

## Elderly Care – a case study

Mary is 95 and lives with her daughter and son in law whose children have grown up. They can be out at work during the day but she is supported, cared for and can communicate in a number of ways.

**Practical changes** were made and revised from time to time. These include an equipped day room with on hand small cooking, fridge, food storage and hot drink facilities as well as a TV antenna feed, power in the right places and modern LED lighting specifically designed to make reading, knitting and similar activities easier for those with older eyes. Fortunately, in Mary's case only small adaptations to existing bathing facilities were required.

**Assurance for Mary and her family:** Mary's family can 'see' she is up and about and is warm simply by glancing at her their mobile phones which run the 50plus Assurance Care app. This also updates hr family via their mobiles if movement falls below the expected learnt threshold.

**Telecare:** Mary can call for help if required via her wrist pendant which alerts the 24/7 call centre which in turn will call her nominated contacts if they cannot raise Mary

**Communication:** Mary stays in touch with friends and family by telephone. She finds mobile phones and modern fixed line telephone handsets difficult to use so she uses Echo Dot smart speakers which allow her to call her contacts via simple voice commands – and she can hear a lot better than on a telephone. Her family can also use the 'drop in' function to talk to her without her having to do anything

**Entertainment:** Mary uses Echo Dots to play her favourite radio stations and listen to books and stories. She doesn't need them to turn on lights or other devices but this facility is readily available should it be required

**Door answering:** Mary has medical supplies delivered to the home during the day. Her Echo Dot tells her there is someone at the door but if she doesn't answer then her family also know there is someone at the door via their mobile telephones and call also see and talk to the caller

**Personal care:** cares visit to assist with bathing a couple of times a week and cleaners visit to keep her living area clean and tidy.

Mary's is a real scenario and demonstrates how defining and addressing care requirements can assist the elderly stay at home in their preferred environment. The steps are:

- Determine need in conjunction with the person requiring assistance
- Work out how best to address the need
- Use a mix of technology, people and implementation skills to put the measures in place.

Talk to 50plus and ask about Umbrella Care if you would like to know more.