



CASE STUDY

Using Technology to Enhance Care Packages

Background

Rhiannon and John are a married couple living in their own home in Pembrokeshire. Both long-standing customers of the Pembrokeshire Council Telecare service, they also have a large domiciliary care package in place. This includes a combination of support from their family and formal carers. Along with daytime visits, they also receive repeated sleep-in support two consecutive nights, followed by two nights of support from their family. Although the carers live-in on the days they support, when it's the families turn, they are nearby but not within the property. A Social Worker recently carried an annual review of Rhiannon and John's care, who highlighted that Telecare could be better utilised to support them.

Solution

The Social Worker suggested that two pendants should be provided to the couple, one for use with a pager when the live-in carers are at the property, and the other to connect to a monitoring centre through the dispersed alarm. Although historically this would have been an option to consider, the risk of swapping between two pendants, may have meant the couple were left with an un-monitored device, which may not have been realised until there was an emergency. Now that Pembrokeshire Council are using Cair's Notifier pager, they were able to introduce this with a pendant for both Rhiannon and John. This means that if either of them raise a call on their pendant, the Notifier will alert the carers on the Notifier pager so that they can support. If they are not available, or it is a day that family are supporting, the divert functionality on the Notifier ensures the alarm is sent to the monitoring centre, who can alert the family if the pager is not acknowledged within 30 seconds. Carers also have the option to set the Notifier to away when they aren't present, meaning no delay at all is needed.



Outcome

The Notifier and pendants being used in this way ensures continuity of service, and the security that a call will always go to a monitoring centre if it's not responded to locally by carers. Using this technology supports the care package in place, and it works for the carers, family and most importantly Rhiannon and John. It enables them to continue to do the things that are important to them, such as simply spending time together watching television, and being able to remain in their own home, whilst also providing peace of mind to their families and giving a route for carers to call on extra support when needed.