

# CASE STUDY 6: SOCIAL WORKER STAFFS

Can share learning with service users and show them where to get information / signpost them to services that may be useful e.g. loneliness support groups, information re meal services that would benefit service users. Where they can get assistive tech / products from cheaply etc.

Have had some people that have been feeling bored in the day – started to use the health apps – e.g. smoking. Sharing with family members. This has allowed them to take more control of their wellbeing and improve their independence.

Have a service user now using a smart speaker – wife able to phone and speak to him during her shift at work, without the need for her husband (who she cares for) having to physically get up and answer the phone. Able to answer with his voice from his armchair or if asleep the wife can use the drop in function to check that he is ok. Previously there had been a lot of stress on the wife, who was concerned during her work shift and getting very upset and stressed when she couldn't get hold of her husband at the agreed times as he wasn't answering the phone as couldn't always reach the house phone before it cut off or he may have been napping.

They are now able to use the technology to keep in contact. Has reduced the carers stress and enabled her to continue working (she was considering having to leave her job due to the stress of being unable to maintain contact). Her husband now feels more in control and independent as can use his voice to get assistance if needed - for example if he fell and couldn't reach the phone.

Now they are also looking at wifi plugs and lights so during winter he can turn the lights on when it gets dark without the risk of a fall.

A small introduction of a smart speaker has had a massive positive impact.