Use Of CareZapp To Assist With Overnight Support In A Supported Living Accommodation

Dumfries & Galloway. November 2022

TEC Technology Enabled Care

Dumfries & Galloway Overview:

We aimed to increase capacity for care and support at home by 50% in cases where the use of TEC will support the move from waking night support to sleep over support, while maintaining the quality and safety of support.

The Problem

At the height of a Covid outbreak and heading into Christmas the team of Carers found themselves with the prospect of having no staff to cover shifts.They reached out to the Partnership in crisis and for help to mitigate any risk to the individual being supported.

AIM: To use technology to support a care provider team in the midst of a staffing crisis to deliver overnight support in a supported accommodation setting.

Outcome

The outcomes were:

- 70 Care Hours created to be used elsewhere in the system
- Improved sleep for individual
- Individual has more privacy
- Reduction in medication for individual
- Improved work life balance for staff
- Continued peace of mind for guardian
- Significant cost savings

Key Learning Points

- Collaborative working delivers positive results
- Times of crisis can also be time for opportunity
- Technology can enhance existing care provision
- Technology should be used in a person centred way that responds to individual need and circumstances

Guardian
Most certainly happy for the technology to be used – to know that staff can take care of A and be rested. It's a benefit for A and it's a benefit for the staff and I have every confidence in it.

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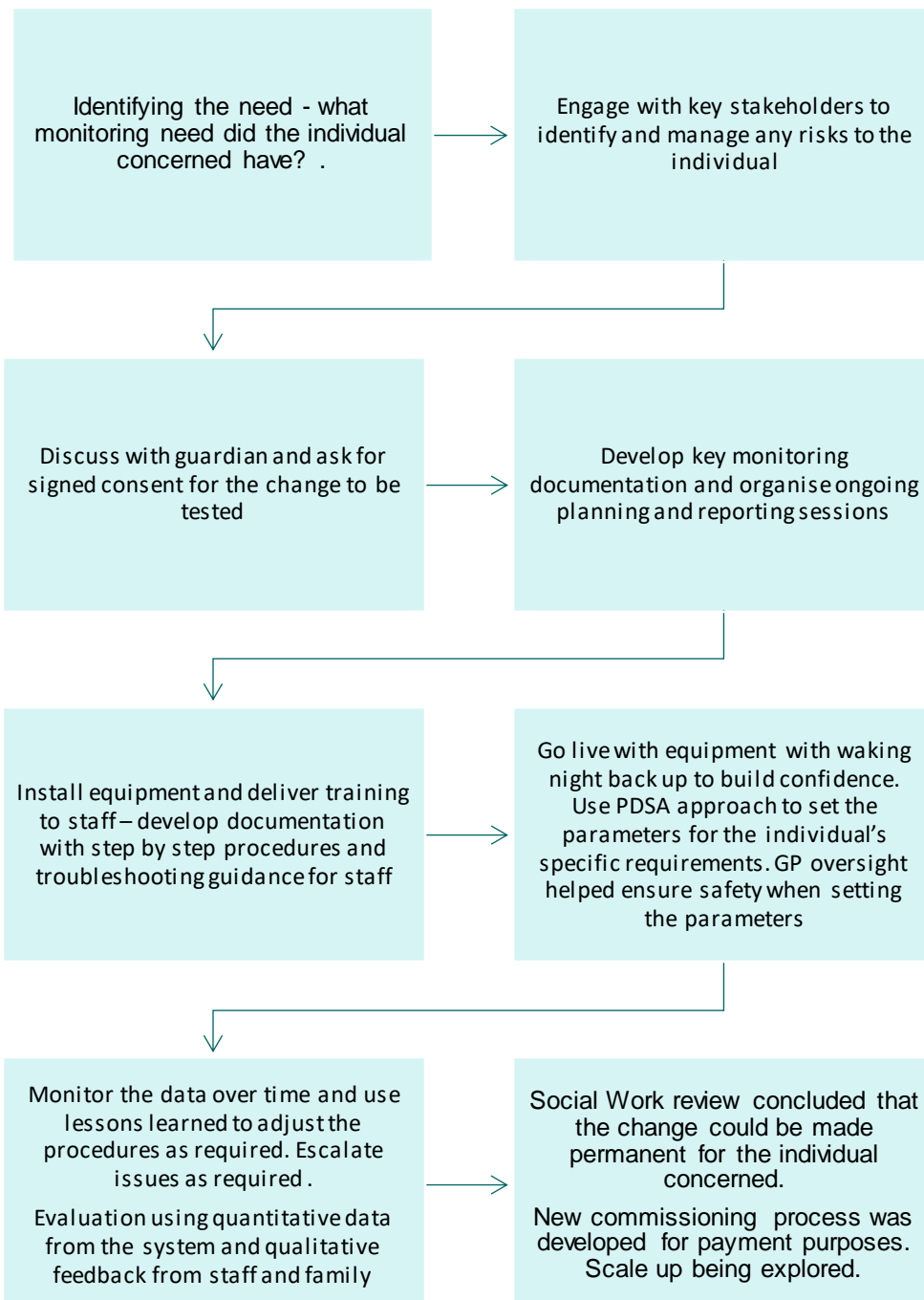
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70 Care Hours Released Each Week

Care Worker (1) –"I wasn't sure of it at the beginning. I was worried I wouldn't wake up. Now I think it must stay. A has more privacy and is less disturbed at night"

GP – "Happy with parameters and no concerns as the technology is not being used for monitoring medical conditions"

Technical set up and Process

Identifying the need - what monitoring need did the individual concerned have? .	Engage with key stakeholders to identify and manage any risks to the individual
Discuss with guardian and ask for signed consent for the change to be tested	Develop key monitoring documentation and organise ongoing planning and reporting sessions
Install equipment and deliver training to staff – develop documentation with step by step procedures and troubleshooting guidance for staff	Go live with equipment with waking night back up to build confidence. Use PDSA approach to set the parameters for the individual's specific requirements. GP oversight helped ensure safety when setting the parameters
Monitor the data over time and use lessons learned to adjust the procedures as required. Escalate issues as required . Evaluation using quantitative data from the system and qualitative feedback from staff and family	Social Work review concluded that the change could be made permanent for the individual concerned. New commissioning process was developed for payment purposes. Scale up being explored.

Practicalities – the system offers a range of sensors. In this instance the bed sensor was the only equipment required

Real Time Information
- On activity, presence, occupancy, vitals, seizures of incontinence

Monitor Daily Activities
- In real-time via motion sensors

Support Button
- Press to request a call or generate a alert

In-Home Monitor
- Enable remote alert verification, voice and video calls

Smoke, CO, Flood, Gas
- Detectors for added safety and security

Monitor Doors & Windows
- Fridges, cupboards via contact sensors

*"**Senior Carer A's** routine has more structure. The house goes to sleep at night and A is more settled. Before A could sometimes be awake a lot of the night and asleep most of the day. Now A is up for the day and spends a lot more time in a chair and taking part in activities. I now have a better work life balance with not having to stay awake on night shift"*

*"**Care Worker (2) –** When doing routine checks throughout the night A would have been given more medication as we would have intervened if A appeared agitated. The machine can will only set off the alarm if A's data is out-with agreed parameters. A doesn't sleep as much during the day as she did before."*

Collaborative Approach

Collaboration was key to the success of this project with everyone understanding their roles and responsibilities and feeling supported as partners.