

Case Study: Supporting our colleagues

“Staff are able to pro-actively respond to support the resident.”

–Miss D, care home manager



Ms L was referred to Sanctuary 365 Telecare by the manager of the Supported Living accommodation she lives in. The building Ms L lives in is a 12 bedroomed site with 24-hour staff on site.

What prompted you to consider telecare?

Ms L Regularly wakes up at night and requires support. Her learning disability results in her not contacting the on-site carers for help but going from her property and seeking help from who she can find. This can sometimes result in her waking a neighbour by going into their property or wandering round to find someone.

What services were provided?

After an assessment a door sensor was provided for the front door of the flat to alert staff on site if Ms L had left the property. There were timings programmed to alert staff between 10pm and 8am so we can go and check the reason she has left the property. There were also sensors installed on the bedroom door and the bathroom door so staff were aware Ms L was up and could check on her to see if any support was needed.

What were your reasons for signing up for Telecare?

Peace of mind that if Ms L was up, support would be at hand if needed and other residents would not be disturbed during the night. Being able to check on Ms L if she is up has been beneficial to help with the support needed sooner.

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Have you had the support you required?

Yes, the door sensor is activated on a regular basis, and we can assess if support is needed much faster. This enables us to check on the reason Ms L is awake and out of bed and offer the support needed which could be something as little as a drink of water. It also helps that other resident are not disturbed during the night.

Would you recommend a Telecare solution to anyone you might know in a similar situation?

Yes, it has made a huge difference knowing Ms L is safe in her property and we can go to her at the first instance rather than her wandering round looking for help. Staff don't disturb Ms L checking in on her as the sensors alert us when she is up and about.