



TEC stories

FROM TAILORED SOFTWARE TO EVERYDAY GADGETS: HOW TECHNOLOGY
ENABLED CARE IS CHANGING THE LIVES OF CARE HOME RESIDENTS

A RESOURCE FOR CARE HOME PROVIDERS AND COMMISSIONERS



“The stories in this publication perfectly illustrate the many ways in which digital technology can enrich, not only the care home environment, but the personal experiences and quality of life of individual residents. Technology is now part and parcel of our everyday lives and care homes should be no different. I hope care home providers will be inspired to use technology to empower and engage their residents, boost their intellectual and emotional wellbeing and be even more responsive to their needs and choices.”

Baroness Greengross OBE



Professor Martin Green OBE
Chief Executive, Care England

The world is in the middle of a technological revolution, which will be equally as seismic as the Industrial Revolution was to our forebears.

The social care sector has been slow to embrace the benefits of technology, but demographic change and the need for more personalised services, combined with the challenges of recruiting and retaining enough qualified staff, will mean that technology will hold the key to our sector’s future.

Social care is very much a people-to-people service, but we can graphically see from these TEC Stories, the benefits that technology and the use of data can deliver, both to the people who use services and to those who provide them.

The secret to success when using technology is to ensure that we are clear about the problem or issue we are trying to solve. Technology is not an end in itself, it is an enabler that will ensure that people receive the best possible care and are enabled to have as much choice, autonomy and control over their own lives as possible.

TEC Stories illustrates the impact that technology can have on people’s lives and we see throughout this publication examples of where technology has enabled people to live well with a range of different needs and conditions.

Social care is at the start of a journey into a future where people’s lives will be transformed by technology, and the planning and development of services will be informed by the effective use of data.

This is an exciting and exhilarating prospect for everyone who is prepared to embrace technology and make it a part of the resources available that support people to live well and maintain their autonomy and control.

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REALISING THE POTENTIAL OF TEC IN CARE HOMES

Technology enabled care (TEC) is playing an increasing role in the development of services that support vulnerable people and enrich their quality of life.

To date the focus has been on helping people in their own homes, whether it's an individual house or flat or within grouped living such as sheltered housing, supported living and extra care.

There has been less engagement with residential and nursing care with regard to enabling technology. As our case studies highlight, this can involve anything from virtual reality to tailored computer games. And yet people often live in care homes for a significant amount of time – an average of two and a half years, according to a 2017 report by Laing Buisson.

While TEC can be the foundation for a digital approach that delivers greater efficiency and effectiveness across the organisation, including tools to support a care home's operation and management, it can also play a role in supporting people to enjoy a better quality of life.

TEC can provide the opportunity for a better dialogue between health and care commissioners, care home owners and managers and, crucially, the people and families who are supported.

Here are five ways to enhance outcomes within residential and nursing care:

- 1 Take an outcomes-led approach** to enabling technology that can focus on what matters to people you support and deliver the aims of the organisation you work in. The technology options available are ever expanding and can become overwhelming. Ultimately the solutions and the supplier organisations involved must fit with your objectives and be person-centred, rather than ensuring your services can fit to the technology available.
- 2 Promote autonomy** through an individual, strengths-based approach to TEC – aligned to what people want to achieve and what they can do, rather than what they cannot do. This could be using TEC to enable a person to access the grounds of a care home safely, or using reminiscence apps to remember where they grew up and provide a connection back to their community.
- 3 Enable connectivity** with family and friends through a video call, joining a family gathering remotely, watching and following exercise videos, viewing family photos and recorded messages. This can help to keep people engaged and active in their wider network of family and friends when mobility becomes a barrier to a physical presence.
- 4 Be quality-led** – just as care organisations must demonstrate quality within care delivery in line with CQC requirements, it is crucial that they engage with TEC services and solutions that can equally demonstrate quality and safety within their delivery model and organisation. That can be achieved through audited compliance to the Quality Standards Framework, which is independently delivered by TEC Quality: www.tecquality.org.uk
- 5 Help to reduce or defer an escalation of needs** – TEC can enable care staff to link into clinicians remotely or access support out of hours through video consultation. Technological solutions can offer ways to monitor and measure trends and patterns in movement and activity to help staff know when to intervene ahead of crisis, such as raised potential for a urinary tract infection or a fall. In doing so, the likelihood of admission to hospital may be reduced – supporting the person, the staff and the wider health and care system.



Alyson Scurfield
Chief Executive,
TEC Services
Association (TSA)

Whether it's gaming or social media, debate about latest technology tends to be focused on – and aimed at – the younger generation.

But we have an increasingly tech-savvy older generation for whom digital technology is also an integral part of their everyday lives. The latest Adults' Media Use and Attitudes Report from Ofcom shows more than a quarter of over 75s use a smart phone and 38% have a social media profile and/or a messaging account.

I'm lucky enough to be in a job where I regularly get to see how all manner of gadgetry also helps people to manage their health and care needs and live independently.

Digital technology, in all its forms, is an enabler – it empowers people and goes to the very heart of the personalisation agenda. The question is, why should our use of technology change if we move into a care home?



Clenton Farquharson MBE
Chair, Think Local
Act Personal (TLAP)

Technology has the power to dramatically improve a person's quality of life and enable them to take control and do things they may never have imagined possible.

From everyday gadgets to bespoke TEC, how can anyone fail to be excited by the possibilities?

But the trick to getting the most out of technology is to shape it around the person, not the other way around. As a disabled person, I want to lead an ordinary life and not be defined or limited by my health and care needs.

That's why any discussion around commissioning and investing in TEC should be framed in terms of how we make people's lives better. As you'll see, the stories here are testament to the way technology can empower individuals and enrich their lives.

Think Local Act Personal (TLAP) champions Making it Real, an approach that describes

It's easy to fall into the habit of thinking about technology in a care home setting purely in terms of traditional TEC like nurse-call systems.

What the stories in this publication highlight is the fact it's often low level tech in care homes, like FaceTime, that makes a huge difference to people's lives. It puts them in control, boosts independence and gives a person the freedom to pursue a range of activities, just as they would have done at home.

They also demonstrate that the power of technology can be a real eye-opener for care home staff and pave the way for culture change.

I hope these case studies inspire care home providers and demonstrate how what are often small initiatives – shaped by residents – can change people's lives, improve outcomes and become the basis for investment and further roll out.

what good personalised care and support looks like from the perspectives of individuals who access services and people who work in them. Using Making it Real provides a powerful way to ensure we never lose sight of the fact that people want a life, not a service.

At its heart are a set of 'I' and 'We' statements that describe good care and support.

For example: "I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals." And from an organisational perspective: "We talk with people to find out what matters most to them, their strengths and what they want to achieve and build these into their personalised care and support plans." That's the approach we must take with technology.

Wherever people live and whatever their condition, digital technology can offer opportunities for a better life – just remember never to put the technology before the person.



THE INTERACTIVE TABLE THAT CREATES MAGICAL MOMENTS



“*When I have finished on the Magic Table I like to sit in my chair and do my word searches feeling relaxed.*”

The Laurels Residential and Nursing Home in Derby is part of Sanctuary Care. In 2019, staff embarked on a fundraising mission to buy a Magic Table for its residents.

Created in the Netherlands, the Magic Table is a box – very similar to a projector – which is mounted on the ceiling and casts simple light games onto a table or floor. It is used in several of Sanctuary Care’s homes and since launching at The Laurels, staff have already seen significant benefits to the health and wellbeing of its residents.

The Magic Table was appealing for various reasons, as manager Jo Graves explains.

“We were looking for technology that is simple to use and engaging but also innovative, because we know that residents can be tech-savvy, having used technology for a while.”

The Magic Table is designed to be highly engaging and stimulating for people of all ages.

“Our residents love to spend time with children and when children visit, the Magic Table provides an activity that everyone can take part in and really enjoy,” says Jo.

She has noticed changes in the habits of residents – particularly the small number who have dementia – who could get restless.

Now they will sit for more than two hours, engrossed in the game they are playing on the Magic Table.

While it’s too early for The Laurels to evidence any direct health outcomes, the signs are positive, particularly in relation to residents’ eating habits.

Jo explains: “We put snacks and drinks around the table and residents happily help themselves. They are eating more, and taking on board more nutrients, which is so important. They are so distracted by the games that they eat without thinking about it, even when they don’t have an appetite.”

The Magic Table is enhancing the schedule of physical activities at The Laurels, which includes skittles and ‘Sit to Fit’ sessions. While residents remain seated at the Magic Table, a fishing game gets them moving their arms and upper bodies and for football, the game is projected onto the floor, so participants move their legs and feet to control the ball.

The games require thought and coordination and, crucially, they give the residents things to talk about, laugh about and enjoy together.

Among them is Joan, 81, who has been a resident at The Laurels for three years and loves word searches.

Joan, who has mild learning difficulties, is now a regular user of the Magic Table. She enjoys the puppy game, in which she gets to stroke and feed the animals, and ‘Autumn Leaves’ where she uses a small brush to sweep up virtual leaves, uncovering red and yellow ladybirds that she can hear fluttering around her.

“THE LOOK ON THEIR FACES WHEN THEY ARE CHATTING, HAVING A LAUGH AND A JOKE ABOUT THINGS THEY HAVEN’T SEEN BEFORE, IS BY FAR THE BEST THING ABOUT IT. IT’S A JOY TO WATCH.”

Joan is spending time with other residents and enjoying these interactions. “I enjoy group activities, sharing equipment and playing football,” she says. “I like to push the football in the goal.”

The Magic Table has given Joan something different to do. Staff at The Laurels describe her as being “happy and engaged” and Joan is distracted from the things that might otherwise cause her anxiety.

She has also noticed the benefits, explaining: “When I have finished on the Magic Table I like to sit in my chair and do my word searches feeling relaxed.”

Technology is embedded into the culture at Sanctuary Care, from interactive games such as the Magic Table, to helping residents to become tech-savvy internet users.

Sarah Clarke-Kuehn, Sanctuary’s group director – care, says: “Technology plays a significant role in enriching the lives of residents in all of our care homes.

“As well as embracing the use of Magic Tables, such as the one at The Laurels, we have introduced an innovative bespoke care planning system called kradle, which enables our staff to record information at the point of care allowing them to spend more quality time with the residents rather than paperwork.”

In a short space of time, the Magic Table has enriched the day-to-day lives of residents at The Laurels, bringing about healthier habits, better interaction and increased movement.

For Jo, above all else, seeing her residents so engaged is the best indicator of success.

“The look on their faces when they are chatting, having a laugh and a joke about things they haven’t seen before, is by far the best thing about it. It’s a joy to watch.”

HARNESSING THE POWER OF MUSIC

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 If you don't give upstairs something to do, you lose contact. Keeping my brain functioning all the time, that's the main thing in life to me. I'm happier than I've ever been.



Sandringham Care Home in Portadown, Northern Ireland uses wireless headphones to help its elderly residents relive memories, connect with their communities and become more active by giving them a more personalised listening experience.

Sandringham is home to 63 residents across its dementia and frail & elderly nursing unit.

While residents have always been able to listen to music in group activities, some were missing out because they preferred to stay in their rooms. In early 2019, the activities team invested in a small number of wireless headphones so that residents can listen wherever they feel comfortable.

Since using the headphones, staff quickly noticed a difference in the residents.

Tracy Palmer, manager at Sandringham, explains: "The movement and enjoyment our residents got out of it was absolutely tremendous. Residents who maybe shuffled along began to dance; they were up out of their chairs, walking. Some were singing along, people who hadn't spoken very much in a long time.

And following this, the residents started engaging with each other a lot better."

After this success, the team decided to start a radio station, broadcast from Sandringham to its residents through the wireless headphones. With some helpful tips from local stations, and the support of a volunteer experienced in radio broadcast, the station was launched.



Sandringham Care Home Radio now broadcasts twice a week. Every Monday afternoon, Gospel Gems is enjoyed by the many residents that used to attend church. As well as music, the show plays live church services and mass so that those residents who wish to can still connect with an important part of their life, without being there.

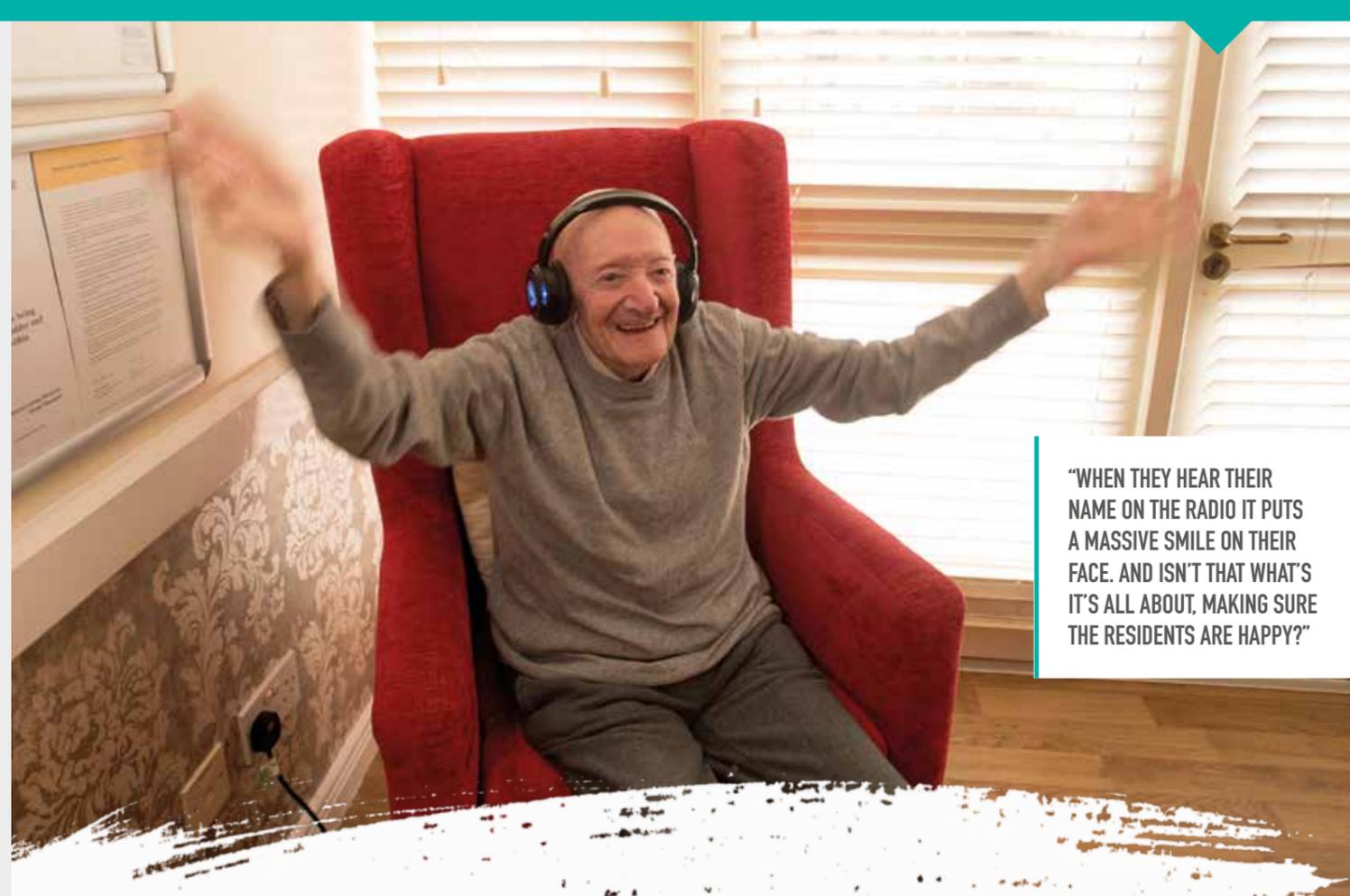
On Friday afternoons, Silver Threads plays a mix of music. Everyone who is listening will get a 'shout out' and a song dedication to make them feel included in the show.

Ronald Cooke – known as 'Cookie' by staff and fellow residents – is a big fan of the radio shows. Since moving into the Sandringham Care Home's Dementia Unit, Cookie has rediscovered his faith through listening to Gospel Gems. Every Friday, he joins in the Silver Threads show, dancing along to the music and getting other residents to join in.

Cookie recently won the Resident Contribution of the Year award in the Four Seasons Care Awards 2019. This marks the special contribution he makes daily to helping others and making Sandringham Care Home a happy place to live.

For Cookie, the radio station plays an important role in keeping him and others happy and healthy.

"I enjoy the radio, it gives me things that I've never heard before," he says. "I'm listening to new things like I would in my young days. If you don't give upstairs



"WHEN THEY HEAR THEIR NAME ON THE RADIO IT PUTS A MASSIVE SMILE ON THEIR FACE. AND ISN'T THAT WHAT'S IT'S ALL ABOUT. MAKING SURE THE RESIDENTS ARE HAPPY?"

something to do, you lose contact. Keeping my brain functioning all the time, that's the main thing in life to me. I'm happier than I've ever been."

The care home's personal activities team uses social media and Sandringham Care Home Radio to connect the home with families and the local community.

Sam Bright, personal activity lead, explains: "We decided to open up our radio station to the outside community, using Facebook Live to stream every show. We have regular listeners, sometimes up to 100 people listening in and we share everything on our Facebook and Twitter pages to promote what we are doing."

These external broadcasts create a link between residents and their relatives, helping them to feel involved in the day-to-day lives of their loved ones.

Helen, a resident at Sandringham, loves listening to the radio shows and her son tunes in on Facebook Live. When he visits, he chats to his mum and the staff about what he's listened to. He is also able to contribute music that his mum likes, particularly songs that are played at the church she used to attend.

There has been great demand for Sandringham Care Home Radio and the team has bought more headphones so that more residents can listen in, anywhere they choose.

"Some of our residents are at the end of life, or just don't like to be in large group activities so choose not to leave their room," says Tracy. "Using the headphones doesn't impede on them being involved and actively take part; you can walk past their rooms and hear singing or talking."

The positive impact has been significant.

"From a clinical aspect, general wellbeing has improved; appetites are better, there aren't as many residents with weight loss, it improves general mobility, and residents are wanting to get up and dance. The radio brings back stories and memories, like a wedding song or when they used to go out dancing – things that have been important to them in their lifetime.

"We learn a lot about the residents when they're engaging and able to discuss things they remember. It helps us to plan their care for the weeks and months ahead, knowing the types of activities they might like and giving us more things to talk about with them."

Tracy agrees with Cookie that the radio can simply make residents feel happy.

"When they hear their name on the radio it puts a massive smile on their face. And isn't that what's it's all about, making sure the residents are happy?"



PEDALLING DOWN MEMORY LANE

If we are taking our residents somewhere new, they may feel quite anxious. We have used the technology to visit the place virtually first and take a look around, which has helped to alleviate this anxiety when they really visit.

Residents of Anchor care homes are using technology to stay active while taking a 'trip down memory lane', helping them to unlock happy memories from the past and build new ones in later life.

Anchor is piloting Memoride in some of its Yorkshire care homes. It enables users to pedal their way down fondly remembered paths or new destinations that they've always wanted to visit.

The technology works by attaching a small chip (similar in size to a memory card) to a pedal exerciser. The motion generated on the pedals is fed to a tablet through Bluetooth, which is connected to Google Maps, where the journey is displayed on Streetview mode. The tablet connects to a TV screen, also through Bluetooth, so that the journey can be watched by everyone in the room.

Anchor has four pedal exercisers and one piece of Memoride technology. Even though one person is controlling the journey with the chip connected to their pedals, everyone pedalling goes on the same journey. This is designed to encourage engagement, giving the residents things to talk about – like sharing memories of hometowns and holidays.

Among them is Jean, 85, who has dementia. She has lived at Thornton Hill care home in Skipton for a

year and recently used Memoride for the first time, describing the experience as 'marvellous'.

Jean took a ride along the seafront at Morecambe where she used to holiday regularly, and this prompted memories of trips to Blackpool, where – when Memoride took her to the Pleasure Beach – she shared stories of watching the dancing at the Tower Ballroom.

Jean also visited the streets of Silsden, where she grew up. She began to talk in detail about the places her mother worked, telling animated stories about the visits she and her siblings would take to see her. Jean recalled the bar she used to go dancing at on a Friday and as she moved around the town would regularly say, "Wasn't there a picture house in Silsden?" and "The school is near here, I'm sure it is."

After using Memoride, Jean was visibly happy and laughed about the fact that she hadn't moved her legs like that in while.

This has been a typical reaction to using Memoride, as Diane Armstrong, a service improvement advisor at



AROUND 10,000 PEOPLE EXPLORE THE WORLD THROUGH MEMORIDE EVERY DAY – IT'S USED IN MORE THAN 100 NURSING HOMES, DAYCARE AND REHABILITATION CENTRES AND HOSPITALS ACROSS 10 COUNTRIES.

Anchor, explains: "Like Jean, the impact on those that have used it is noticeable and almost always positive. When we complete sessions, people are tired and happy – and that is good, physical exertion is healthy."

She has already seen ways that Memoride is helping staff to learn more about residents.

"It helps to unlock memories that we wouldn't otherwise necessarily get to, and this helps us to plan activities that are more tailored to them, as well as other aspects of their care.

"For example, one gentleman went to Benidorm on Memoride which is where he's told us he used to go on holiday. He cycled past a restaurant and said: 'I used to love eating the paella there!'. So, we found out something new that he likes to eat, that we can serve him."

Memoride doesn't just give residents the chance to relive past journeys

and places. Anchor residents have been able to visit new places and it has been used during the pilot to help prepare residents for days out.

"If we are taking our residents somewhere new, they may feel quite anxious," Diane explains. "We have used the technology to visit the place virtually first and take a look around, which has helped to alleviate this anxiety when they really visit. Some residents can't go on the actual visits, but they can go to all the same places using Memoride, so they are still included."

Staff are now looking into ways that Memoride can be used as an aid to rehabilitation following surgery or injury, and to help improve mobility and reduce falls.

Diane continues: "The exercise is another element and it does promote mobility; often residents can cycle for a period of time without realising

they are exercising, because they are absorbed in the journey. Memoride records the distance and time so we want to look at working with local GPs to see how this can be incorporated into health and rehabilitation plans."

As Anchor rolls out Memoride to more of its care homes, there are plans to identify 'Memoride Champions' in each team, recognising the need to have the right support and skills to successfully embed technology.

"Technology like Memoride is a financial investment but also one of time and effort, so you need the right skills and attitude from members of staff who want to use it and really get what we're trying to achieve.

"However, once staff see the residents using it, and how much happiness it brings, it's hard not to get on board!"



Oni's story

STRIKING THE RIGHT NOTE ON THE ROAD TO RECOVERY

Oni has an acquired brain injury and is undergoing rehabilitation to help her walk again. She is progressing towards her goal with the help of technology that combines cognitive and physical exercise.

Oni (not her real name), 54, is a patient at Peartree House Neurological Rehabilitation Centre in Southampton. She suffered a haemorrhage following a brain aneurysm, which left her unable to walk.

Since moving to Peartree House, Oni's rehabilitation programme has been focussed on helping her to walk again and move into supported living.

During weekly physiotherapy sessions, she works with MIRA (Medical Interactive Recovery Assistant); a software platform that includes a device that uses motion tracking sensors to gamify physical therapy.

Through a variety of games, it sets her challenges that require cognitive and physical input.

Oni has used several of them but has a firm favourite – a piano game designed to support sit to stand exercises. This works

MIRA HAS SO FAR BEEN USED BY MORE THAN 3,500 PEOPLE, INCLUDING IN FALLS PREVENTION AND ACTIVE AGEING PROGRAMMES FOR OLDER PEOPLE

by sitting in a chair in front of a screen and moving from sitting to standing, in order to hit notes on the piano, as directed on screen.

"The piano game plays music which I have to listen to and move up and down in my chair," she explains. "When the music is lower notes I have to lower myself, when it is higher notes, I lift myself."

Oni's physiotherapist, James Horsburgh, is confident MIRA is helping her to progress.

"If we did a standard full body sit to stand session you might get 10 to 15 functional stands, depending on fatigue. In the piano game, Oni has produced 70 repetitions, which is phenomenal. The first time she did this, I remember counting and thinking 'that's not right', but it was!"

He believes technology like this could be used in a variety of care and rehabilitation settings.

Even though the exercise is contextualised within the game, Oni can relate the movements to situations outside of her therapy sessions.

"If I'm unsure about moving, but I've done it on MIRA, that's my go to – I know I've done it already."

She is now regularly using a frame to walk short distances in therapy sessions and is preparing to move into supported living.

"I would have got here without technology, but this gives me extra help and I can feel myself getting stronger."



Reg and Beryl's story

RELIVING MEMORIES TOGETHER THROUGH A DIGITAL MIRROR OF THE PAST

Reg and his wife Beryl shared 70 years of happy memories together before she passed away. Reg is now using a digital compilation of sound and music called Music Mirrors to help him relive his happiest times.

Reg, 87, is a tenant at Robert Kett Court, a housing with care scheme in Norfolk.

He moved there with his wife Beryl who he cared for as she was blind. When she passed away, Reg decided to stay at Robert Kett Court where he had made some very close friends.

Staff from NorseCare, who provide care and support to tenants, use digital resources to help people at an early stage of memory loss to make an audio record of their happiest memories.

Music Mirrors is a digital compilation of sounds or music – linked to YouTube – bringing together individual words and phrases that are habitually used by a person. Each item includes a short description of the

memories associated to it, written in the person's own words.

Described as 'memory toolkits', Music Mirrors can be documented as an email, on paper or built on a dedicated website, where they can be saved and downloaded. Crucially, they can move with a person to a different care setting, helping new carers to get to know them.

Since creating his Music Mirror, Reg can relive some of his happiest times with Beryl.

Karen Claydon, a care and support worker at NorseCare, explains: "Reg loves to talk about Beryl and it makes him so happy to hear the songs of their life together and reminisce. He doesn't talk about her much to other tenants because he thinks they won't want to hear it, but his mood improves when we have a Music Mirrors session together."

Reg's includes country and western music and wartime songs by Vera Lynn. He still talks to his wife and the music he has chosen brings her closer to him.

"It brings back some lovely memories," he says. "I say to her before I go to bed at night, 'did you hear them songs?'."

"When I was with my Beryl, she'd say 'put a record on Reg'. The songs help me to make the memories clearer."

Staff create Music Mirrors as early as possible with residents who have a dementia diagnosis and involve family members in capturing important moments, experiences and memories.

Music Mirrors help carers to build trust and learn more about a person's life.

"We can transport them to a happy place just by chatting about their past or singing their favourite song with them," Karen explains. "It helps them to feel safe and secure."

*It brings back some lovely memories
The songs help me to make the memories clearer.*



DIGITAL HEROES ARE THE RIGHT PRESCRIPTION



New attitudes, partnerships and digital tools have created a culture shift at Woffington House in Tredegar, South Wales. Staff are now reaching for a very different type of tablet.

All residents at Woffington House have dementia or Alzheimer's. Four years ago, the home had the highest rate of falls and highest callout rate to the Welsh Ambulance Service in the borough. This was in part because of the use of anti-psychotic medication, prescribed to the residents as a sedative, taken if and when they become distressed.

When Adam Hesselden joined as the new care home manager, he wanted to change the culture at Woffington House, reducing the use of medication and finding new ways to help residents with their health and wellbeing.

He sought external initiatives and partnerships that would transform the day-to-day lives of residents, and digital technologies soon became an integral factor.

Woffington House was the first care home in Wales to sign up to the Digital Inclusion Charter, an initiative from Digital Communities Wales which asks organisations to sign up to simple ways of helping digitally excluded people enjoy the benefits of the internet.

Care home staff have been trained to use iPads with residents to research their hobbies and interests and young people from local schools visit regularly as 'Digital Heroes'.



“*Digital technologies have become the glue between our residents and the children that come and visit us.*”

Three residents at Woffington House – Tom, Herbert and Jim – used to perform together in the Tredegar Orpheus Male Voice Choir and they have maintained a friendship at the care home. During one visit by the school children, a student helped them to use the iPad to find footage of the choir singing on YouTube. All the gentlemen were amazed and delighted to spot themselves in the video.

Tom, who is 92, is still very fond of singing, which he now does every time he watches the YouTube video.

Tom comments: “I love it when the Digital Heroes from Georgetown school visit, I have made a new friend, Daniel, and he shows me the plants I used to grow and shares with me videos of my time in the Tredegar Orpheus.”

Adam says: “Tom is so much happier when he uses the iPad to listen to his music. His favourite song is Calon Lan and he really belts it out!”

Tom also uses the iPad to chat with his daughter on FaceTime, as she lives far away from the home. Adam continues: “Because he can see her, he speaks to her as if she is in the room and with him. It makes a big difference.”

As well as iPads, Woffington House invested in virtual reality (VR) headsets, which give the residents an immersive virtual experience in a location that they choose.

One resident, John, was a soldier in his younger years and fought in what was then Malaya. He likes to be reminded of the palm trees and beaches, and so he goes to Malaysia via Google Earth. Holding a member of staff's hand, he walks around exploring the scenery.

Adam says digital technologies “have become the glue between our residents and the children that come and visit us”.

“They have so much to offer in digital skills and are able to help our residents research their interests,” he says. “And we have older people with huge amounts of life experience and knowledge to share. It is supporting the younger generation in becoming



ethically informed citizens and you can see how much both sides get from the sessions.”

The number of falls at Woffington House reduced by 30% in 2018. Also, residents at the care home have stopped using what are known as PRN medications – drugs taken as and when needed in order to cope with anxiety and stress.

While these changes are down to the holistic approach to dementia care adopted by Woffington House, the role of technology is significant.

As Adam explains: “We are using iPads and Amazon Echo Dots [voice activated smart speakers] and intergenerational befriending instead of medication.”

When residents become distressed, staff take a personal approach to supporting them, often using technology to unlock happy and comforting memories.

“Our residents can get very upset and confused, they might bang on doors and shout at the windows, wanting to know why they are here,” Adam explains. “Before we began on our digital journey, the response was to reach for the medication if we weren't able to comfort them. Now, we can reach for the iPad and spend quality time with them, sharing very special memories which are a comfort and a distraction.”

Senior clinical nurses within the Aneurin University Health Board have said Woffington House is “setting the bar” when it comes to dementia care in Wales and family members have given extremely positive feedback to Adam.

“When someone says: ‘I've got my mum back’ – we know it's making a difference.”



Care England is the leading representative body for independent care services in England. Its membership includes organisations of varying types and sizes and between them they provide a variety of services for older people and those with long-term conditions, learning disabilities or mental health problems.

www.careengland.org.uk



The voice of technology
enabled care

TEC Services Association (TSA) is the industry body for technology enabled care (TEC) services, representing over 350 organisations including health and social care commissioners, telecare providers, digital health businesses, housing associations, care providers, emergency services, academics, charities and government bodies.

www.tsa-voice.org.uk



Think Local Act Personal (TLAP) is a partnership committed to personalisation and community-based approaches across social care, health and housing. TLAP brings together central and local government, people with lived experience, commissioners, providers and social enterprises to promote innovation and shared learning through networks, events and resources.

www.thinklocalactpersonal.org.uk

*Thank
you*

Care England, TSA and TLAP would like to thank everyone who helped to put this publication together, especially the organisations involved and people with lived experience who have shared their inspiring stories.

Disclaimer: Care England, TSA and TLAP do not endorse any particular brand in this publication.

TO CREATE YOUR OWN STORIES AND FIND OUT HOW YOUR ORGANISATION CAN EMBRACE THE OPPORTUNITIES OFFERED BY TECHNOLOGY, CONTACT TSA — THE VOICE OF TECHNOLOGY ENABLED CARE.

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