

## Andrew and Gillian – Case Study

Context (Background) – Andrew has lived in Oxfordshire since 1982 and Gillian has lived there since 1991. In 2002 they became a couple and moved into a small bungalow attached to a large residential house. In 2004 they moved into an upstairs self-contained flat in the main house.



Andrew is a 47 year old man with Down's syndrome. He is polite and active. Andrew leads a busy life: he is normally out and about doing something every day. Andrew recently did a catering course and has a job at a local pub/restaurant.

Gillian is a 58 year old lady. She is very bubbly and polite. Gillian has a very good understanding and can communicate well, but sometimes Gillian will speak too quickly and this can make her difficult to understand. Gillian volunteers once a week at a school and she really enjoys doing this.

Both Andrew and Gillian travel independently to and from their jobs and also the Flexible Support service at Hft.

It has been Andrew and Gillian's goal to have their own front door and garden for the last couple of years. Becky, Hft service manager and Verity, Gillian's key worker, worked closely with the couple to find an appropriate flat and to prepare them for moving on. A two bedroom flat was found.

A Personalised Technology (PT) assessment was carried out with Andrew and Gillian and a selection of PT was chosen to support their needs. Once the PT was installed, the aim was for Andrew and Gillian to only need sleep-in support for a short while and then for it to be removed.

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### Safety Sensors:

- Temperature extreme sensor: £55.25
- Smoke detector (wireless): £40.80
- Panic button: £38.00
- Door sensor fitted to main door: £60.00
- All linked into a Lifeline Connect +: £129.00
- Big picture phone: £30.00
- Andrew and Gillian both have an easy to use mobile phone: £90.00 each

*(This was recently changed to a Doro easy to use flip phone. This was because they were struggling to lock their other phones and sometimes made accidental phone calls. They both prefer these phones and seem to be getting on with them well.)*



**Total cost: £533.05**

A response protocol was agreed; the alerts to the Lifeline Connect + will be responded to by the call centre who will then contact Andrew and Gillian to check everything is okay. If there is no response from the flat, they will contact support staff at the residential house where Andrew and Gillian used to live and if there is no response from there, the on-call staff member will be contacted.

### What changed?

- Andrew and Gillian now have more independence and have their “own front door” – something they have wanted for a while.
- They have much more space and opportunity to gain confidence by travelling independently and trying new things.
- Sleep-in has been removed.

### Next steps:

Andrew expressed a wish to start self-medicating so his service manager spoke to a member of the PT Team about using a PivoTell medication dispenser. The PT team then met with Andrew and showed him a demo PivoTell and explained how it worked.

### Equipment:

PivoTell Medication Dispenser: £150

Disposable trays so pharmacy can fill: £50 for box of 50

### Quote from Service Manager:

*“On 10th March 2014, Andrew started to use the PivoTell dispenser for administering his daily medication to develop his independence. Earlier in the year, Andrew and his staff had discussed self-administrating as it had been something*

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*that Andrew had mentioned previously but he did not feel he had the confidence to do so and remained being supported by staff in this area. After discussing the personalised technology that was available, a meeting with PT Co-ordinator, Emma Vaughan-Jones was arranged. It was felt that using the PivoTell dispenser would provide Andrew with the confidence in knowing he could take his medication daily and also develop his confidence.”*

Andrew keeps his dispenser on the floor by his bed and takes his tablet at 8am every morning.

**Quote from Andrew:**

*“I think its brilliant and it means I can take my own tablet without the staff. It’s really good.”*

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