

# att case studies

## Mrs Graham

### Background

Mrs Graham was a frail, older person receiving support at home from a care agency when her husband died. Mrs Graham has a hearing impairment, making it a real struggle for her to use the phone – this left her feeling increasingly isolated as her family doesn't live locally. On top of this, her social worker felt she was at a high risk of falling.

### What gadgets were used?

Amplified phone with pre-programmed photo contacts

Wrist-worn falls detector via a Reach+ system

### The result

A two-week trial of the photo contacts phone proved very successful and Mrs Graham's family decided to purchase the phone once the trial was over. The phone let them communicate easily with Mrs Graham, something that wasn't possible on a standard telephone.

The wrist-worn falls detector raises an alert with the Safe and Sound service (on a 24-hours-a-day basis), who are responsible for any physical response.

The ATT has given Mrs Graham and her family peace of mind and has meant that no increase in Mrs Graham's domiciliary care is required. In addition, the effective of the amplified telephone has reduced Mrs Graham's isolation and allowed her to continue to live independently.



Wrist-worn  
fall detector



Photo phone