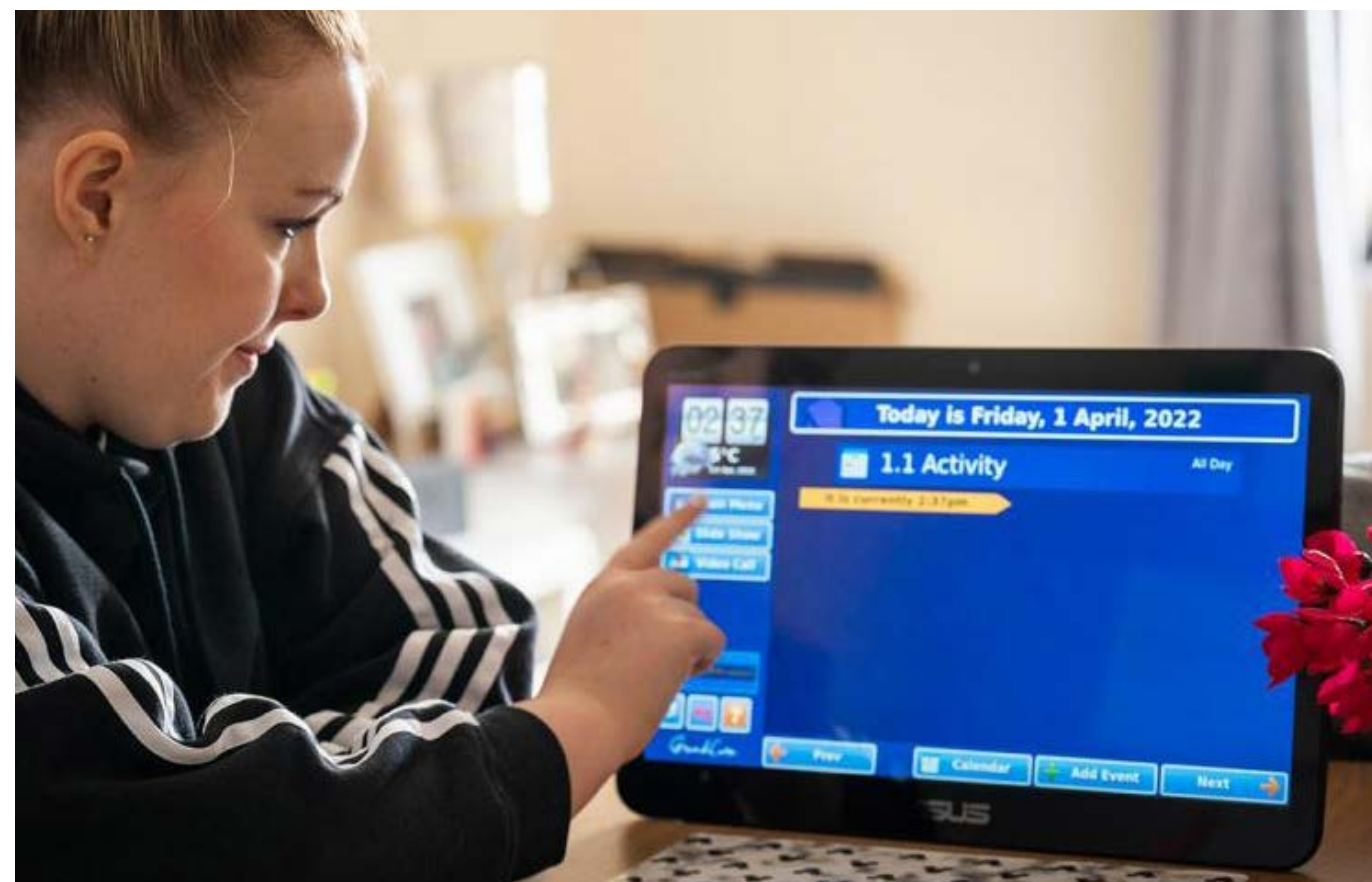
Grandcare

Case Studies



What is grandCARE?

grandCARE uses technology and sensors, combined with a dedicated device to create a system used by individuals to manage their daily living needs. Each device can be accessed and updated by individuals, their care teams, Social Care professionals and their families to creatively and seamlessly provide the level of care and support required. This enables individuals to remain in their own home for longer, reduce dependences and remain safe.



What are the benefits of using grandCARE?

Dependent on the needs of the individual, grandCARE creates a number of benefits and opportunities such as, monitoring progress and achievements, supporting with the daily completion of tasks, setting reminders and reducing anxieties and / or behavioural challenges. These benefits enables individuals to maximise their skills, develop coping strategies and increase their choice and control over their daily lives. As a direct consequence, families and care teams alike, feel the positive impact of such benefits and gain reassurance on how the individual is progressing.

As standard, monitoring reports are available, enabling individuals, care teams, Social Care professionals and families to monitor progress, risks, changes and updates to the system and general daily activity.

Who can use grandCARE?

grandCARE can be personalised to suit a variety of needs, enabling the system to effectively support elderly users, individuals with a learning disability and / or Autism, Mental Health needs, younger adults transitioning into independent living and patients being discharged from hospital. The grandCARE assessment process is designed to capture the specific needs of an individual and focusses on their outcomes to be achieved and their overall wellbeing. The information captured enables the grandCARE team to apply a bespoke and tailored configuration to each system installed, ensuring a successful implementation.

Introduction: Meet Gary

Gary is a 26 year old who currently resides in a 24hr supported living environment with one other gentleman. Gary has Trisomy 21, a learning disability, a congenital heart condition, Psoriasis and a hearing impairment. Gary relies on very clear methods of communication and uses Makaton, gestures and support from his care team to ensure he can express his feelings clearly and appropriately. Gary is a Toy Story fan, enjoys watching movies and listening to music and exploring YouTube for his favourite video clips. Gary also enjoys being able to keep in touch with his family and friends through the use of video calling.

Starting position - before grandCARE:

Gary has 24hr shared support with his housemate and receives support to manage all aspects of his daily living needs, including prompts where appropriate to complete tasks himself in a bid to become more independent and do more for himself, this is Gary's greatest area of need. Gary also has support to access the community, maintain social connections and maintain his environment.

Implementation of grandCARE:

grandCARE worked with Gary and his care team to identify the important aspects of Gary's life and routines that require further support or just support in a different way to try to enable Gary to do more for himself. A series of meetings were held, an assessment was carried out and Gary's system was configured in a way that focusses on his communication needs, response style to prompts so that Gary's engagement could be maximised and a small number of prompts and tasks were added, introducing a phased approach to using grandCARE, all encompassing Gary's Care Act eligible needs and outcomes to be achieved. Gary and his care team were trained on how to use grandCARE and make changes moving forward and an initial review of 6 weeks was scheduled to monitor progress.



Progression:

Following the implementation of grandCARE, Gary successfully manages his medication through the use of prompts and sensors to identify if he has accessed the medication cabinet. Gary is able to recognise which tablets to take and is able to follow the prompts and guides when his medication is due. Gary also has a number of prompts set up to remind him to attend to aspects of his personal care that he is able to manage safely and also tasks relating to his environment such as changing bed sheets and managing his laundry. Gary's care team also add reminders to his calendar such as hospital or dental appointments and the dates of when mum and dad are visiting.

What's next for Gary?

Through the confidence gained in Gary's achievements, his care team are now examining the next stages and looking at how he can progress further through the use of grandCARE. Gary requires prescription creams for his skin and so his care team will be working to create a video using grandCARE to show Gary how to apply these correctly and look to build this into his daily schedule. In addition to this, it is felt that Gary needs to continue on the path of developing his independent living skills further and so his care team will start to build into his schedule, further tasks relating to his environment such as cleaning, shopping and cooking.

Gary will also continue to enjoy the added extras from grandCARE such as YouTube, developing his Makaton skills and following video exercises to maintain his health and fitness. Gary will also continue to benefit from having video calls with mum so that he can continue to maintain contact with her on a regular basis.



Feedback from Gary's care team:

'Although we were keen to try new technology to support Gary's needs, we had little confidence in the success and possible outcome that could be achieved. We have been thrilled to see how Gary has progressed to being able to successfully do more for himself, independently'.



Feedback from Shropshire Council:

'Through the use of grandCARE, Gary has successfully developed new skills and become less dependent on his care team, enabling him to have more choice and control over his life and gain confidence in his own abilities. As Gary continues to progress, we will examine what positive changes can be made to his commissioned care and support and we are excited to see how Gary develops further as his confidence grows, which will hopefully drive him to continue to try new things and achieve more!'



Care Support Worker: 'I really didn't think that Gary would benefit from this device, but I'm thrilled with how he has started to become more independent. Gary now manages his medication, can make a sandwich himself and makes his own cups of tea. We are working on adding more prompts so that Gary can do more for himself'.

Introduction: Meet Tony

Tony is a 29 year old who has a learning disability and Autism and lives in a supported living scheme with another gentleman. Tony is working towards moving into his own flat and is keen to live on his own with a reduced care package so that he can have a greater sense of independence.



Starting position - before grandCARE:

Tony has support to manage all aspects of his daily living needs which include personal, managing his environment, his social activities and at times, managing some challenging behaviours. Tony is able to express his needs most of the time and also able to follow instructions and prompts which is important due to Tony requiring structured routines to be in place so that he is able to participate in what needs doing and develop his skills to do more for himself, in preparation for moving into his own flat.

Implementation of grandCARE:

grandCARE completed the initial assessment to determine Tony's likes and dislikes and to incorporate what is important to Tony and what the areas of focus need to be so that Tony can work towards more independent living. Having a structure in place was very important, which included his own personal care tasks and also environmental tasks so that Tony could develop his skills around the home. A video was also created of Tony managing his laundry which helps Tony when alerted to this task, to remind himself of what it is he needs to do so that he can complete the task correctly. Full training was provided and an initial review of 6 weeks was scheduled to monitor progress.

Progression:

Tony has successfully developed his skills using grandCARE by following prompts to complete tasks. This has not only enabled Tony to become more independent, but has developed his reading and communication skills. Tony will now inform his care team of what he is doing each day and no longer requires prompts to complete his daily living tasks relating to his environment. This results in Tony having a more active role in the management of his daily living needs. Tony also manages the application of his prescribed creams on a daily basis and knows when his medication is due, which is an important aspect for Tony to develop his skills in, so that he has greater control over his health. By actively managing some of his daily living tasks, Tony's confidence has grown and he now has an increased awareness of his own abilities and is keen to develop further, in preparation for independent living in his own property.

What's next for Tony?

grandCARE are working with Tony to develop his system further and ensure it is personalised to suit Tony's changing needs. Tony's care team will be working with him to start to identify the next set of priority tasks to focus on, now that his confidence has grown and he is ready to continue to develop further. The areas to focus on next include personal care, food preparation and food safety. By developing Tony's skills further in these areas, Tony will be preparing for a successful transition into more independent living, which is his ultimate goal.



Feedback from Tony's care team:

'Tony enjoys using his grandCARE system. It's improved his routine and has helped him to become more independent and has improved his reading and communication skills greatly.

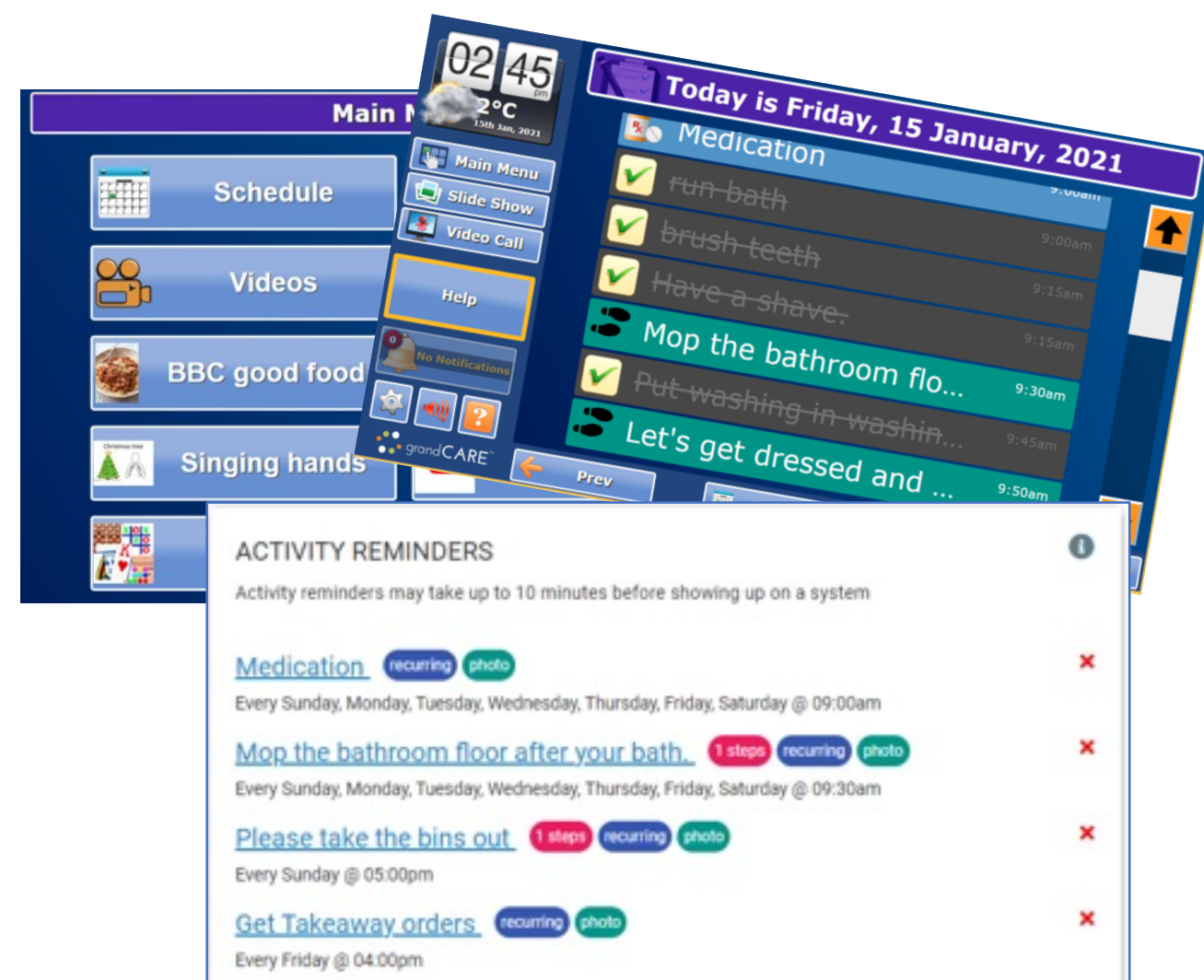
The device creates a visual aid that prompts him which has resulted in less prompting and reliance on staff. We continue to encourage this so that Tony can become more self-sufficient and plan for his future'.

Feedback from Tony:

'In November I received my brand new grandCARE tablet. It is to help me complete more everyday tasks, independently by giving me prompts with alarms or videos of me doing the tasks. Once I have done the tasks, I tick them off. I find my tablet very useful, and I like that it is my own personal tablet, with my own pictures and websites. I am very happy with grandCARE and I hope to keep it after the project ends. I will keep videoing myself doing my everyday tasks, so that I can remember how to do things right first time!'

Feedback from Shropshire Council:

'Tony's aim is to move into more independent living where he can have more control over his life and have a greater sense of independence. Using grandCARE, Tony is working towards achieving this aspiration and is successfully developing his skills and confidence at meeting his needs, with less reliance on care staff'.





Introduction: Meet Dan

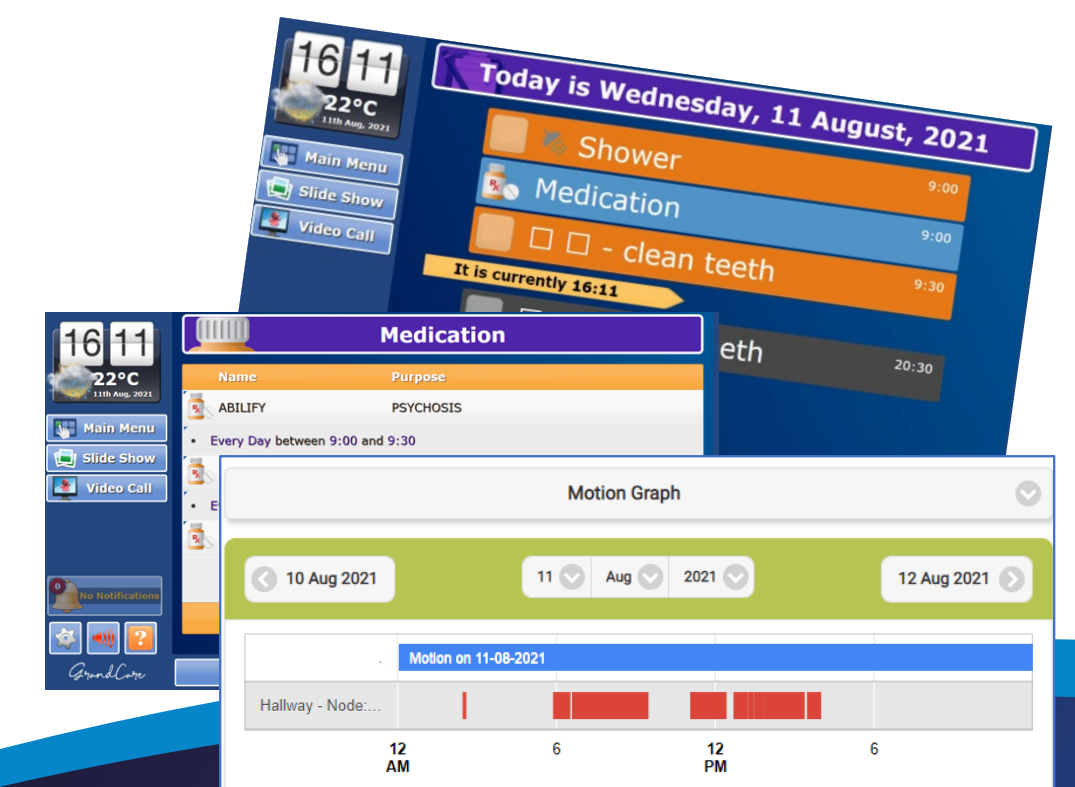
Supported by a PA through Direct Payments Dan continues to benefit from the GrandCare system and is now going to start to have some focussed time with his PA, in gaining confidence in the use of websites set up on the system. Additional sensors have been added to help to monitor activities in the home and Dan's parents are now looking to add more prompts and activities to the GrandCare system. These will not only focus on personal care tasks but will include general daily living tasks such as forthcoming appointments, dates and times of when Dan's parents are picking him up to avoid him calling them to find out and also social activities.

What's next for Dan?

As Dan continues to develop his skills and confidence and his parents gain more and more benefits from having the system in place, the commissioned care and support will be reassessed to reflect Dan's changing needs and to ensure he has the flexibility within his support package to suit his needs and lifestyle.

Feedback from Dan:

'I like this because I can see mum and dad and Dolly and Teddy when we speak. I like seeing the house that I lived with mum and dad. I also like Robbie Williams on my machine and my photographs'.



Feedback from Dan's PA:

'Easy to communicate with Elaine and Alfie if don't need to phone. Can also use video calling if need any 'face to face' contact. Completing care records enables Elaine and Alfie to see what Dan has been doing and much better than keeping paper records. Kris really helpful and talked me through reinstating system when it went down'.

Feedback from Dan's parents:

'We are really pleased with the grandCARE system. Initially, we were reluctant and did not consider it would be useful or appropriate for Dan. However, following a meeting with Kris who demonstrated the system and with support from Charlotte at Shropshire Council, we are so pleased to be proved wrong and love the system. Communication with Dan via the video link improved immediately. He went from monosyllabic responses on the phone to being engaged. He particularly enjoys being able to see the dogs during calls.

The sensors give Alfie and I confidence about his sleeping pattern and because of the alerts we are able to monitor if his sleep pattern is disturbed, which is a indicator of increasing mental ill health. Likewise, we can override the video calling if Daniel doesn't answer and whilst we have only had to do this once it was really useful when we were concerned for Dan. We continue, along with Dan and Mandi (his support worker) to develop the use of the system. It is also important to note the excellent support received from Kris from grandCARE who is always approachable and responds to any queries in a timely manner. Likewise, Charlotte has also played an important part of our follow up meetings when considering and developing how the system can be used for Dans benefit'.



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[GrandCare Video Case Study](#)





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charlotte.hall@shropshire.gov.uk

