

Evelyn's Story

Evelyn Carter, aged 90, was receiving three daily care calls of 30 minutes each (one carer per call). She lives with her son, who provides additional support outside of the care package. Evelyn has a diagnosis of hypertension and a history of a hip replacement. Due to her age and limited mobility, she requires assistance with personal hygiene tasks such as washing, dressing and continence care.

Care logs revealed that minimal tasks were being completed during the lunchtime care call. This prompted an evaluation of whether technology-enabled care (TEC) could support a reduction in the existing care plan by removing the 30-minute lunchtime visit. With Evelyn and her family's consent, this transition to TEC was explored.



EVELYN CARTER, 90 YEARS OLD

Birmingham

Referred by: CWAIT Team

Technology Implemented

Alcove Video Carephone with Falls Button

Provides video calling capabilities alongside emergency support with a falls button.



Digital Bed Mat Kit

Tracks bed activity, providing alerts for unusual movements or prolonged inactivity.



Purpose

- To streamline Evelyn's care plan by replacing the lunchtime care call with tailored technological solutions.
- To meet Evelyn's needs for safety and support while maintaining her independence.

Key Considerations by Referrer

The referrer reviewed Evelyn's care plan and determined that the Video Carephone with falls button could replace the lunchtime care call, which had become unnecessary.

The Digital Bed Mat was selected to enhance Evelyn's safety by providing real-time alerts for unusual bed activity, such as prolonged absence at night.



Benefits Achieved

- **Enhanced Connectivity:** Evelyn can now stay in touch with her loved ones through easy-to-use video calling.
- **Daily Support:** Alcove carers conduct a quick 5-minute lunchtime video call to ensure Evelyn's needs are met.
- **Improved Safety:** Real-time alerts notify Evelyn's family of critical events, such as falls or unusual bed activity during the night.
- **Empowerment:** Evelyn feels more confident and secure living independently at home for longer.
- **Care Plan Reduction:** The care plan was optimised to 2 x 30-minute calls daily, reducing unnecessary in-person visits.
- **Cost Savings:** Weekly care costs decreased from £238.48 to £153.65, resulting in an annual saving of £3,995.16.

FAMILY FEEDBACK

"The technology has been life-changing for Mum. She feels safe and connected and as her son, I have peace of mind knowing I'll be alerted if anything goes wrong. The video calls have also allowed her to maintain a sense of routine without the disruption of unnecessary visits."

Evelyn's Son

Impact

By integrating technology-enabled care into Evelyn's routine, her care plan was refined to better align with her needs, while still minimising risk and maintaining her quality of life.

The use of TEC achieved the intended outcomes, such as managing risk, reducing harm and alleviating stress on her son.

This case highlights the importance of documenting TEC solutions in both the Circle of Care (CoC) and care plans. Including this information ensures a comprehensive understanding of how TEC is being used effectively to support citizens while demonstrating the associated financial benefits.

Contact Us

If you'd like to refer a client to the WM5G programme or learn more about technology-enabled care, please contact:

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REFERRER'S PERSPECTIVE

"This was about finding the right balance between maintaining Evelyn's independence and ensuring her safety. By integrating TEC into her care plan, we not only reduced costs but also improved her quality of life, demonstrating how innovative solutions can make a real difference."

CWAIT Team