



Introducing ALBERT'S STORY

It's tea time for Albert. He wanders to the kitchen to put the kettle on and hears a notification from the living room. It's his weekly reminder to call his grand daughter. This happens at tea time every Tuesday. It's important that he calls every week because yesterday Albert forgot where his grand daughter lived. In fact, last week he couldn't even remember his name.

Albert has dementia and last January he lost his driving license. Six months after that, his grand daughter, Charlotte, moved to Dubai. Both were big blows. Albert was known as the 'go-to' person in his family for emotional and physical support. He was an engineer before retirement and he also cared for his wife who has osteoporosis. But today, Albert sees a reminder to 'call Charlotte' alongside some of her most recent photos. If Albert touches a picture of his grand daughters face he can video call her and talk to her face to face, no matter where she is.

"Albert experienced a sudden loss of independence and became withdrawn"

The combination of his diagnosis, his separation from his family and the restrictions on his ability to travel meant Albert experienced a sudden loss of independence and he became withdrawn.

"Before he was diagnosed, my dad would walk around the block and chat to neighbours", explains his daughter, Rhonda. In just five months Albert went to A&E seven

times, with two overnight stays. He was then transferred to respite care for eight weeks. "He presented himself well in the home, but underneath he wasn't coping," Rhonda shared. "He didn't know the difference between the men's and women's toilets." By the end of his stay, Albert had been diagnosed with Parkinson's and mixed vascular dementia.

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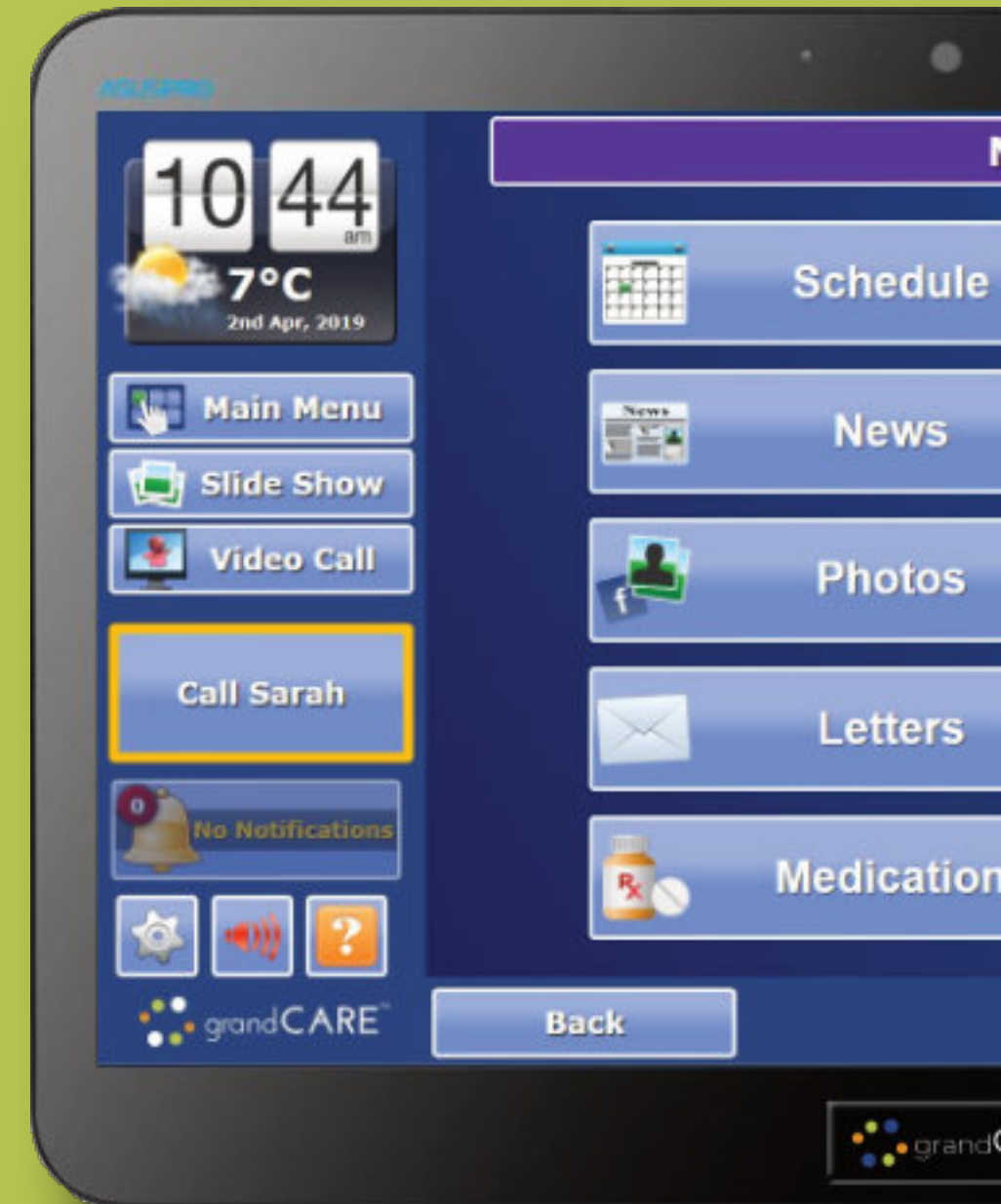
Rhonda was concerned. "Dad was depressed! She said. On top of the new diagnoses, he also had angina, diabetes, mobility problems and bleeds behind the eye.

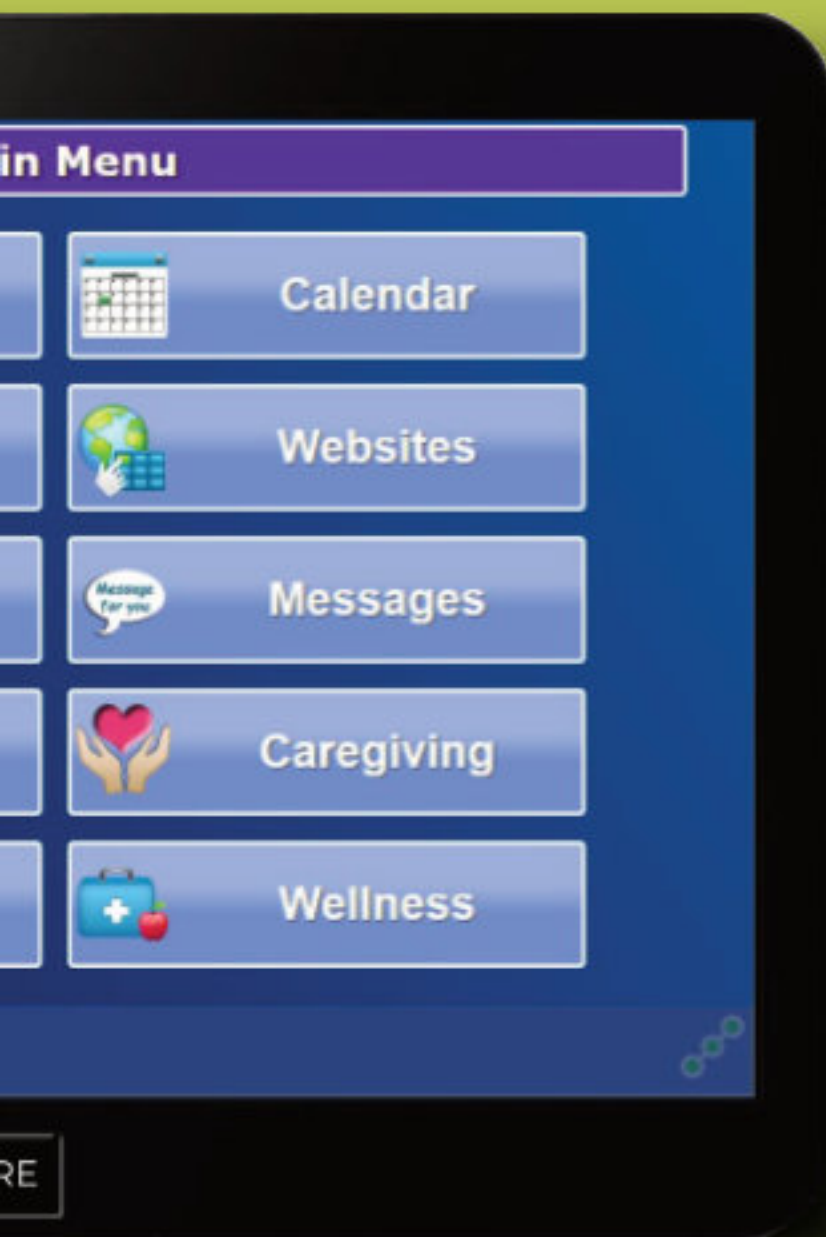
"Different consultants were dealing with him and it felt like no-one was looking at my dad as an individual and coordinating his care"

This frustration continued when Albert was discharged because he wasn't offered telecare or digital tools to support him at home.

"I want your dad to feel like he's the head of the house he's always been."

"All we got was an assessment for adaptations; physical things like grab rails. I knew there was a technology that could help Dad, as well as the rest of the family," says Rhonda. "But I also knew that kit on it's own wasn't going to work." The family decided to ask Albert what he wanted. His answer was very clear. He wanted conversation. "I get up and I don't know what date or month it is. I don't know what to talk about." But there was also something else. "I need your Mam to be ok".





The problem was that Elizabeth, Albert's wife, wasn't ok. She was constantly worrying about him. She needed to make things simpler: "There are so many appointments - I feel confused. And I want your dad to feel like he's the head of the house as he's always been."

Through grandCARE, the family found a simple digital programme that provided solutions to all the concerns they had. Daily prompts on a tablet remind Albert to take his medication, do his exercises or listen to his favourite music. Images pop up to let Albert know the weather forecast and he can see photos from his grand children's travels. grandCARE has also made things more manageable for Elizabeth. While Albert is able to stay connected with his family, Elizabeth is also able to manage her husbands care while helping him feel independent.

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As his needs change, and his condition develops, the technology can adapt with him. For example, to monitor blood pressure and feed the data through to health and care professionals via the tablet. A small device can go into Albert's shoe and keep track of his location. If he falls, sensors can alert a telecare response service.

The results have been remarkable. In the 18 months after he left respite care. Albert hasn't had to visit A&E once or go back into respite and neither has he needed a care package from the local authority. While the technology provided clever and efficient solutions to some of the problems, that wasn't what made the biggest difference for Rhonda. The key to grandCARE's success was the involvement of everyone in the family, each playing their role so that Albert can interact with the whole family and lead a normal a life as possible.

"We use the technology as a family, his health doctors use it and so do his friends. The result is dad feeling relaxed, empowered and most importantly, himself."

"If we'd just bought some boxes of equipment - a pendant alarm, a GPS tracking device and put Skype on his tablet then we wouldn't have got those 18 quality months. But we listened to what he truly wanted and gelled the technology with everything else that was going on in his life. We use the technology as a family, his health doctors use it and so do his friends. The result is dad feeling relaxed empowered and most importantly, himself." "It's about progression of need," Rhonda explains. "If we hadn't got my dad - and mum - the support they really wanted then I'm sure my dad would now be in a care home and the mini-strokes would have got worse. He would have hated an off-the-shelf arrangement where a different carer comes in every day. From day one he told us that formal care was something he didn't want." According to Rhonda, grandCARE's technology met her dad's needs partially, it wasn't the kit alone that slowed his illness, but it was the human touch that made it really work."