

# att case studies

## Mrs Mistry

### Background

Mrs Mistry is 72 years old and speaks limited English. She lives with her son and his family. She has dementia and recently suffered a stroke, so requires a high level of care.

The family asked Adult Social Care services to help them to deal with several issues that have been causing distress to both Mrs Mistry and her family. These included Mrs Mistry leaving taps on in family bathrooms causing floods and damage and leaving the house alone when the family were in bed. The family had resorted to using padlocks on the door to 'lock' Mrs Mistry in the property, which was upsetting for everyone involved.

### What gadgets were used?

- Two flood detectors
- Door contact sensors and Isolation key switch
- Reach Telecare system to route alerts to a 24 hour call monitoring service

### The result

The flood detectors will raise an alert if a flood occurs in either the bathroom or toilet, which allows Mrs Mistry's family to react before any harm or damage can be caused.

The door contact sensors raise an alert when a door is opened, which helps the family know if Mrs Mistry leaves the house. The isolation key switch lets the family turn this sensor on or off as required using a key. This has provided the family with peace of mind and enabled them to either leave the home or go to sleep knowing that they will be alerted if the service user leaves the house.

Overall the telecare service has helped Mrs Mistry to maintain a level of independence and remain within familiar surroundings, which in turn provides her with stability, continuity and a safe environment. Mrs Mistry's family as a whole now have confidence they can continue to provide support within the family home with the assistance of telecare.



Door contacts



Reach-plus