TELECARE CASE STUDY

Using Telecare Memory Reminders and Prompts to Support Independence

Stockport Council Adult Social Care is keen to maximise the use of Telecare to support people to live well in their own home. The type of telecare lifeline unit provided in Stockport can easily be programmed to play verbal reminders at specific times during the day to prompt someone to take medication or to carry out other activities of daily living.

Sam (not his real name) is a young man with neurological problems resulting in epilepsy and severe short term memory problems. Sam already had Telecare linked to an epilepsy sensor and was living in his own flat. After a period in hospital Sam moved out of his flat to live with his father. After further testing of the epilepsy sensor at his father’s house, Sam moved back into his own flat supported by the following Telecare equipment: lifeline unit and pendant, falls detector and epilepsy sensor. However Sam’s memory problems meant he forgot to take his medication and have meals. Because of these difficulties Sam also had two 30 minute calls each day to support him with medication and meals.

In order to promote Sam’s independence, it was decided to programme his Telecare lifeline unit with reminders that would assist him to take medication and have regular meals. Sam was given a newer version of his lifeline unit. The manager at the Telecare monitoring centre programmed the unit with the appropriate prompts and tested it at the centre before it was given to Sam. Sam has five reminders per day. A buzzer sounds and then Sam hears the monitoring centre manager’s voice reminding him it’s time to prepare a meal and/or take his medication. Sam then presses a button to acknowledge the reminder. If the cancel button isn’t pressed an alert is sent to the monitoring centre.

To ensure Sam was responding to the prompts appropriately, carer visits continued alongside the verbal prompts for a couple of months, although during this period the calls were reduced.

The carers confirmed Sam was responding to the prompts from his lifeline unit and was successfully managing to prepare meals and take his medication at appropriate times.

Not only that the verbal prompts have helped Sam establish a good routine and pattern of behaviour.

Medication and lifestyle prompts are not the answer for everyone with memory problems. They worked well for Sam because he wanted to and was able to comply once prompted.

The use of Telecare prompts was cost neutral as Sam already had a lifeline unit (although he was given an updated lifeline). As a result of this intervention, Sam no longer requires daily calls and is currently only receiving one call per week. The cost of his care package has reduced from £92.96 per week (or £4833.92 per year) to £6.64 per week (or £345 per year).

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Carecall was first accredited with the TSA in 2010. They are accredited to the Service Tailoring, Installation, Monitoring and Response Modules. Mathew Carter, Manager of Carecall says this about his organisation’s membership of the TSA, “Accreditation is important to us as we feel it acts as a benchmark for a professional service. We believe that Telecare is critically important in maintaining our clients’ independence, especially when combined with a professional mobile responder service.”

TSA is delighted to join with Stockport Homes in the development of this Case Study which clearly identifies the support provided to ensure the independent, well-being of a young service user.

For more information on this case study, please contact Mathew Carter at Stockport Homes on 0161 218 1677 or Mark Leivesley at TSA on 01625 520 320