

# Case Study



## Carers and the Droplet Reminder Solution for Dehydration



The voice of technology  
enabled care

**For carers, dehydration significantly increases workload and stress**, as dehydrated patients require closer monitoring, more frequent interventions, and are at higher risk of avoidable hospital admissions. Care staff report hydration management as time-consuming and challenging, especially when caring for individuals with cognitive impairment or limited mobility, and where hydration tracking relies heavily on manual prompts and documentation. Despite being largely preventable, dehydration continues to place avoidable pressure on carers, highlighting the need for simple, consistent hydration reminder solutions that support both care delivery and staff wellbeing.

### DID YOU KNOW?

If you are dehydrated you are **vulnerable to UTIs, AKIs, Falls, Bedsores and indirectly to antibiotic resistance.**

**24% of over-65s are clinically dehydrated** (meta-analysis of over 22,000 - Tufts University 2023).

**290,000 people are admitted to hospital each year with dehydration-related illnesses** (Dr Foster 2019).

Estimated **cost to the NHS is over £1billion**. (Nursing Open 2018).

The **Droplet reminding system has been proven to increase fluid intake by up to 60%** and almost halve the incidence of UTIs.

## Meet Harry and Sara

---

Harry has had Parkinsons for several years but despite that was leading a very full and active life until he fell and broke his pelvis. He was told he would be in hospital until well after Christmas and might never walk again without assistance. Once home, his wife Sara who is his primary care was responsible for his wellbeing which included hydration.

**Sara explained** *“I knew it was so important that he drank water. The doctors told him, the nurses told him, and because he used to forget to drink, I had to nag him, and then he started using this cup, which reminded him every 20 minutes to drink, which meant that even if I was not in the room, he had to drink, and eventually he got in the habit of drinking before the reminding messages prompted him. It did help him a lot and it helped our relationship a lot because it meant that I didn't have to be behind him every 2 seconds.”*

**Harry said** *“It was easier to drink with the droplet reminder because you get stuck into whatever you're doing, time goes, you just forget. The recorded message was a very amusing way of reminding and very effective. I did drink much more because of that cup than before when my wife would suddenly scream at me,” drink water!”*



---

## Meet Katy and Barbara

(Names changed for anonymity)

Barbara has Vascular Dementia and Alzheimer's. She forgets to eat and drink. She lives in her own home and is supported by Katy and Carers who go in four times a day to dispense medications and prompt her to eat/drink. Prior to using the Droplet cup Barbara would become dehydrated which would cause her to become constipated and this would then lead to Delerium and she would need to be hospitalised.

Katy said, “Maintaining adequate hydration has been a critical aspect of mam's care. Prior to implementing the Droplet hydration system, she frequently forgot to drink throughout the day, resulting in recurrent episodes of dehydration. These episodes often progressed to constipation and delirium, leading to hospital admissions. The introduction of the Droplet cup and calibrated jug has significantly improved her hydration status. The system's design provides clear prompts and supports independent drinking in a dignified and accessible way. “

**Katy went on to say,** *“When my mam’s dementia began stealing away her daily routines, even drinking became something she forgot. Dehydration would creep in quietly, then suddenly we’d be facing delirium, constipation, and another hospital stay. It was really difficult watching her fade like that. The Droplet hydration system changed everything. The gentle prompts, the familiar cup and jug with the lovely design - it gave her back a small piece of independence. Now she drinks throughout the day without fear or confusion, and she hasn’t been hospitalised since. It brought calm back into her home and dignity back into her care. It has contributed meaningfully to my mam’s health, stability, and quality of life”*

---

**Terry Bloom, CEO at Spearmark commented** *“I’m delighted that years of research and close collaboration with users have resulted in a solution that is both highly valued and demonstrably effective. With hydration improvements averaging 60% and a significant reduction in UTIs, it’s clear that we are making a meaningful difference to people’s health and wellbeing—bringing reassurance to their families and carers as well.*

*A key part of this success has been the TSA’s exceptional support. Their depth of expertise, sector insight, and commitment to innovation have been instrumental in enabling us to deliver better health outcomes through technology. Working alongside TSA has helped ensure that our approach is both evidence-based and aligned with the needs of real users.*

*While the UK’s care landscape can sometimes slow the adoption of new innovations, I’m optimistic about the progress being made. With continued leadership and advocacy from organisations like TSA, there is a real opportunity to move towards a more integrated system—one where proven technologies can be adopted more quickly and consistently, ensuring that more people benefit sooner.”*



The voice of technology  
enabled care

To find out how TSA can support your organisation with similar projects and partnerships contact our membership team:  
**[membership@tsa-voice.org.uk](mailto:membership@tsa-voice.org.uk)**