

Adam's Case Study

Greater Independence For Adults With Learning Disabilities

CHALLENGES

Adam struggles with managing his health conditions (medication compliance and self-care). Daily medication is administered by his care worker on the visit days and prepared by his care worker for him to take alone on the non-visit days. However, he has difficulty ingesting medication which leads to poor compliance. If doses are missed, it has a severe impact on his mental and physical well being, including severe anxiety, hypoglycaemia and debilitating fatigue.

His health condition management also requires regular at-home and out-patient appointments, such as foot care, eye screening and HbA1c blood tests for diabetes management.

Completing tasks for daily living (e.g., shopping, cooking, managing finances) is a challenge. He relies heavily on his support worker and becomes anxious on the days she doesn't attend. His support worker would like him to become more independent with tasks of daily living as currently, he leaves these for the days she attends, making it difficult to get everything done.

About Us

GenieConnect® is an innovative solution, designed to provide greater independence, life choices and accessibility to people with learning disabilities to ultimately enhance quality of life.

 **100+**
Care Calls Made

 **80%**
Increased Independence

SOLUTIONS

Adam has been using GenieConnect since November 2021

Functionality used to date:



Video Calling



Radio, Netflix, Spotify & Tune-In



Mood Capture



Medication Management



Healthcare Reminders

BENEFITS

1 Medication Management

GenieConnect® delivers daily morning medication reminders (visual and verbal).

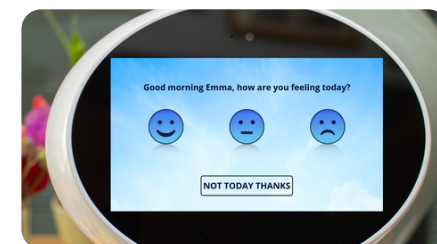
Before having Genie, doses were missed on most non-support worker days (4 per week). Adam told us, "Before (I had Genie), I knew that I needed to take it, but I would usually wait for my support worker to come, and I would miss medications on the days she wasn't there. Missing medications made me poorly. When I hadn't taken it, I had the shakes – it's critical I take it every day."

An 11 am daily medication reminder on Genie prompts him to take medication. The audible and visual reminder on Genie encourages him to take his medication. He has the reminder on his phone, but he usually ignores these. "It's better than my phone because I'm so used to my phone's reminders. It gives me more reinforcement."

2 Mood Awareness

GenieConnect delivers a daily 'Mood question', asking "How are you feeling today?" The user selects an icon reflecting current mood from options of "Happy", "OK" or "Sad" or "Not today thank you".

Adam told us this feature reassures him that the care team knows how he feels, "they see my ups and downs so it can help me (support me)". Answering the mood reminders also increases his self-awareness of how he is feeling. He said, "It's nice when I select the good mood. It helps register my emotions with myself – it makes me more aware of how I'm feeling." (*The Mood reminders are currently being monitored by Service Robotics support staff but could be accessed by the care team) if permitted.



3

Healthcare Reminders

GenieConnect® enables care provider staff and family to set healthcare reminders through the Care Portal or the Companion App.

Regular healthcare appointments are required to manage Adam's conditions. e.g. diabetes foot care appointments every 6 weeks at home; diabetes eye screening appointments at the optician, and hospital HbA1c blood tests. These have regularly been missed before having GenieConnect®. He told us, "I forget to look at my paper diary. Sometimes my support people forget to put it in and the piece of paper may get lost. I usually forget about my foot appointments that happen every 6 weeks. I would forget about it if it's not written down or on Genie. When I hear a reminder about the appointment, it makes me pay more attention than if I look at it – it gives me the kick that I need to do something."

4

Supporting Independence

GenieConnect® allows users to start transitioning from the family home to independent living by using prompts, reminders and communication features to develop basic life skills.

Adam now receives daily living tasks to boost his confidence, safety and responsibility. This aims to increase his independence and remove the support worker's strain.

- ➔ Reminder: 'do the washing up' Reminder every day at 6pm.
- ➔ Reminder: 'hang up your clothes' twice a week on the day before his support worker attends.
- ➔ Reminder: 'order your prescriptions'.

Adam will do it when prompted if he is in the right frame of mind. This allowed the support worker more time to do higher priority tasks like emails, banking, and paying bills. The support worker said, "as the kitchen was tidy when I arrived, it gave me more time for the most important things Adam needs help with".

5

Personal Hygiene

Making better life choices starts with taking care of your well-being. Genie can prompt the user to take care of their hygiene needs where applicable.

- ➔ Reminder: Clean your teeth – 10.30am and 8pm daily.

The Genie reminder encouraged Adam to clean his teeth – not always more than he had been doing. If he is in the right frame of mind, he will do it when prompted, and he has done it more since Genie has been reminding him.

6

Enabling Remote Support

GenieConnect® allows the support worker and users to have meaningful conversations about their independence skills using data collected and regular feedback.

Adam feels it would be helpful to use the video calling facility when his support worker has planned visits but is unable to attend (e.g., if isolating). He told us, "I think there will be times we could use it practically because I rely on her so much. There will be times when she can't come, which makes me have a meltdown because if they send someone I don't know, they can't do what she can do. Genie would allow her to do most of the important things I need over the video calling feature, such as her helping me with my finances which is my biggest worry. It would work better than having someone else come in to cover for her."

7

Developing a Support Network

GenieConnect® aims to safely break down user barriers with a simple user interface, engaging content and easy connections to friends, family and professional support.

Adam has been using GenieConnect® to have video calls with his mother. He told us, "It is nice to feel like I can see and talk to my mum, we tried video chatting on WhatsApp, but it kept cutting out. The best time we have spoken is on Genie."



The Genie Robot –
For the person receiving remote care (the Genie user)



The Care Portal –
For the care service provider



The Companion App –
For the family, friends, or carers of the Genie user

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Book a demo to learn how GenieConnect® will benefit your care users and workforce