



UKTHC Bexley

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Head of Canary Care

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www.canarycare.co.uk





CROYDON



The London Borough of Richmond upon Thames

Carer Support IoT Trial (DN572990)

Part of the SLP InnOvaTe Project

Remote Activity Monitoring



 Movement

 Door activity

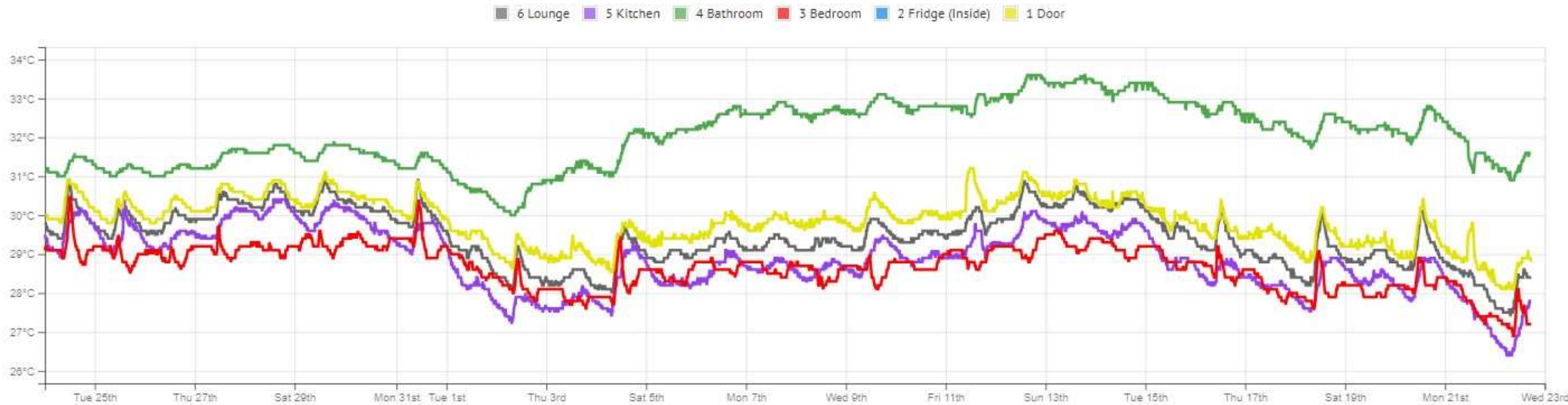
 Temperature

 Light

 Visitors

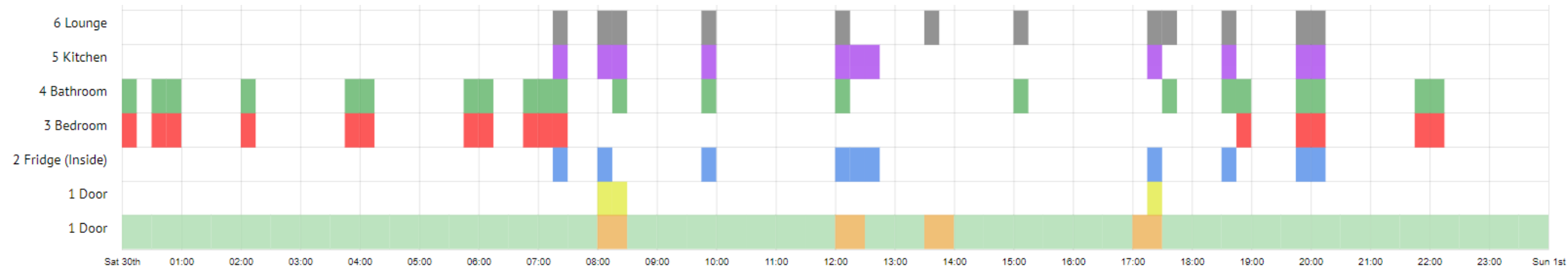


Temperature Problem



- Canary Care was installed with multiple clients in an extra care scheme (care workers on site 24/7) to get a better picture of their activity
- Within the first months it became clear there was an issue with high temperatures across the entire block
- Residents had no individual control over the temperature in their flats
- The temperature in communal corridors was especially high, so the highest temperatures in each flat were typically in the entrance halls and adjacent bathrooms (which have no windows)

UTI or Dehydration?



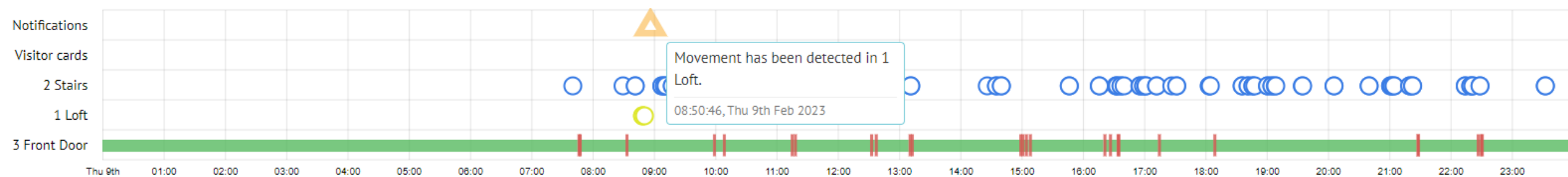
- Before the temperature issue became apparent, initial analysis of some clients' activities hinted at a problem
- Our 'Daily Chart' visualisation is designed to give a high-level overview of activity and spot changes in behaviour
- In several cases, an unusually high number of bathrooms visits (over a dozen per day) was noted
- This often the sign of a developing UTI, but in this case, it is more likely that residents are simply drinking lots, due to the high temperatures in the building.
- There are associated risks of increased confusion due to dehydration and an increased risk of falls.

Hyperactivity

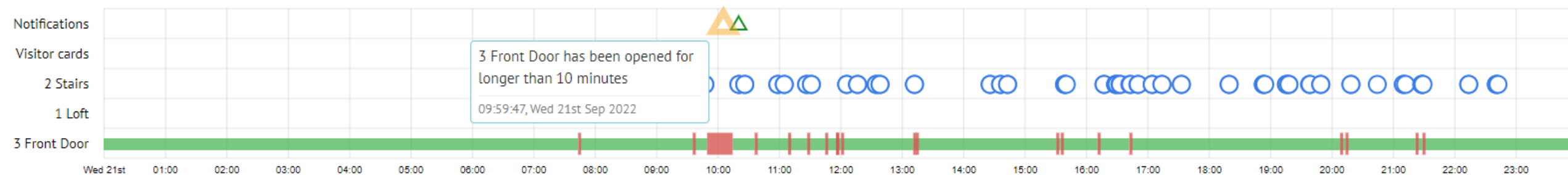


- The above is another example of unexpected behaviour that was spotted quite early in the project
- Staff knew that this particular client was quite active during the day, regularly coming and going from the facility
- However, they were not aware that his activity was, more or less, continuous when inside his flat.
- He was constantly moving from room and getting little, if any, sleep, which would have deleterious effect on his mental state
- This data enabled the care staff to liaise with the person's GP to consider changes to their medication to enable the person to have more sleep, whilst ensuring the person is no overly sedated.

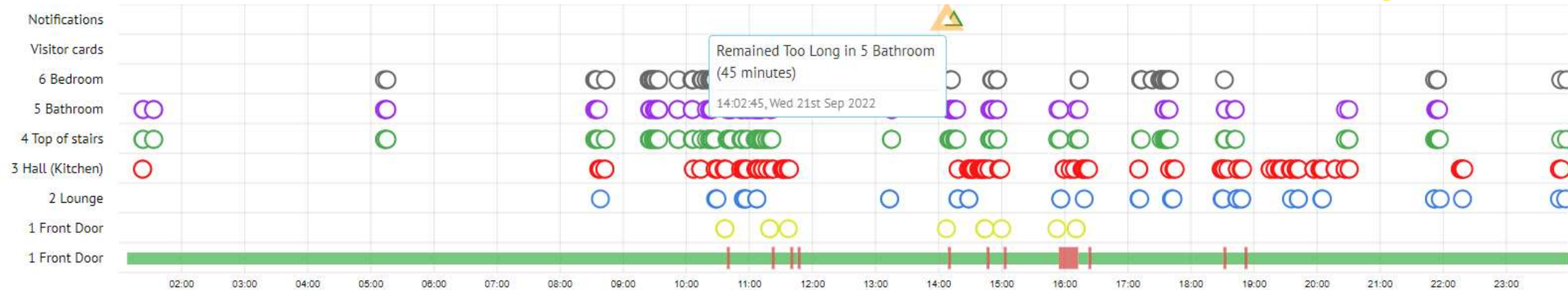
Keeping an autistic teenager safe



- Parents deployed a Canary Care system in the family home to warn them if their autistic teenage son tried to 'escape'
- He would sometimes sneak up to the loft room, which allowed access to the roof or would abscond if the front door was left open by accident
- The Canary Care system was configured to send the family SMS alerts if movement was detected in the loft room or the front door was left open for longer than ten minutes

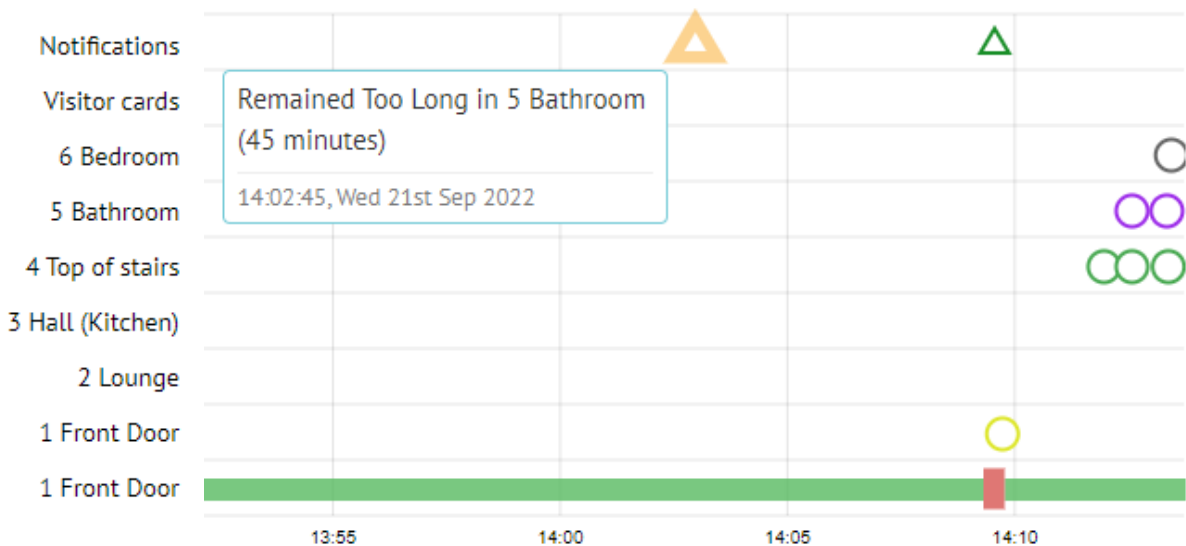
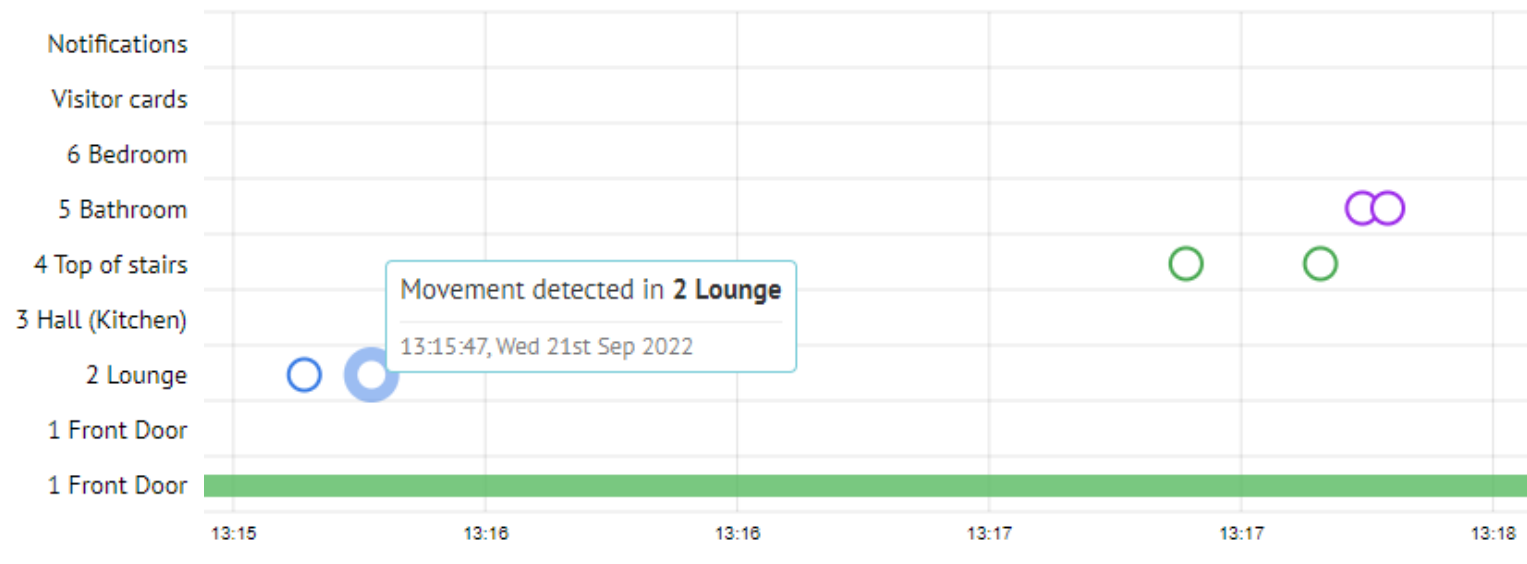


Supporting a wife/carer #1



- Another Canary Care system was installed to support a wife who was the primary carer to her husband. He was downstairs during the day, but mostly immobile and used a commode. Upstairs, at night he would sometimes go from the bedroom to the bathroom. His wife was worried that he might fall in the bathroom and also wanted some reassurance that everything was okay when she needed to leave the house for a couple of hours.
- The Canary Care system was configured to trigger an alert if someone entered the bathroom and did not leave again for 45 minutes.
- One day the wife left the house just before noon. Unexpectedly, a couple of hours later, both the wife and a social care worker received an alert that indicated someone had entered and not left the upstairs bathroom.
- The carer arrived at the property and found the husband in the upstairs bathroom. Later, he told the wife that had not been the case. However

Supporting a wife/carer #2



- When zooming in on the Activity chart it is clear to see that the husband started moving around the house 75 minutes after the wife had left.
- He made it to the stairlift, up to the top of the stairs and then into the bathroom at around 13:17.
- However, he was then unable to get up and out of the bathroom, prompting the alert at 14:02 and the arrival of the carer just a few minutes later.
- Learnings:
- Husband was more active than previously thought
- Different risk management strategies needed
- Wife had reassurance and was able to continue to access the community.

Benefits for the Local Authority



Care Provision

- Can use the data to assess what is happening to inform decision making
- Can use the data to rightsize packages
- Can use the data to amend packages and justify decisions about costs of care

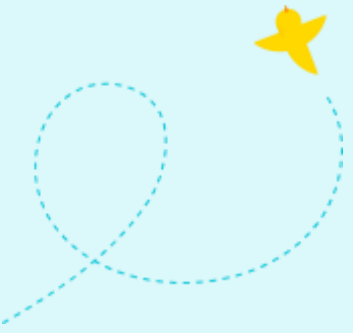
Provider and Commissioner

- Was able to get a richer picture of what was happening with residents in their care
- Was able to give other professionals (GP) information about the person

Care in the Community

- Keep people at home and as independent as possible
- Provides reassurance for unpaid carers and other family members
- Can use the data to assess longitudinal change

Official



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