

## Clementi Court – Case Study

Context (Background) – Clementi Court was established 14 years ago to provide support for people with profound and multiple disabilities. Eight people live at Clementi Court, in two purpose built properties.

The main challenges faced by those living at Clementi are their limited communication skills and a lack of independence, due to their complex physical needs.

Personalised Technology was identified as a possible solution that could support with enhancing people's communication, independence and safety.

Initially a set of communal personalised technology was installed in House 1:

- 2 x Care assist pagers (linked to call for support buttons and safety sensors): £130.00
- 3 x Call for support buttons (placed in communal areas): £53.00
- Temperature extreme sensor: £65.00
- CO detector: £80.75
- Bath spa lights :£7.00
- Wireless MP3 speakers: £25.00
- Colour changing duck radio: £12.00
- Web cam: £30.00
- LED shower head (Purchased by unit)



**Total cost: £402.75 (excl. LED shower head)**

### What changed?

- Staff now have an instant way to call for support from another member of staff without having to leave the person they are working with – this can be especially critical in an emergency situation. Safety sensors can alert if there is a rapid change in temperature in the kitchen area or a detection of CO near the boiler.
- Sensory lights and music in the bathroom have enhanced relaxation and enjoyment for people supported at Clementi. It has also encouraged those people who were reluctant to attend to their personal care to be more positive and happy in this area.
- The web cam enables people with limited verbal communication to still remain in contact with family and friends, communicating via body language and facial expressions.

Personalised Technology Team, Hft, Bristol and Bath Science Park, Dirac Crescent, Emersons Green, Bristol, BS16 7FR

Tel: 0117 2441890, 0117 2441891 email: [personalisedtechnology@hft.org.uk](mailto:personalisedtechnology@hft.org.uk)

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As well as the technology in the communal areas, a number of pieces of personalised technology were also installed for the individuals living at Clementi Court.

## Clare

### **Overview**

Clare is a very sociable lady who likes to have familiar people around her. Clare is non-verbal but can make choices through eye-pointing at objects of reference. Although Clare is dependent on staff for most things, she is able to show her preferences through her body language.

### **Clare's PT:**

- Big Jack with Big Buttons and Sensory Lights: £566.00
- Call for Support Buttons: £53.00

**Total cost: £619**

### **What changed?**

- Clare loves to watch the sensory lighting, as she finds this very relaxing. Claire really likes the wireless music system, as she can listen to her own personal music.
- Staff working with Clare use the call for support button in Clare's bedroom when they need to summon a second member of staff to support Clare.

## Heidi

### **Overview**

Heidi is a very quiet, peaceful lady who enjoys relaxing in her room and listening to music. She is non-verbal but shows her emotions through facial expressions. Heidi relies heavily on the members of staff who know her well to understand what her needs are.

### **Heidi's PT:**

- Call for Support Buttons: £53.00

**Total cost: £53**

### **What changed?**

- Heidi has a call for support button in her bedroom, which is used by staff when they need to call for further support.
- Heidi enjoys the sensory lights and music while having a relaxing bath.
- Heidi loves watching the communal sensory lights in the lounge.

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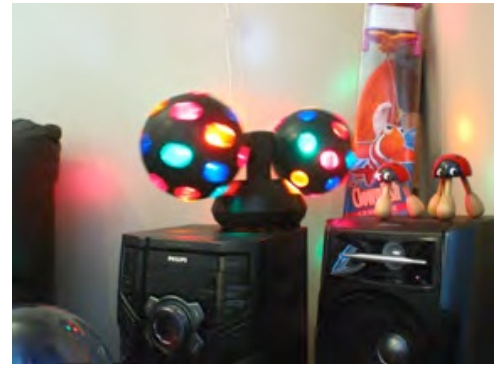
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## Jonathan Overview

Jon is a very happy and excitable man who loves sensory lights and items with different textures and really enjoys interacting using touch. He likes his own space but also likes to be around people. Jon is non-verbal and he communicates with facial expressions and eye-pointing.

### Jon's PT:

- Big Jack with big buttons and sensory lights: £566.00
- Epilepsy sensor: £280.00
- Call for Support Buttons £53.00



**Total cost: £899**

### What changed?

- The big buttons have enabled Jon to be able to operate a sensory light independently without staff support.
- Jon's epilepsy sensor will alert staff if he has had a seizure during the night. This means Jon gets the support when he needs it. Having this in place also means that staff do not have to disturb Jon during the night to check he is okay.
- Staff can use the call for support button to summon assistance from another member of staff without having to leave Jon.
- Jonathan previously hated having a shower but is now more than happy to have one, as he really enjoys the LED disco shower heads.

A second set of communal equipment was purchased for House 2:

- 2 x Care assist pagers (linked to call for support buttons and safety sensors): £130.00
- 3 x Call for support buttons (placed in communal areas): £53.00
- Temperature extreme sensor: £65.00
- Bath spa lights :£7.00
- Wireless MP3 speakers: £25.00
- CO detector: £80.75
- Web cam: £30.00
- Big Jack with jelly bean switched (for the communal TV): £540.00
- HomeEasy switch (connected to sensory lights): £20.00

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- Colour changing duck radio: £12.00
- LED shower head £20.00

**Total cost: £982.75**

### What changed?

- Staff now have an instant way to call for support from another member of staff without having to leave the person they are working with. This is especially critical in an emergency, for example if a person has an urgent health need.
- Safety sensors can alert if there is a rapid change in temperature in the kitchen area or a detection of CO near the boiler.
- Sensory lights and music in the bathroom have enhanced relaxation and enjoyment for people supported at Clementi. It has also encouraged those people who were reluctant to attend to their personal care to be more positive and happy in this area.
- Web Cam enables people with limited verbal communication to still remain in contact with family and friends communicating via body language and facial expressions.
- The Big Buttons have proved to be a successful way for people to communicate and be more independent and they have been used in a number of ways. For example, in conjunction with the Big Jacks (Infrared Controller), people can use them to operate their televisions without staff support.
- Clementi already had a number of sensory lights which they had set up in the lounge. To enable the people living in the house to take control of these we used them alongside a home easy switch that the people we support could press to activate the sensory lights independently.

### Jo

#### Overview

Jo is a very independent lady who knows her own mind. Jo can communicate through her own form of signing and she loves music and books.

#### Jo's PT:

- Call for Support Buttons: £53.00
- Big Jack with Big Jelly Bean Buttons (for music): £540.00
- Talking Books: £15.00 Each

**Total cost: £608**



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## What changed?

- Before PT was installed, Jo was unable to use an ordinary call for support button as it was too small for her to see. Jo had previously shown that she could use a Big Jelly Bean switch (since these are larger) so Hft adapted one of these to have a call for support button inside. Jo is now able to call for support using her Big Jelly Bean switch – something she had been unable to do for a long time.
- Jo uses the same type of big buttons to operate her music through a big jack (Infrared Controller).
- Jo loves books, in particular the Just Williams stories. Jo now has talking books that she can operate herself and listen to with some of her favourite stories on.

## Matthew

### Overview

Matthew is a very happy man who communicates with some speech and signs. Matthew is an independent person, who likes to make his own choices and will let staff know if he is not happy with something. Matthew loves watching television and listening to music.

### Matthew's PT:

- Call for Support Buttons: £53.00
- Communication Aid (purchased by Matthew's parents)
- Big Jack with Big Jelly Bean Switches (TV): £540.00
- Home Easy Switch Lamp: £20.00

**Total cost: £613 (exc. communication aid)**

## What changed?

- Matthew now has a portable call for support button that he can use wherever he is in the house.
- Matthew uses his big switches with a big jack to enable him to operate his television without staff support. Matthew was very pleased with this as it has given him more independence.
- Matthew also has a home easy light switch so that he can press to operate his lamp without staff support – also giving him more independence.



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## William

### Overview

William is quiet but happy gentleman who enjoys his own space. William is non-verbal but will let you know how he is feeling through his body language.

### William's PT:

- Call for Support Buttons: £53.00
- Big Jack with Big Buttons and Sensory Lights: £566.00

**Total cost: £619**

### What changed?

- William loves the music and sensory lights in the bathroom. They really help him to relax and feel calm if he has had a busy day.
- William has a call for support button in his room for staff to use when they need further assistance, without having to leave William alone.
- William really enjoys using Skype and has used this to communicate with his parents.
- William loves having control of a sensory light in his bedroom. He does this by pressing a big button which activates the sensory light. William can do this without staff support, giving him more independence.

## Sarah

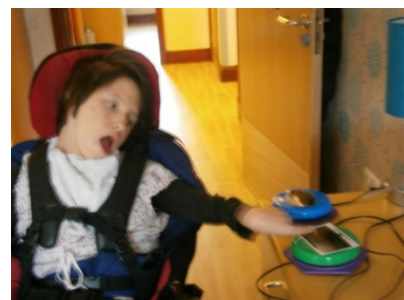
### Overview

Sarah is a very fun, cheeky lady who enjoys the company of others. Sarah loves having her independence and is able to communicate through sign.

### Sarah's PT:

- Call for Support Buttons: £53.00
- Big Jack with Big Jelly Bean Switches (TV): £540.00
- Block Switches (purchased by the house)

**Total cost: £593**



## What changed?

- Sarah needed the call for support button to be adapted, as she was unable to use the smaller versions. Sarah is now very able to press her big call for support button when she needs staff. Sarah took to this button straight away, showing staff she could summon them for help by pressing the button continuously – which she found very amusing. The novelty has now worn off but staff are certain Sarah has the ability and understanding to use her button.
- Sarah uses the same big buttons to operate her television through a Big Jack controller. Sarah loves being in control of her own TV and not having to be reliant on staff.
- Sarah has tried a number of communication aids. So far none have been right for Sarah but it has given her the opportunity to try out what works and what doesn't work for her. Staff are confident that Hft will find a solution that will support Sarah to communicate and Sarah hopes to be involved in a communication project alongside others living in Clementi Court.
- Sarah was so happy with her big switches, and staff could see how able she was to use these items to communicate, that staff purchased some block switches. These have been mounted around the house so Sarah can press and communicate to staff when she wants a drink, to phone home or go out.
- The multi-sensory equipment encourages Sarah to keep active and mobile.

Another issue that the PT team wanted to address was installing a staff panic button with a range long enough to enable communication between houses 1 and 2 of Clementi Court. This is particularly important during the night, as the person covering a waking night may need extra assistance from a sleep in member of staff.

Another concern from staff was that the waking night staff member is often lone working for a long period of time. It was felt that something was needed in case of an emergency for this person, to ensure their safety.

## The PT team installed a Badge It and Pager System.

Outcomes of the equipment:

- Increased Safety
- Quicker assistance
- Fall detection
- Full range of both houses



The Badge It and Pager System have a range up to 450m and contain a fall detector. The waking night has the badge it attaches to their clothes and the sleep in person has the pager at night. This enables the two staff members to communicate when necessary.

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## Plasma Screen Tilt and Touch

Through fundraising and support from the PT team, Hft has been able to purchase two tilt and touch plasma screens for both houses at Clementi Court. The software includes:

- Target and Touch Music
- Target and Touch Patterns
- Switch Skills 2
- Big Bang Pictures

The software that has been purchased for the touch screens has been specifically chosen for the people being supported at Clementi. The software has been picked for reasons such as the programmes include exciting music and sound effects. Big Bang Pictures can also be used at an experiential level to encourage looking and listening. The different styles and movements of the patterns have been chosen to provide a wide range of different visual experiences to encourage users to look at the screen and the touch activities introducing cause and effect to users.

## PowerLink 4 and Wireless switch

The PowerLink has been set up in the kitchen at Clementi in house 1 and 2. This allows electrical equipment to be operated at the touch of a button. The PT team has attached it to the kettle so individuals can participate in making drinks. This is a great way for individuals to be involved in Person-Centred Active Support (PCAS). There is also having the option of linking the power link to other appliances in the kitchen, such as a smoothie maker, blender or food processor.

Outcomes:

- Increased Independence



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### **Staff comments:**

Helen Smith (Unit Manger)

*“Thank you so much to the engineer who converted the Big Jelly Bean switches into panic buttons for Sarah and Jo: they are fantastic. I am so pleased that the ladies have now got a means to call for support.”*

### **Family involvement:**

- Family members were invited along to the PT training session and given the opportunity to be involved in the assessment stage.
- Staff discussed the assessments process and recommendations with all families.
- Families took part in best interest consent process.
- The Personalised Technology Team’s contact details were given to family members so they could call and discuss any suggestions or concerns.

### **Sue P, parent:**

*“Your training was brilliant - many thanks”*

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