REDUCING SOCIAL AND MEDICAL ISOLATION FOR ADULTS WITH DISABILITES

Virtual Communications & Care Management
For Nursing Homes & Assisted Living Facilities

Credit: Peel Cheshire

OVERVIEW

Peel Cheshire Homes is a Supportive Housing Unit for adults with disabilities. The Brampton based assisted living facility operates 12 beds and is responsible for providing residents with a private room with a bathroom, attendant care, food preparation and other services to foster functional independency.

To achieve this goal of independent living for a vulnerable group of people, Peel Cheshire Homes was looking for one system to meet all its needs for supporting both residents and staff. Residents were using the intercom to call for assistance or had to resort to yelling. There was also no accountability in meeting the resident's needs in time. A centralized virtual system was required where all daily needs and emergencies could be tracked.

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APPROACH 🔍

Each resident was given a tablet equipped with aTouchAway™ which they could use to make a video call with just a single tap. They were able to interact with staff when they needed help and keep in touch with family and friends for emotional support. As many of the residents had dexterity issues, the screen was locked with only calling options, so they could not navigate away by accident and could start a call with their preferred contact with just one tap. Such a system ensured that they were able to keep in touch with support workers for immediate help or for expressing more long-term concerns. The staff were able to keep track of the location of the patient via a wearable bracelet which detects falls and wandering movements. They were also able to coordinate care for emergency situations, as the residents, support workers and their primary physicians were all listed as contacts in the system.

Credit: Brampton Guardian

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RESULTS ☑

Peel Cheshire Homes was able to **customize** the system to fit the needs of each individual patient, where their prior interactions, problems and preferences were saved. Thus, when making arrangements such as meal preparation, exercise routine or refilling medication subscription, this information was **centrally available** to all staff handling the care of that resident.

The app can be downloaded on any smartphone or PC anywhere in the world, regardless of the operating system. This allowed the residents to **expand their network** and reach out to people who had lost contact with them over the years.

Giving the residents a **digital footprint** provided dignity to those with cerebral palsy, autism, spina bifida and other disabilities. It made their voices heard and their presence felt.

"
"I was able to talk to and see my niece in England who I haven't seen in 13 years."
-Paul, 61, Resident
"

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"The technology has given the individuals we support more control of their own lives"
-Dianne Austin, Executive Director of Peel Cheshire Homes

CONCLUSION ✚

The before and after scenario for Peel Cheshire homes was remarkable as they had solved multiple challenges by adopting virtual care technology. It allowed the staff to be more attentive to all concerns of residents and help them in real time when possible. It gave residents a degree of freedom for communication they did not have before living their lives with disabilities. From an organizational point of view, Peel Cheshire was able to enrich the resident experience, monitoring any reported symptoms for swift care coordination, monitoring wandering movements and falls for immediate help, and connecting their residents to the outside world. It is a great example of how to tick all the boxes when looking for a virtual communication system for nursing homes and assisted living facilities.

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