

## The Difference Just Roaming has made to individuals being supported

Video of Just Roaming Pilot Open Day

Clackmannanshire and Stirling Health and Social Care Partnership

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The Richmond Fellowship

### Key Points

- Greater independence. It is possible for individuals to have time on their own, and they appreciate 'me time'. This gives more independence, flexibility and choice first thing in the morning or at night. Some individuals have not had time alone for 40 years, but have responded positively.
- Less disturbance from support staff at night (eg staff toilet visit at night, staff getting up early to prepare for the day) means improved sleep patterns and better days.
- Responsive support when needed, based on fact; activities that require care are not missed.
- Alerts are tailored and pertinent to the individual. Individuals with complex needs have successfully used the system and been settled throughout the changes.
- Response times often quicker than sleep-in, which stops the situation escalating.

### Transcript

#### **Dwayne Mathers**

So, I'm going to look at how it's affected individuals and how we implemented certain things. One of the things we've mentioned throughout the day is independence. So, for a couple of the people that we support, one, in particular, it's been about 40 years constantly having somebody with them, whether it be staying in the flat with them or constantly around them throughout the day. And this was an opportunity to see, by having a little bit of independence at night and in the morning, if there's that chance to have that. This is what we do, we move towards trying to give them as much independence as possible. And it was a chance to see how that would work.

The other part of changing to the waking night was less disturbed sleep for the people that support. With the shift patterns that we were doing, you would have the person going to their bed and staff still being awake, still maybe completing some work. But, also, their personal time. And then, first thing in the morning, if support, say, were starting at seven o'clock, staff are having to get up at six in the morning to get themselves prepared. And this was causing disturbances throughout the flat. And that, in turn, impacts the sleep that the supported individual was having.

So, by taking the sleepover out and putting a hub in place with the night shift, removed that. It also removed the issue of disturbances through the night. I know, myself, I do not sleep through the

night. I will be up at least once or twice. And if you've got staff doing that, that's going to then affect again. Noise is happening and it could wake people up. So, these were the main things that we saw as being a benefit to the waking night.

Also, when we started looking at going down that route, there were some concerns from families. One of the concerns that was passed over to myself was that one of the individuals would be up most of the night, through the night, sometimes waking up maybe three, four in the morning, and be up for the rest of the night.

So, part of the process I went through when we had the trial system in place, was to review the data, and to try and look at was this actually an impact. So, I've got the chart. So, what I looked at was how much contact was there with this individual. The feedback I was getting was that it was constant. There was never a night when this person was not receiving support or having to get staff waking up through the night. So, by going with the Just Roaming data, plus notes from the staff about what had been occurring through the night... And this was over a 50-day period. So, quite a lengthy period that we looked at it. And what we actually found was that there were 30 nights where there was no contact at all. There was no reason for the staff to get up to offer any kind of support to the individual.

We discussed minimal contact. So, this was just maybe once, twice a night that we were having to wake up and go and support the individual. And again, there were 19 nights, so it's not a small number, but nowhere near the sort of level that family and some of the staff were expecting.

The surprising figure was the actual multiple contacts, and this was anything over three contacts, and it only happened on one occasion over the 50-night period.

And this was a night where the person decided they wanted to stay up all night and have some fun. So, although it does, and it may happen, it's very good that with the trial period that you can actually assess properly what the needs are through the night, and is it what people are concerned about. It was very good to go to a meeting and have that data available, to actually answer those queries that they had and the concerns that they had. And being able to show well, it's maybe not going to be as big a concern as you expect it to be.

The other part of doing that was looking at the start and end times of night shifts. So, it's something that we're still reviewing. We have some individuals that will quite happily go to their bed at nine o'clock, half-nine. Others that will up until, maybe, eleven o'clock. But we can then plan around that for each individual.

Same with the times in the morning. We were saying earlier about independence and them getting time on their own. We do have an individual who will wake up sometimes at five, six in the morning, and stay awake. What we found, though, is that they're quite happy to be in their room, singing, playing with any toys that they may have, or watching DVDs. They don't need somebody to sit with them, that's their time, and we're still safely monitoring that through the Just Roaming technology. And being able to go to them if there is a concern. If we're noticing there's movement to an area of the flat where could be risks, then we can move and react to that.

The thing we mentioned is that the concern was that this person is being left on their own would create difficulties. Staff starting with them in the morning actually found that even after they started, they would remain in the bedroom and would do for a wee while because they were enjoying their own company. And that, again, is something we would not have known until we made the move.

And, again, if it didn't go that way, we could adapt, we could change things to match whatever the needs were.

Also, it's improved consistency in the staff. Some of the individuals that you'll find that are supported struggle with lots of faces or changing faces throughout the day. The shift patterns that we originally had meant that there could be a swap over of maybe up to three or four staff.

And that was just because when sleepover shifts were ending, handover period, which was happening inside the properties, would sometimes cause an issue because the person was wanting attention. They didn't want to have 15 minutes of staff talking amongst themselves about what happened the day before, night before. So, with the change, when they wake up, it's a new face, it's that person for that day. The handovers taking place within the hub area, which means they're not being ignored, they're not having that 15-minute time where they can't engage with their staff member and enjoy their day. So, things like that have shown to be a big improvement.

Moving to the bottom chart, it shows how quick the responses are with the technology. When a noise is heard, we can see the property front door going. Yes, so noise has been heard there. Property lounge movement. We can clearly see, from a management point of view, as well, that staff are going in and providing the support. It makes it very clear what's happening through the night. We did find... When I was doing the analysis of it, there were actually nights that staff were waking up to go and do the support. There's upwards of about 15 minutes response time while they were in the flat doing the sleepover.

So, from the point of them realising there's noise or movement, waking up, bringing themselves to a coherence level of ability to go and offer that response. It's quite lengthy. And if you consider that some of the people that we provide support to, there could be choking risks, there could be other hazards, that's quite a lengthy period of time to be leaving somebody on their own.

So, to move then to the night shift coming in and seeing very, very clearly that we can respond that much quicker. We're going from 15 minutes down to less than two minutes in a lot of cases. But it also means that they're confident that the person that you're supporting has got the confidence that if they have a problem that they're going to be responded to immediately and not be left on their own for a prolonged period, worrying, panicked, all these things can happen.

The other side of that is, obviously, when it comes to incontinence and things. We do have somebody who can wet the bed or can have issues in the morning. And when we now notice they're awake, we can respond, and do it prompt to toilet. This person will not go to the bathroom on their own. So, they're waking up in the night and staff don't realise that they would wet the bed or soil the floor, a number of different situations would occur. Again, we can respond to that now. We can actually go in and stop any issues of mess in the room. And, also, let them go to the toilet, become comfortable again and go back to bed. So, the personal care itself is improved as a result of that.

So, just to look at some of the overall successes. So, we had a number of people that were going to be impacted by the night shifts coming into place. And a few people have mentioned, today, the fact that families are concerned by this, that there's not going to be people there, about how it's going to impact on the individual emotionally, psychologically, by suddenly being left alone. Of the services that have been involved in this, there has been no impact with that to date. We've seen improved sleep patterns. And, as a result of that, a better day the next day.

The two individuals that have not been left alone for a large number of years, I said one of them was 40 years, have adapted exceptionally well to the changes. And is having a period of time in the morning, where they can do their own thing and still know that they're being supported from this app.

Two of the individuals also have complex needs. And the concern around that, again, was how would this change impact them. They have been very settled throughout the change. That's not, obviously guaranteed to be the case in every single situation, but you will be able to look at the technology and adapt your support needs to that individual, and your times. But, thankfully, as I've said, there have been no concerns in that respect. Thank you.