



# Introducing HEATHER MIEKLEM

Heather Mieklem is 22 years old and lives with her parents in their family home in Telford. Heather is mute and has physical disabilities. With a strong family network around her, care is provided from both parents, as well as paid help from care staff 24 hours per day.

Heather feels she is now ready to live independently in her own property with a 24 hour care package and use new modern technologies to support her in daily life. Her parents welcome the move but need to feel that they are still connected/informed and responsive.

## OUR SOLUTION

**"A solution that matched Heather's needs enabling them to take a step back in her care but well informed and connected on a daily basis"**

The family needed to find a solution that matched Heather's needs enabling them to take a step back in her care but be well informed and connected on a daily basis. grandCARE was installed in February 2018 in Heather's current home to enable her parents and care team to use the technologies before her move. Heather has engaged in the system and her parents feel it has fully met their expectations, keeping them informed and connected. Wellness and activity monitoring

will also be used when Heather moves into her own home to help the care team deliver a more tailored care. Heather has now moved into her new supported living bungalow with her care team where she is learning new life skills supported by technologies around her, leading to better wellbeing with technology re enabled.

## WELLNESS

**"Heather has lots of new tasks she has to do now that she has her own home"**

Prompts have been set in Heather's schedule each day to remind her to do a variety of things that would normally be prompted by care staff of her Mum. She now takes her daily medication and records it within her support plan.

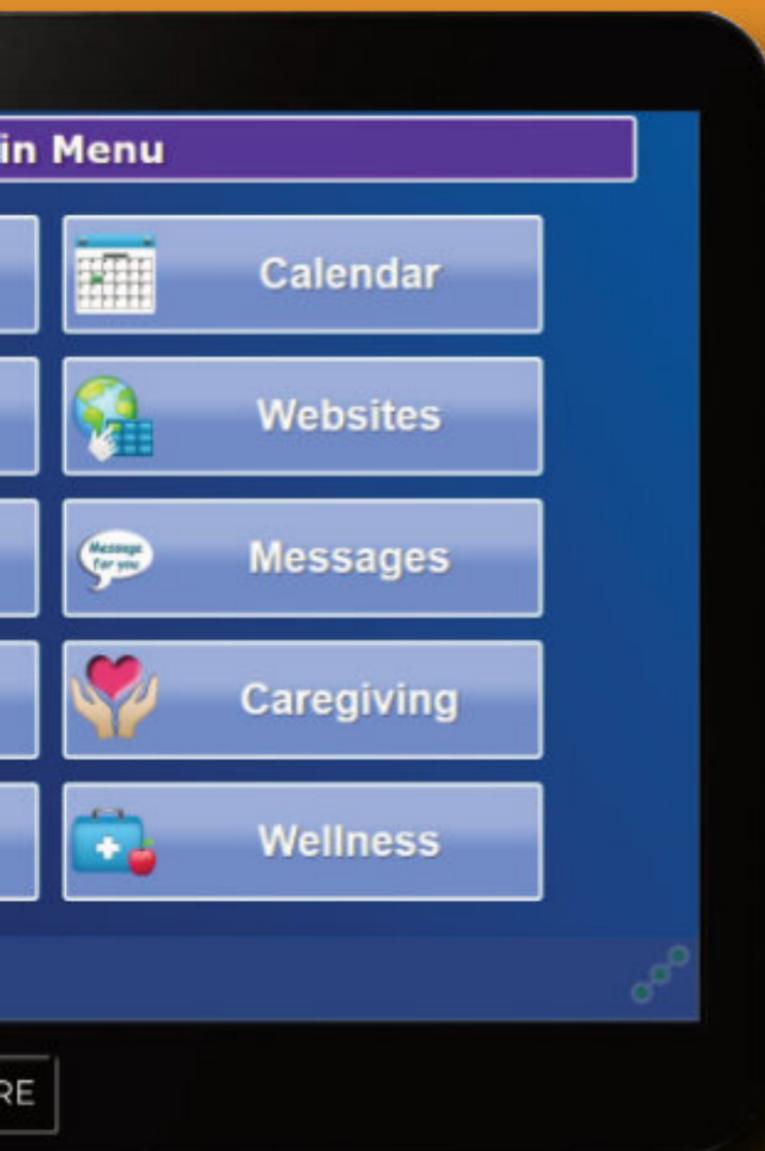
Heather has lots of new tasks she has to do now that she has her own home. Heather and her Mum have set reminders for paying utility bills/monthly banking. The prompt will come up on the screen a few days before the bills need to be paid, giving Heather time to plan with her care staff to go to the bank to do these tasks independently.

## ACTIVITY

**"Her mum was concerned that the care staff may not hear her if she had fallen"**

Heather has tendencies to get up in the night. Her Mum was concerned that the care staff may not hear her if she had fallen or she needed help. By the introduction of activity monitoring Heather has sensors that will turn on lights, a bed sensor to alert the care staff that she is out of bed. She can freely move around the bungalow with care staff monitoring from an arm's length basis.





#### SOCIALISATION

**"Heather feels she can contact her parents through various methods within the system but also keep her independence"**

Heather can communicate with her parents by hand signs, sounds and movements. The video call facility has been invaluable to the family to see each other each day without the need for Heather's parents always being with her. Heather also loads photos onto the system for her parents to view on grandCARE manage, they also use the letter writing facility and messages to keep in constant contact. Heather feels she can contact her parents through various methods within the system but also keep her independence.

#### REPORTING WITHIN THE SYSTEM

Heather's care team keep daily notes on the system about Heather's mood/daily activities and achievements. Heather's Mum can access these notes from the comfort of her own home through grandCARE Manage. She feels very informed and connected but also being able to give her daughter the independence she craves.

Care plans are also on the system for Heather's Mum to view. She can monitor the changes in the plans to gauge how independent her daughter is becoming. Heather's care team also feel that the care notes and plans being in ones place can reduce time spent on paper work to enable them to spend better care hours with Heather.