

# TAPPI Personal Stories

From our testbed partner:

**Wiltshire Council**

## JP's Story



“ I think being a good carer is all about listening. You listen with your mind open, your ears open, your heart open.

JP is a care worker, supporting residents at Dairy View, an Extra Care living scheme managed by Housing 21. JP assists residents with their personal care, cleaning and cooking. He also supports residents to use new technology from the TAPPI project.

## Tell us about your role and how you use technology

As a care worker, my first call is at 7am. I get the resident out of bed, give them a shower and get them dressed, help with their medications, give them something to eat and drink and move them into their chair. I make sure they have everything they need and they're comfortable. In the time I spend with people, I talk to them the whole time, asking how they are doing, how their life is, how their kids are.

I recently started a karaoke session every Monday and Friday, where residents come together to sing a tune or two and have a chat and laugh with each other. They love it and are making new friends. We started with five people and now we have 12-14 residents. I really enjoy the aspects of my job when I can have the time to interact with the residents, hopefully the new technology will enable the residents to engage with Care Workers and feel supported and able to contact them easier if they need assistance and I can communicate with them whilst fulfilling another task elsewhere to reassure them.

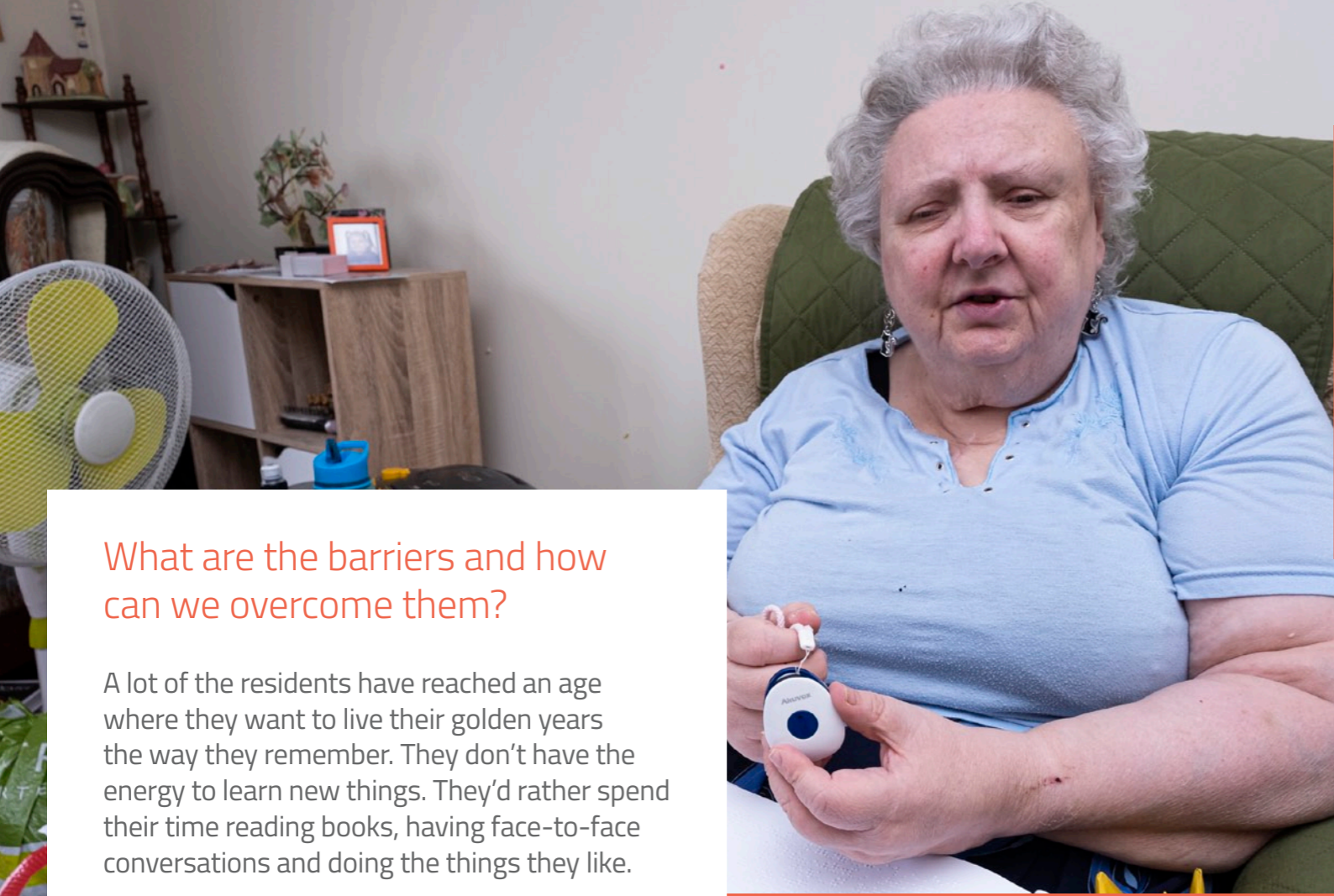
Technology can really help us when it comes to moving and handling people, providing extra support to carers.

I have been able to help the younger residents to learn to use Facetime and other technology like tablets and Alexas. They have been able to find out things like the weather or listen to their favourite music which helps with their wellbeing. Ordering food online or making your home into a smart home – that can be really difficult for the older generation, they will benefit from the extra training sessions to show them how to do this but will also need ongoing support for continued use. One of the residents is now able to turn his lights on using his Alexa without relying on a carer to be there do this for him, allowing him greater independence – although he does need to be reminded occasionally to speak clearly and slowly!

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### What are the barriers and how can we overcome them?

A lot of the residents have reached an age where they want to live their golden years the way they remember. They don't have the energy to learn new things. They'd rather spend their time reading books, having face-to-face conversations and doing the things they like.

It can be challenging for the older generation to learn how to use a laptop or computer. It took me time to explain to one resident what an Alexa does and then he forgot what I told him. Technology will need to be adaptive and assessed for each person and their individual needs and be continually updated as their health or needs change. What works for one person may not for another.

I've been in care for nearly three years, and I think being a good carer is all about listening. You listen with your mind open, your ears open, your heart open. Technology can make life more convenient, but it can also have its limitations and doesn't have the added personal touch. There is a fear that technology will replace human care.

With TAPPI, it's taken a while to initiate stuff and for the technology to arrive and some people have lost interest – it would be good to get the products installed and working and then engage with the residents for any future pilot schemes so that they can be engaged from the start.

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### What are the opportunities?

One of the biggest problems for the residents is loneliness, the new tablet systems can help by giving them access to talk to each other from within their rooms, but it is still nice when staff have the time to go and have a cup of tea and talk with the residents too.



## Acknowledgements

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Find out more about this project at:

[www.housinglin.org.uk/TAPPI2](http://www.housinglin.org.uk/TAPPI2)



The voice of technology enabled care