



CASE STUDY

Designing Person Centred Features to Support Targeted Care

wakefieldcouncil

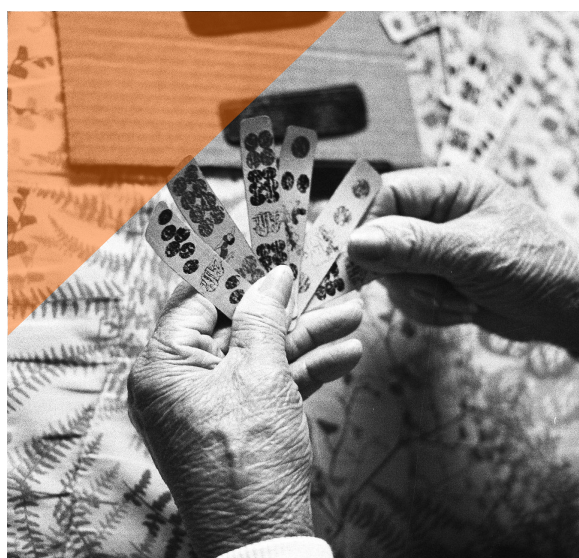
Background

Doris is an elderly lady, living with dementia who lives in a supported living facility in the Wakefield district. The supported living facility reached out to Wakefield Council's Technology Enabled Care team for assistance due to Doris frequently pressing her pendant when it wasn't needed, generating hundreds of alerts each day. This impacted the staff's ability to efficiently support other residents. By redirecting these alerts to the local monitoring centre, the facility aimed to manage Doris's needs more effectively while ensuring continuous care for all residents.

The Technology Enabled Care Team conducted a visit to assess the situation and consider which measures had already been taken. Sometimes restless, she would be described as fidgeting and would always have something in her hands. Several options were explored, including the introduction of fidget toys, which are often used to support people living with dementia to promote focus and tactile experiences, but these failed to reduce the pressing of the pendant. It was agreed that a community alarm, connected to the monitoring centre would be installed to reduce the pressures on the facility, whilst other options were evaluated.

At risk of falls, it was identified that Doris would benefit from a fall detector. She was issued with a CairFall, which would automatically detect if she experienced a hard fall, but also had the ability for her to manually press the button to call for help. If the sensor was activated, the monitoring centre would try to support her through the alarm, and if unsuccessful, contact the home to respond.

After several weeks, the monitoring centre reported that they were receiving multiple calls each day. In one single month, there were over 1,200 alerts from Doris, resulting in hours of unnecessary call time. A second visit was conducted to investigate other options including pull cords and occupancy sensors, which were all unsuitable. Working closely with the Social Worker, the identified risk that meets her needs under the Care Act was her risk of falls. After thorough investigation, the Technology Enabled Care Team found that there was no stand alone product on the market to meet the needs of falls alone, as all had a manual button to call for support too.





Solution

The Technology Enabled Care Team at Wakefield Council reached out to Cair to discuss the challenges they faced in finding a solution that would work for Doris. One that would continue to manage her risk of falls, allow her to continue living as independently as possible, but would not cause unnecessary strain on her supported living facility and the monitoring centre. Finding a solution that would reduce the calls would most importantly mean causing much less disruption to Doris's life.

Cair worked with the Technology Enabled Care Team closely to design a fully customised version of our CairFall, where the manual call button could be disabled. This continued to address Doris's needs as a faller, whilst removing the impact of accidental calls via the manual button, which were causing disruption to her life.

Outcome

The introduction of the bespoke CairFall dramatically reduced the monitoring centre workload. Based on one month's data, Doris's previous calls generated 61 hours of wasted call time, equating to 732 hours or 97.6 working days over a 12 month period.

The improvement also impacted positively on the supported living facility. Doris maintained her place in the facility, as before the introduction of the CairFall, alternative accommodation was being considered, due to the excessive calling, to ensure it was the right environment for her. She is now receiving targeted support which has improved her quality of life and care, and the facility has been able to redirect essential resources to better support all residents, creating improved responses and outcomes. Crucially, she continues to live happily in the place she calls home.

Keep an eye on our website and social media for further CairFall developments.



Cair (UK)

Hanson Lane, Halifax, West Yorkshire, HX1 4SD

T: 01422 399 155 **E:** sales@we-cair.com **W:** www.we-cair.com