



Connectivity in Care: Combating loneliness while improving efficiency

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OUR MISSION & VISION

To become the UK's most admired care company through changing the face of ageing



■ GLOBALLY



OVER 1200
FRANCHISES WORLD-WIDE



14
COUNTRIES



APPROX \$1.7
BILLION REVENUES

Services

Home Instead
CAREGivers can
provide a variety
of services.

Some are listed
to the right:



Companionship and Home Helper

- Meal Preparation
- Medication Reminders
- Accompany to Doctor Visits
- Grocery Shopping
- Laundry and Linens
- Light Housekeeping
- Socializing



Personal Services

- Bathing
- Dressing
- Incontinence Care
- Mobility Assistance



Alzheimer's or Other Dementias

- Minimizing Behavioral Symptoms
- Encouraging Engagement
- Keeping the Person Safe
- Supporting the Family



Transitional Care Services

- Incidental Transportation
- Prescription Pick-up
- Hospital Discharge Assistance



Hospice Support

- Supplemental Support Services
- Respite for Family Members

Home Instead is Improving Quality of Life for Seniors with Alzheimer's or Other Dementia (AOD)



Fewer Hospital Admissions

AOD seniors receiving home care had a 58% rate of in-patient hospital admissions, compared to 66% for those without.



Nearly 50% Fewer Dr. Visits

AOD seniors with home care averaged 10.2 doctor visits per year versus 19.2 for those without home care.



Overall Better Quality of Care

73% of caregivers using professional home care rated the overall quality of care for their family members with AOD as “very good” or “excellent,” compared with 62% of non-users.

Why Social Isolation/Loneliness?

Feeling socially isolated is associated with:



29% increased risk of
coronary artery disease



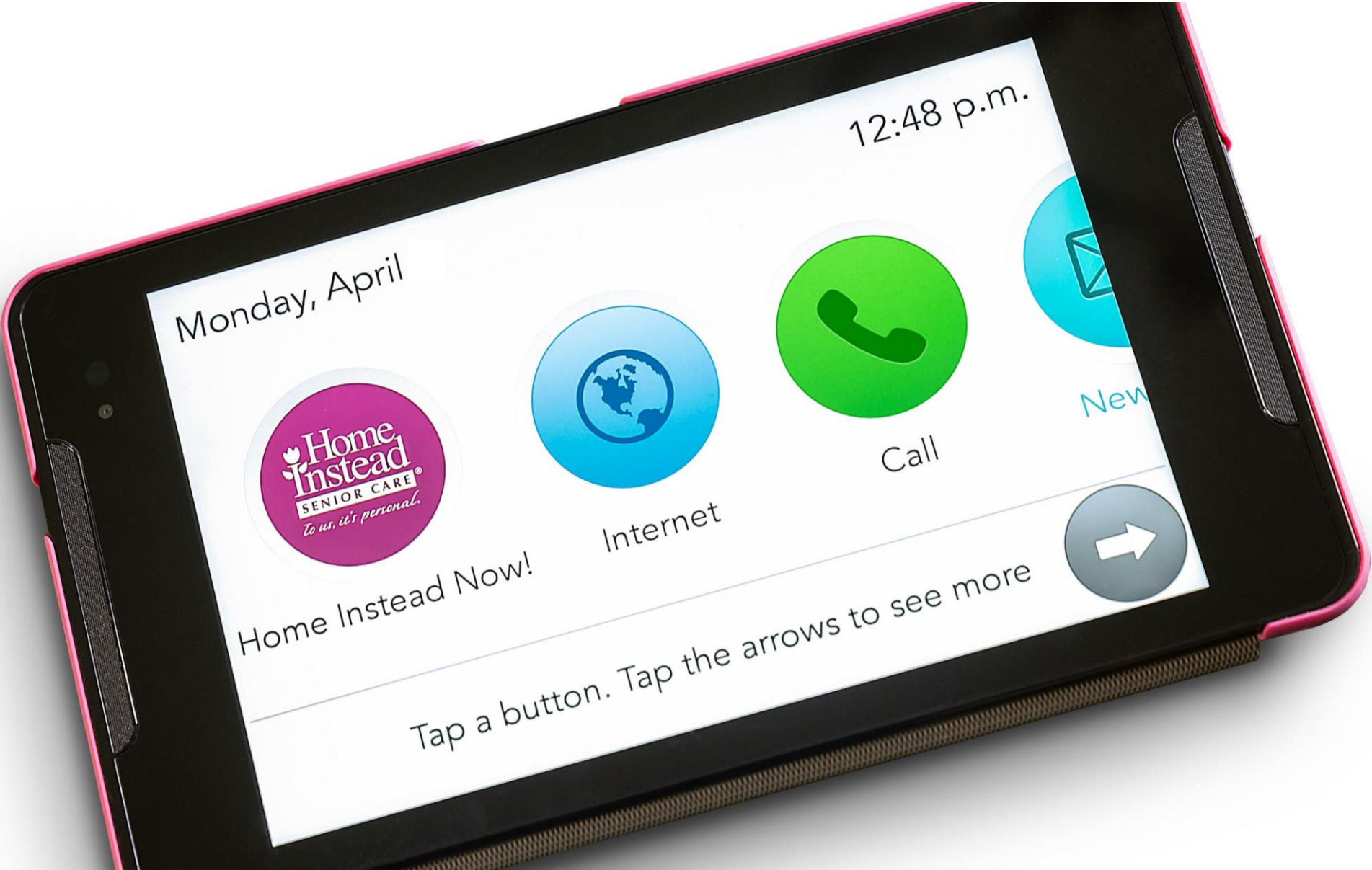
64% increased risk of
developing dementia



32% increased risk of
stroke



26% increased risk of
death



Monday, April

12:48 p.m.



Home Instead Now!

Internet

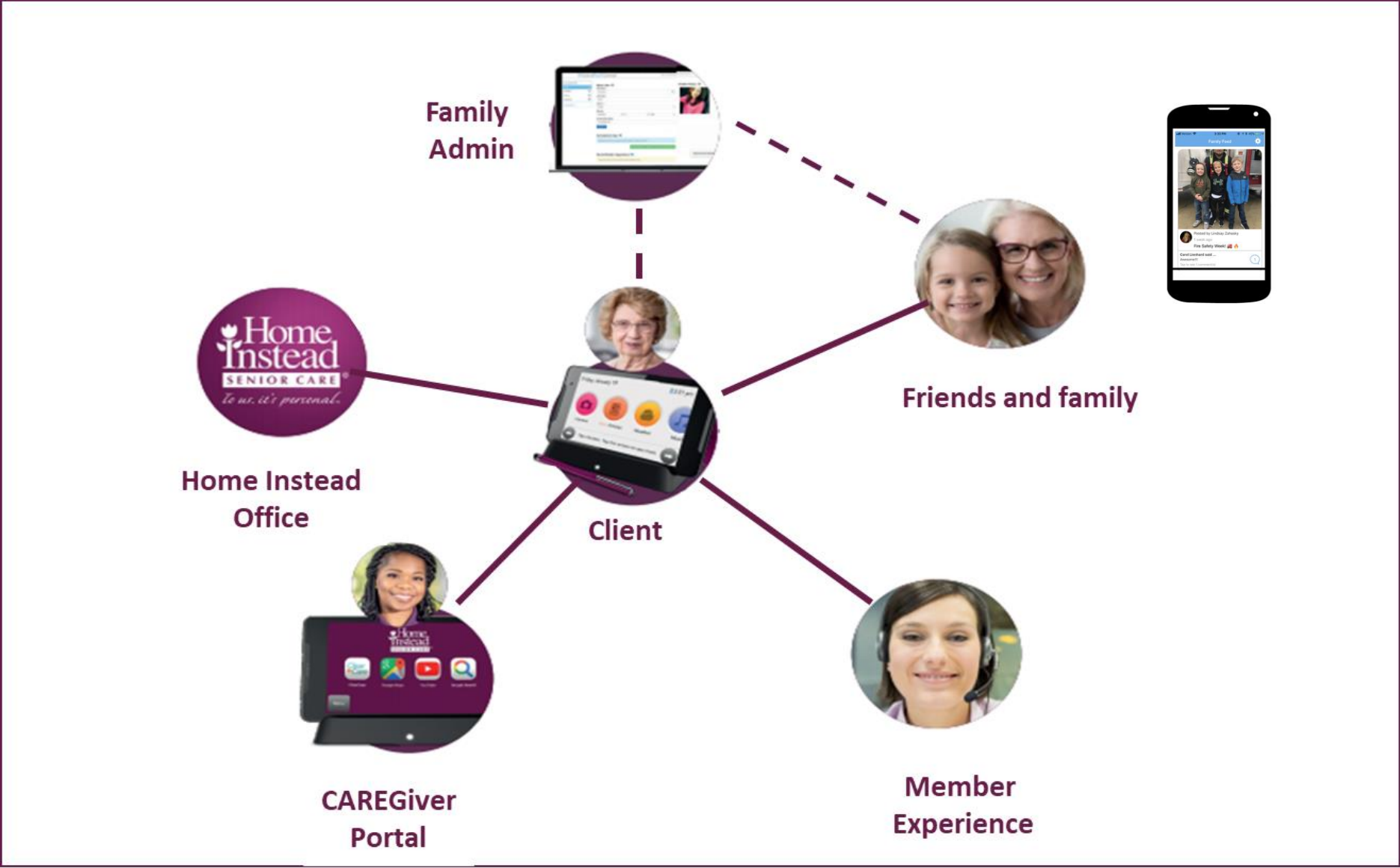
Call

New

Tap a button. Tap the arrows to see more

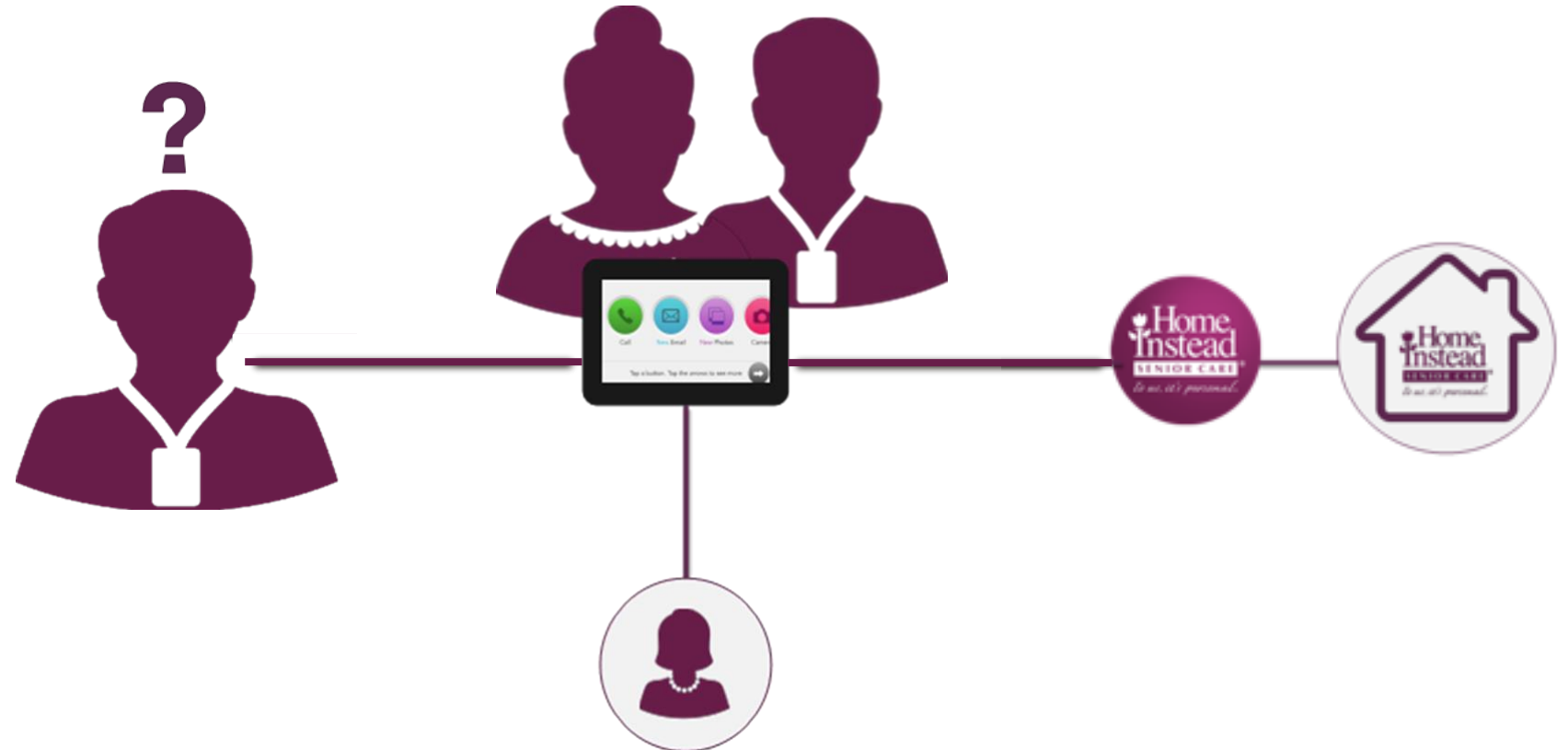








Operational
Efficiencies &
Care Quality



Reconnection



“We have a client who is housebound. She missed attending her local church, so we made contact with the vicar, and added some of the congregation to the Companion App. Now on a weekly basis, they can call our client during the service so that they feel part of the church again and enjoy their worship”

“He has family in many parts of the world and "his GP has made the world a much smaller place." he also states that "he has tremendous contact everywhere with everybody" He has received video calls from family members from football matches in the UK showing members of his family in the crowd singing you'll never walk alone when Liverpool are playing and "it makes you feel like you are there“”

" She loves your calls and is delighted with the GrandPad. It has been marvellous during the holidays to be able to share photos with her. She spends lots of time looking back over them. As I'm sure she told you we had two family weddings this summer. As Mum was unable to go to the weddings we were able to share photos and videos on the actual days, She also regularly comments on the photos with great humour!

Dementia



“Another lady told me that since most of her friends have passed away and most of those that are still around don't know her, she feels that thanks to GP she has a new friend. The opera music we added to her GP brings back great memories of her Mother singing when they were young, it brought back memories she thought were long gone. She used to visit the library a lot but in recent years due to her physical disabilities she cant go anymore, however now that she has her GP she feels like she is back at the library.

“My 95 year old mother, who has gentle dementia has been able to chat to her family face to face, which is wonderful. Her son, my brother, lives in Singapore and it is lovely for him to FaceTime his mum. I like to chat to Mum each day and it is lovely to chat face to face. I live 200 miles away from my mother. I can also upload photos and day to day pictures, which she loves to see. The buttons are so clear and she is able to work the GrandPad, even though she is of the none techno generation. Last week she was able to watch her granddaughter walk down the aisle on her wedding day as my nephew streamed the moment on his phone and sent it to the GrandPad - magical!”

Regaining confidence

My Dad was diagnosed with MSA - Multiple System Atrophy with Ataxia.

As a family we knew nothing of this illness and relied heavily on doctors for information-the information we received was unfortunately that dad's illness was progressive with no known cure.

My Dad had to try and deal with losing his independence. He was an extremely outgoing, funny and loving man but he began to shut himself off from so much. Slowly but surely giving up doing things he loved.

The day I introduce the GrandPad was a game changer for us. He took it on board straight away and realised he only had to tap the button once to get a reaction - unlike his phone which was causing a lot of frustration. His granddaughter pointed out he could do crosswords again and they spent the next while doing a crossword together. I then showed the pictures of his family and how to make and receive a call. He smiled and then got teary, as he told me he could do this.

The day before he passed we were arranging to go out to a local coffee shop something he had lost confidence in doing but now felt he could.

Safety, reassurance



“My mum took ill one night and could not get to her phone. Her GrandPad was next to her bed, and via this, she managed to call us for help. We then called and ambulance and went to her as quickly as we could. By having the GrandPad close by, we feel this saved her life as she could contact us quickly even though she could not get directly to her phone. “

“Our client was admitted to hospital and the ward they were on was locked down due to a sickness bug. They had taken their GrandPad in with them, so we were able to keep in touch via this to ensure they were getting better. Even though they were not having their regular visits we were constantly in contact with them”

What Have we learnt

- Will benefit each client in a different way
 - Benefits not always what you predicted
 - Simple things can have an immense impact
 - People will always surprise you
-
- Always talk about the benefit and experience
 - Make sure the solution is appropriate to the situation

What next

- Research to quantify impact on social isolation
- Build out as part of wider technology enabled care offering
- Continue to develop technology to enable better person centred care



Thank you