



Manchester City Council

Reducing restrictions and improving support quality

Peter's Story:

Peter had a stroke that significantly changed his support needs. Upon his discharge from hospital, Peter needed support in his flat 24/7, which included 1:1 support at all times, and 2:1 support for personal care. He is incontinent and at risk of trying to get out of bed and falling, so a waking night staff stayed in his flat overnight, completing frequent welfare checks on Peter. This would disturb Peter, leaving him irritable and fatigued the following day. He was dissatisfied with his support situation.

The Process:

The team at Just Roaming liaised with Peter and his support team to develop a technology-enabled support package to best meet Peter's needs. This entailed the introduction of an enuresis sensor, and a bed weight which alert staff when Peter needs support. Peter is also able to utilise a call for assistance button so that he can request help when he wants it. This provides Peter with choice and control over his support. There was a significant educational effort required to encourage him to use the call for assistance button instead of shouting for staff, reassuring him that staff would be able to assist him with personal care during the night.

The Outcome:

The introduction of Just Roaming has seen Peter take strides forwards in his independence as he can now manage his personal space overnight without staff being in his property. Peter now has undisturbed nights meaning that he is not as tired during the day and is more willing to engage in the essential support measures to aid his recovery. As a result, Peter's mobility is improving. Now that Peter is optimally utilising the Just Roaming system, his waking night staff has been withdrawn.



Staff are alerted if Peter is out of bed. They can then attend to any potential fall incidents.

An alert is triggered when moisture is detected in Peter's bed. Staff can then attend when needed.

Nancy's Story:

Nancy has a learning disability and epilepsy. She was placed at Manchester City Council's respite service as an emergency placement. It soon became clear that Nancy found it difficult to adapt to her new environment, with incidents of challenging behaviour happening daily. She was receiving 2:1 support in a setting that didn't quite meet her needs. Nancy found having two members of staff with her overwhelming, which increased her anxiety and distress behaviours. Nancy's behaviours often involved damaging property, which impacted other residents, or physical aggression towards staff. This model was not working for Nancy, it was restrictive and limited her independence and daily living skills.

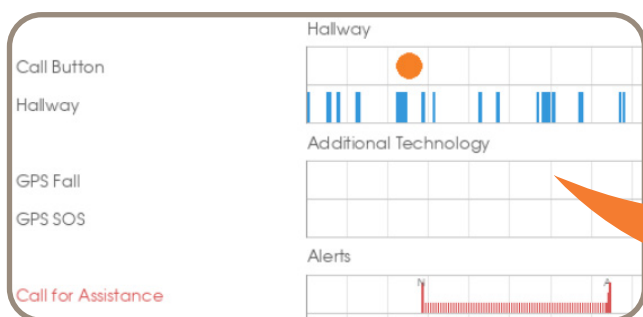
The Process:

As part of Nancy's ongoing assessment, it was deemed best fit to move her into an independent apartment under Manchester City Council's Supported Accommodation Service. It was identified that the use of Just Roaming in this environment would suit Nancy's needs. The team at Just Roaming worked with Nancy and her support staff to better understand her risks and map out a technology-driven support package. As Nancy's anxieties and distress behaviours are driven by her aversion to being continuously monitored, the project team worked to optimise technology that would provide Nancy with personal space and independence. She was set up with a call for assistance button so that when required, she can request support. Alerts were also set up regarding Nancy's epilepsy, when she exits and enters the property and if she is in the kitchen for a prolonged period of time so that staff can ensure she is safely using facilities.

The Outcome:

With the help of Just Roaming, Nancy is now able to utilise a shared support model whereby staff are available from a communal area when Nancy requires assistance. Just Roaming has enabled her to access support without the feeling of being watched, which has greatly reduced her anxiety.

The number of physical incidents have reduced and staff now see Nancy as a much calmer and happier individual. Moving away from a 2:1 support model has enabled Nancy to gain a better relationship with staff. She now regularly goes out into the community with a staff member supporting her. The next step for Nancy is to look at further enhancing her independence, by using a Just Roaming GPS pendant so she can enter the community independently.



Instead of staff residing in her property, Nancy can now use a call for assistance button to request support.

