

St Helens Borough Council

TECHNOLOGY ENABLED CARE HUB

Digital Brochure



OUR VISION

Our vision for Adult Social Care in St Helens Borough has been developed together with service users, their loved ones, and local residents to enable people to live healthier, happier lives.

St Helens Borough Council work with many individuals who live with a range of conditions and needs. Some individuals with complex needs may need to complete an adult social care assessment to get the help and support they need; however, some may be able to live independently at home with a few adaptations and the help of assistive technology.

Assistive technology is a remarkable field that has significantly improved the lives of individuals and will continue to do so.

Our aim is to showcase innovative assistive technology that could be used to help a person live independently at home. Family members and support networks will be able to monitor the data and act upon any issues that are highlighted. This will enable the individual to live a more fulfilling and independent life.

with you
for you

Watch our **With You, For You** video highlighting what St Helens Borough Council does for our residents and communities on a daily basis.



SCAN ME

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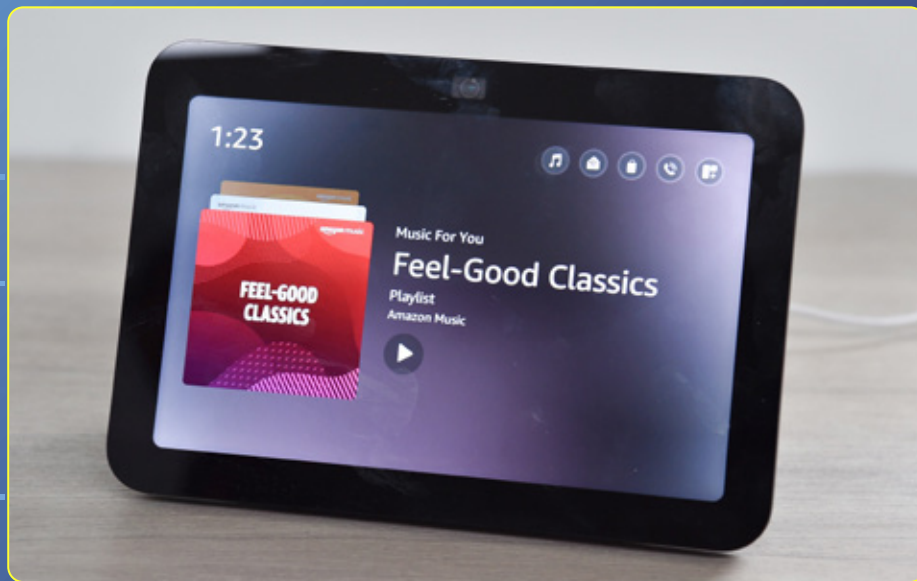
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REMOTE CONTACT

Remote contact gives family and support networks real-time access to the service user using assistive technology. They can check-in, provide support and supervise whilst the individual is in the comfort of their own home.

An Echo Show makes it easy to video call using your voice. It can also be used to link with other smart devices to control things like lights and thermostats remotely.

Komp is a solution for isolated or lonely people who are less confident using technology. It is designed to be easier to use than a smartphone or tablet and allows family members to share photos, messages and make video calls directly to the screen. A safe, secure and closed social network for the family.



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SMART HOMES

Smart home technology enables people to be independent in their own homes as well as providing empowerment and social inclusion. Smart appliances can make everyday tasks easier for those people who require additional support due to illness or disability.

With a Wi-Fi connection, there is the opportunity to integrate smart home technology to make people's lives easier and enabling them to live safely and comfortably on their own. It can be particularly useful for someone living with a medical condition or disability.

A person who has difficulty with fine motor skills, may benefit from devices and appliances that are voice controlled or controlled via a smartphone.

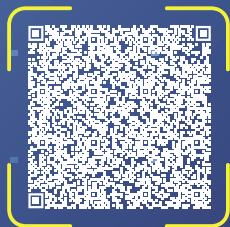
Smart plugs can be operated by a free smartphone app allowing users to turn appliances on/off, set timings or countdowns, set schedules and routines, and set locations for when you leave your house.



An instant hot water dispenser provides the exact amount of boiling water in seconds with no heavy lifting and no waiting around. Perfect for those who are unsteady on their feet.



Robot vacuum cleaners identify and map the room to clean it efficiently and empties by itself to make cleaning an effortless job for the owner.



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Hive thermostats allow you to control heating from the Hive app remotely by a family member to ensure that the heat is weather appropriate in a loved one's home and enables you to set up schedules for heating and hot water.



A water detector can be used in a bathroom to monitor when a bath reaches capacity and alert the individual to prevent it from overflowing and causing damage.



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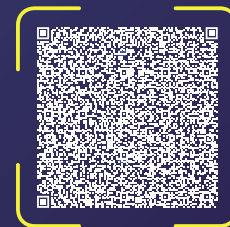
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Echo Dots are a small compact device which can allow you to control compatible smart devices or smart plugs using your voice or smartphone app. The devices can also be used to make phone calls and listen to music.



 **SCAN ME**

Smart bulbs can be useful in preventing someone from struggling when moving around in the dark. They can be controlled via your voice or app and can also be set to a routine.



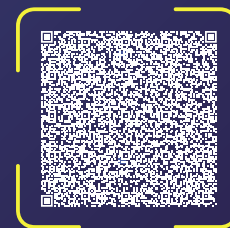
 **SCAN ME**

Smart blinds allow a person to open and shut their blinds from the comfort of their chair or bed, or even remotely via a smartphone. It also allows schedules and routines to be set up to add continuity to a person's daily living.



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The Hidrate Smart Water Bottle is ideal for those who have difficulty remembering to drink water throughout the day. Sensor technology tracks water intake and syncs progress to a free hydration tracker app which can be accessed by a person's support network to ensure that they are hydrated.



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A talking microwave can make cooking easier for people with limited sight. With simple controls and no complicated menus, you can select the cooking power and start to cook.



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SENSORY

A range of sensory devices are available to help people with sensory impairments live independently.

Devices like the Orcam Read, assists people who have certain levels of visual impairment, reading difficulties including dyslexia and reading fatigue by reading aloud any text, printed or digital.

Eyegaze technology can assist those who have a physical difficulty using a computer. A special eye tracking camera mounted below the Eyegaze screen observes one of the user's eyes allowing the software to determine where the user is looking on the screen. It can be used to interact with and navigate communication aids, entertainment as well as many other applications.



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GEO FENCING AND GPS TRACKING

Geo fencing is where boundaries are set up through a device which will trigger an alert on a device such as a smartphone when the device enters or exits the boundary. This can be done via GPS tracking.

GPS tracking can be a valuable tool for support networks when wearable devices are placed on people who are at risk of wandering.

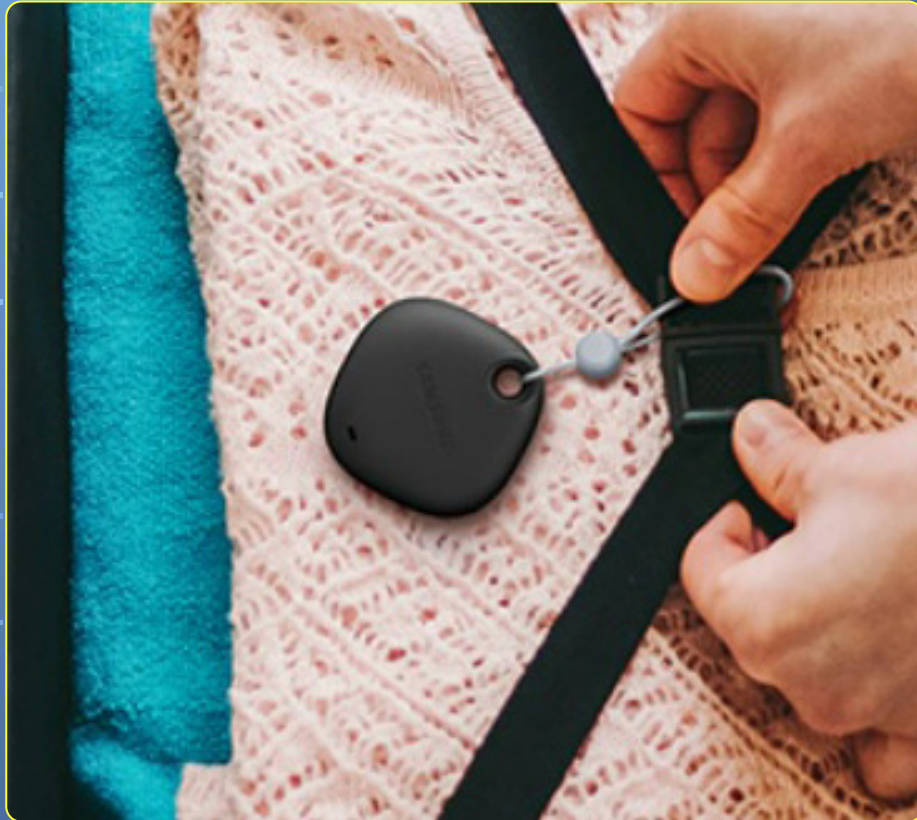
Carers can locate the person through their wearable device using an application on their smartphone.

Apple Air Tags are small disc like trackers that can be used to keep track of things or people. The tags can be attached to items or people and tracked through the Find My app on Apple devices. The app can be used by family members or support networks to easily locate a loved one.



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Samsung Tracking devices are another type of tracker device which work with Android smartphones. Again, these trackers can be attached to items or people and located via the SmartThings app to easily locate your loved one.



GPS trackers can be used to automatically detect a fall and alert emergency contacts. Using GPS technology, connections can accurately locate the person in an emergency.



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MEDICAL

Technology can be used to integrate with medical devices to provide support when and where it is needed.

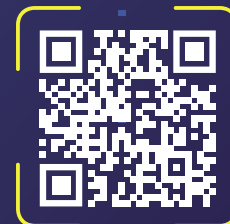
Capture medical-grade ECG readings with KardiaMobile. User's can know instantly if their heart rhythm is normal or if atrial fibrillation, bradycardia or tachycardia is detected within 30 seconds.



Smart watches are available to suit all budgets and can be used to track step count, heart rate, pulse oxygen levels, sleep patterns and some models can also track location and alert to a fall due to monitoring of gait and amount of exercise taken.



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The Embrace Watch uses advanced machine learning technology to monitor seizure activity. It is ideal for people with epilepsy or those at risk of having seizures. The device can alert carers when a seizure is taking place and automatically records a seizure diary through an app.



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SECURITY

Technology can provide a layer of security and offer piece of mind for people who want to live in their own home but may be vulnerable due to conditions that they have.

Video doorbells and cameras are useful for dealing with visitors on a loved one's behalf and monitoring activity at the front door.



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NEW

ring an amazon company

A hand holds a smartphone displaying a live video feed of a man and a child walking. To the right, a Ring video doorbell is mounted on a white door.

DIY Installation (~5min)
Average Install Time

HD Head-To-Toe HD Video and Two-Way Talk

Long lasting Built-in Battery

Canary Care Room Sensors allow support networks to receive instant alerts and give instant reassurance that everything is as it should be and let you know when your loved one needs more help. The sensors enable you to check if your loved one had had a good night's sleep, are warm enough, see when carers or guests visit and monitor if they leave at an odd time.



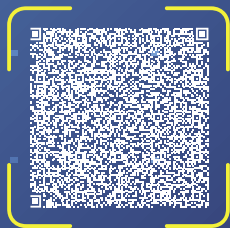
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The EBO Air robot is a moveable camera that can be controlled remotely via a smartphone. It gives support networks the ability to manoeuvre the device around the home when there is a cause for concern and allows two-way communication with the person.



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Indoor and outdoor cameras are an affordable way to monitor a loved one remotely using a smartphone.



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Baby monitors with cameras can also react to a person's movement or sound to give notifications to a support network along with images in seconds.



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FALLS PREVENTION

There are ways that you can reduce the risk of having a fall in your own home including making simple adaptations to your home to enable to you move around safely and keeping the property well lit. Assistive technology can help to do this.

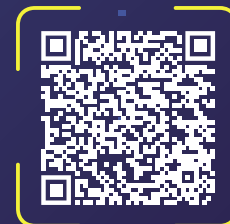
The Nobi Lamp combines optical care sensors and artificial intelligence in a stylish, life-saving lamp. The lamp prevents disorientation with automatic lighting upon movement and detects when somebody has fallen onto the floor, prompting alerts to be sent to the support network.



Chair sensor pads can send an alert to care givers when an individual leaves a chair or wheelchair and can help to prevent a fall before it occurs.



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SCAN ME

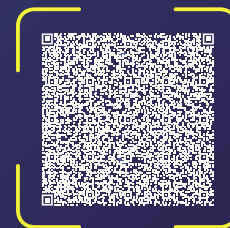
Motion Sensors can be used to track motion in a person's home and will send an alert if there is change in movement patterns indicating that they may have fallen or are in need of assistance.



Night lights with movement sensors are a cheap and easy way to help to prevent falls, ensuring that rooms are lit when motion is detected, and illuminating the path to highlight any tripping hazards.



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ASSISTIVE TECHNOLOGY

Whilst technology continues to advance and evolve, standard assistive technology is still required to help meet the needs of individuals.

Our Careline service provides peace of mind that if your loved one were to have a fall or need assistance, someone will be able to speak to them and go to the property if physical assistance is needed to get up off the floor.

Careline will help an individual to:

- Remain independent their home for longer.
- Prevent being on the floor for a long time following a fall which can result in health complications.
- Prevent hospital admissions following a fall.
- Reduce the need to move into a care home setting.
- Provide access to additional support if required.
- Give you, your family, and friends peace of mind that there is someone available 24 hours a day to assist in case of an emergency.

Other devices such as pagers can be used to keep tabs on an individual's home. The device uses vibrations and flashing lights to alert you to someone at the front door, the phone ringing, or other noises that may be missed by a person with hearing problems.



CASE STUDY



Geoff is 65, he lives in a terraced house with a downstairs bathroom. He has always been active and is able to live independently.

Geoff has recently found he's having some issues with his mobility. His needs do not meet the level at which he would receive support from his local authority under the Care Act 2014 and he is keen to look after himself. He is worried that a bad fall, especially on his nighttime bathroom visits, could leave him with issues that may lead to him requiring more formal support. Geoff is proactive and seeks support for his low-level needs from Contact Cares.

Contact Cares are able to advise Geoff on the best way forward. Geoff decides that Careline would ease his worries about the immediate impact of a fall, and he is assessed, and the equipment provided. He wonders if there is anything else he could do to help him prevent a fall, so he accesses the online TEC Brochure via the Artificial Intelligence Bot on St Helens Borough Council's website and speaks to his son about several items that he feels would help in his home. His son helps him to order and install a range of devices and several sensors including an Alexa and smart bulbs in his lamps.

Geoff's home is set up so that movement in rooms after dark results in lights being turned on automatically and Geoff's son shows him how to use voice commands to control the smart devices in his home. After the installation and with guidance from his relatives Geoff expands his smart home to include a smart tv and uses his smart hub to listen to the radio and make video call to his family, reducing his feelings of loneliness.

Geoff avoids a fall that could have happened when he went to the toilet during the night and prevents a potential hospital admission with a fractured hip which would reduce his mobility further and take a long time to recover from. Geoff is delighted that he is able to live independently and a healthier happier life as a result.

The pager can also link with a bed shaker, which when located in the bed, will vibrate to wake the user when necessary.



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The Jelly Bean Twist Large Switch can be used by individuals with physical, cognitive, or sensory disabilities to engage with technology, learning and their daily activities.



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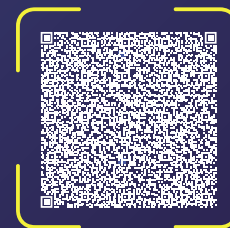
The PivoteII Medication dispenser reminds the user by flashing a light and sounding an alarm when it is time to take their medication. It makes sure the correct dose is available at the correct time.



Vibrating pill boxes are another way to remember medication. They can be set to vibrate or make a sound multiple times per day to remind an individual to take their medication at the correct time.

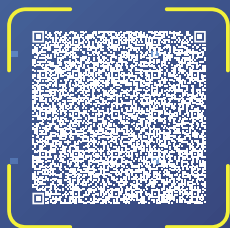


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SCAN ME

Talking alarm clocks are useful for people who have visual impairments or who have a cognitive impairment, helping to keep track of time throughout the day and night and eliminating the need to decipher a traditional wall clock.



 **SCAN ME**

Solon Memo Minder is an infrared device that senses movement and plays a personalised pre-recorded message, e.g. "Don't forget your keys mum"



 **SCAN ME**

Big Button telephones can be helpful for people with cognitive and visual impairments, with enlarged buttons, LED call indicator and programmable quick dials.



Blind Openers can be useful for people who have mobility problems or disabilities enabling them to close blinds without stretching.



SCAN ME



SCAN ME

Day/night indicating clocks are helpful for people with dementia or cognitive impairments helping them to keep track of what part of the day it is and offering structure to their daily living.



SCAN ME

Magiplug is a cheap yet effective method of preventing floods. When a bath/ sink or basin reaches a certain depth the Magiplug pressure plate opens and release the excess water safely down the plughole preventing a flood.



SCAN ME

Magnetic Braille Timers are ideal to use in the kitchen on any metal white good surface. The timer has both numbers and braille bumps above each number and is easy to set. There is a clear ring tone once the timer has finished.



 **SCAN ME**

A Just Checking Kit could offer piece of mind to family members. The kit comes with movement sensors, door sensors, a hub and access to an online chart which tracks movement. The kit makes it easy for family member and support networks to check in on a loved one and arrange assistance in an emergency.



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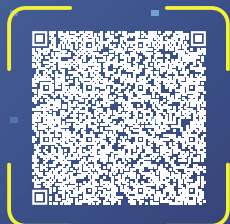
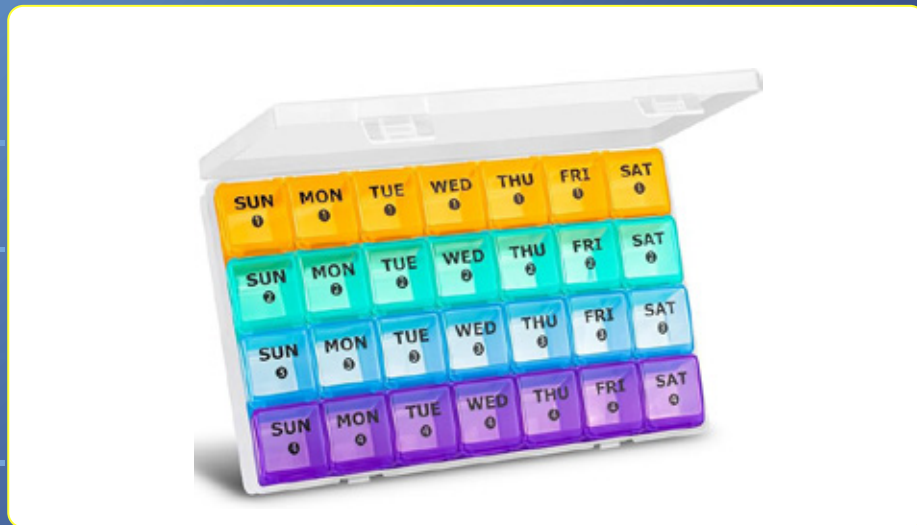
MEDICATION MANAGEMENT

Managing medication can become an issue for people remembering to take their medication and which medication to take a certain time. There are devices available to help ensure that an individual takes the correct medication at the correct time.

Pill dispensers are a handy tool to ensure that the medication is organised and ready to be taken. This can be done in advance by a family member, carer or pharmacist.

There are basic days of the week boxes which enable the correct medication for the day to be kept all together.

The YOURmeds pill dispenser enables loved ones to monitor that the correct medication is taken at the correct time. It works by putting a number on the screen which the user needs to match to the same numbered blister to access the correct medication. The device will continue to beep until the medication has been taken and will alert care givers if it hasn't been taken or the wrong medication is taken.



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The Pippa Tipper pill dispenser is a twenty-eight-compartment lockable pill dispenser, which can be pre-programmed to dispense medication on appropriate days and times. It can be loaded with the correct medication by a carer, family member or pharmacist. When it is time to take the medication, the carousel turns allowing the medication to be released. A melody and your pre-recorded message will play until the device is tipped.



 **SCAN ME**

ROBO PETS AND AI COMPANIONS

Robotic sensory pets are designed to comfort, bring joy and companionship to an individual, whilst helping to reduce stress and anxiety.



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CASE STUDY



Mary is 75, She currently receives 4 half hour calls from domiciliary care per day. Several of her needs that are currently met by this provision.

Mary is socially isolated, has issues cooking for herself and has issues remembering when to take her medication due to her dementia diagnosis. She has, at times, left her home and been unable to find her way back leading to distress. Mary loves old war films and tv series from the 70s.

As part of her scheduled review, Mary's Social Worker, who has recently been trained on the technology available, decides that some of her needs can be better met through the deployment of technology. The decision is made to reduce her domiciliary care hours to 2 visits one in the morning and one in the evening. This is seen to be beneficial as it still means care staff can ensure meals are prepared as well as supporting some of Mary's personal care needs. The Social Worker makes recommendations to Mary's daughter, and they install a NOBI lamp for added reassurance around falls (Mary presses her Careline pendant by accident a lot due to her dementia but doesn't always answer when Careline ask does she need help) and a Komp to address her social isolation. Mary can now make video calls to friends and family and set up slide show of family pictures to help with her memory. They also deploy medication management devices and arrange for the medication management service to take over supporting Mary to take the correct medication on time.

Alongside an Apple Air tag to be kept in her coat pocket so Mary's daughter can monitor her mum's movements on her iPhone to ensure that she is safe.

Mary's daughter remembers how much her mum loved her cat who sadly died, so she also arranged for an animatronic cat to join Mary to keep her company, a smart water bottle to monitor fluid intake and some sensors to monitor movement into and out of the kitchen and bathroom. 8 weeks after the introduction of the assistive technology, the AI analysis of Mary's behaviour, flagged up a change in Mary's bathroom habits, and also indicated she was drinking less.

This alert is sent to her relatives as part of her support network. They call Mary through her remote contact device (Komp), and realise Mary seems more confused than normal. They arrange to visit her later that day and make a GP appointment for Mary for the next day. The GP diagnoses a water infection which is addressed before Mary starts to experience falls.

Through the provision of the technology, Mary's independence is maximised, and she feels less lonely as she is able to contact friends and family very easily, and finds they contact her more as they are made aware of changes in her behaviour. A potential serious infection is identified in its infancy, preventing Mary's condition from worsening. Had this not happened, Mary would need more support, potentially leading to more domiciliary care visits or even an admission to hospital. Mary loves 'Jess' her animatronic cat. Jess keeps Mary's mind active, and along with the help of some of the other provisions the progress of Mary's dementia has slowed.

HAPPINESS PROGRAMME

The Happiness Programme is a first-of-its-kind activities service that blends interactive, sensory light technology along with a structured programme of training and support.

It aims to offer safe, meaningful, and engaging activities for those living with cognitive and physical care needs in a group setting whilst undergoing treatment or participating in services.

St Helens Borough Council and Mersey West Lancs Trust (Whiston and Newton Hospitals) are piloting the Happiness Programme in four locations:

- Stephenson's Day Services/ Resource Centre
- Newton Community Hospital
- Brookfield Support Centre
- Ward 5, Whiston Hospital.

Watch this video to find out more about the **Happiness Programme**.



USEFUL LINKS

St Helens Borough Council

Adults Social Care Strategy 2024-27

<https://www.sthelens.gov.uk/AdultSocialCareStrategy>

St Helens Borough Council Emergency Duty Team

<https://www.sthelens.gov.uk/article/6970/Emergency-Duty-Team>

Supported Living

<https://www.sthelens.gov.uk/article/3214/Supported-Living>

Domiciliary Care Agency

<https://www.sthelens.gov.uk/article/8875/Find-a-Domiciliary-Care-Agency>

Dementia Support

<https://www.sthelens.gov.uk/dementia>

For more complex needs, you can contact the following services:

Careline - providing a monitoring and response service to support elderly and vulnerable people to maintain independence in their own homes - **01744 676767**

St Helens Borough Council

Social Care Assessment - If you feel you are not able to manage every aspect of your daily living as you would wish or are not as independent as you would like to be, you may be eligible for a social care assessment.

The starting point would be to make contact with St Helens Borough Council's Contact Cares Service.

Contact Cares - an integrated care approach where partners work together to provide a single point of access for support and advice from a wide range of health and social care professionals - **01744 676767** or email contactcares@sthelens.gov.uk

