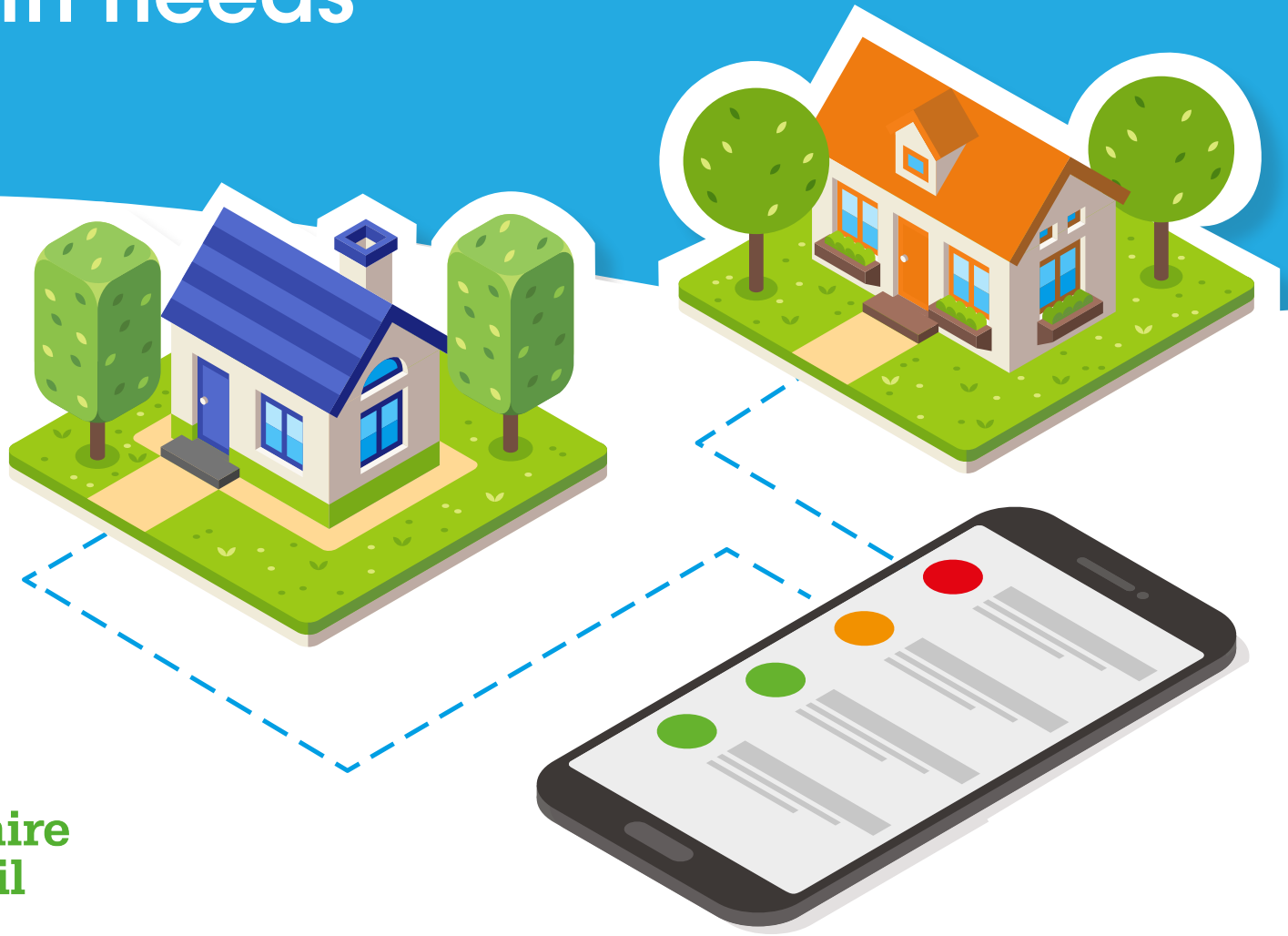
Transitioning people with complex medical and mental health needs



Just Roaming

lifeways group

Nottinghamshire County Council

In 2023, Nottinghamshire County Council, in partnership with NHS England and funded by a Transforming Care grant, opened 'The Willows'. The Willows is a purpose-built supported living facility of individual bungalows designed to assist people with complex medical and mental health needs as they transition to independent living. This supported living service offers individual housing for five people with learning disabilities and autism. For these people, the right combination of housing, support, and technology can allow them to transition out of long stay institutional assessment and treatment units and into the community, in their own homes, safely.

The Council identified Just Roaming as the most suitable technology to support their aims. Just Roaming is a highly personalised monitoring and alerting system that sends alerts to a staff handset, enabling staff to respond to support requirements promptly when needed. All responses are recorded in a central management dashboard for review and auditing by managers.

Just Roaming systems are integrated throughout each property and customised to each individual's support needs. The system aims to support people's independence, reduce restrictions, and promote skill-building, enabling people to live as independently as they want and are able to, whilst managing risks.

At The Willows, Just Roaming TEC Specialists work alongside the social work team, provider and a positive behavioural specialist to track outcomes for each individual as they transition. As a result, each person has a personalised alerting and monitoring system installed to their preference that is continually adapted to meet their support needs. Staff can respond confidently when support needs arise, and people have increased privacy and autonomy with the reassurance that staff are nearby when required.

£479, 089

Total Savings

- Reduction of restrictive practices
- Enabling independence
- Promoting skill building

Case Study - Arthur

Arthur has a learning disability, mobility issues and can display significant distress behaviours. Before moving to The Willows, Arthur had lived in a hospital setting for 17 years with 24/7 CCTV monitoring and two staff members supporting him at all times. Arthur did not have a lot of contact with other people due to the segregated environment he was in. The Willows, bespoke staffing, and Just Roaming technology looked to break this historic support structure.

Nottinghamshire County Council saw Just Roaming as an opportunity to transition Arthur into a more homely setting with a less restrictive model of care. This would be his first time living independently for Arthur, raising concerns about unknown risks. As a result, along with a 15-minute staff welfare check overnight, Just Roaming was set up to see how he responded to his new home environment and give the Council, NHS and his support staff confidence in his safety.

- First time living independently in 17 years
- Exceeded his support circles expectations
- Greater choice and control over support

Arthur expressed discomfort with the 15-minute welfare checks and Weight Sensor under his bed, so the Just Roaming team worked with him to find another solution. The Weight Sensor was removed, and the 15-minute checks stopped. Instead, alerts were set up to capture when Arthur was out of his bedroom for more than 10 minutes, triggering staff to respond. Arthur now reports feeling more supported and has built trusting relationships with his support staff. This has led to more opportunities to reduce restrictions further and get to know Arthur as the funny, charismatic man he is.

Future plans for Arthur also involve assistive technology in the form of a call button. This will further reduce restrictions, as Arthur can request his support instead of feeling that support has been imposed on him.

Arthur has exceeded NHS staff expectations as he resides happily and safely in his home. He continues to build positive relationships with his support staff and is incrementally developing his daily living skills.

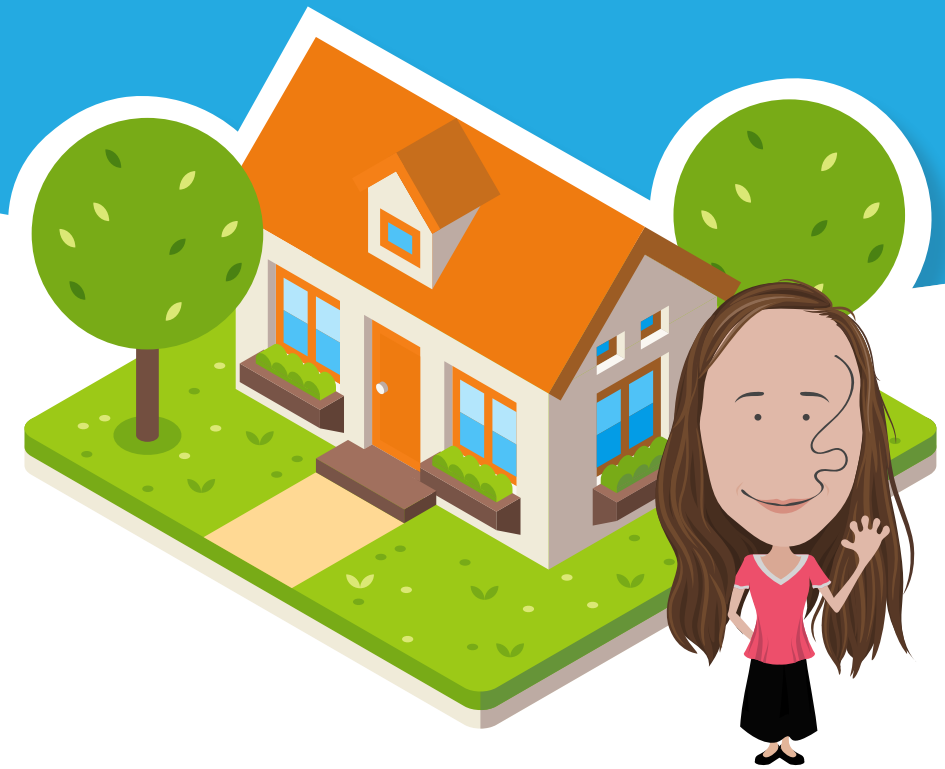
“It was very important to Arthur that he felt he had a voice. Just Roaming gave us an opportunity to listen to Arthur about what was not working for him. This was an element of control over his life that he had not had for a very long time. The Just Roaming equipment meant that The Willows could listen to his requests whilst working with Just Roaming to still ensure his safety at all times.”

Rosie

Registered Manager

lifeways group

Case Study - Caitlin



Caitlin had lived in various settings and had had many voluntary admissions to long-stay hospital environments. Before her move to The Willows, Caitlin lived in a multi-occupancy setting with high levels of support due to the risks associated with her personality disorder and self-injurious behaviour. Caitlin previously lived in a highly restrictive environment with the rationale that removing all risks would keep her safe.

However, this approach proved detrimental. Caitlin saw the risk management strategies as punishing for her behaviours. As a result her mood decreased significantly as she expressed a 'what's the point' attitude towards her future.

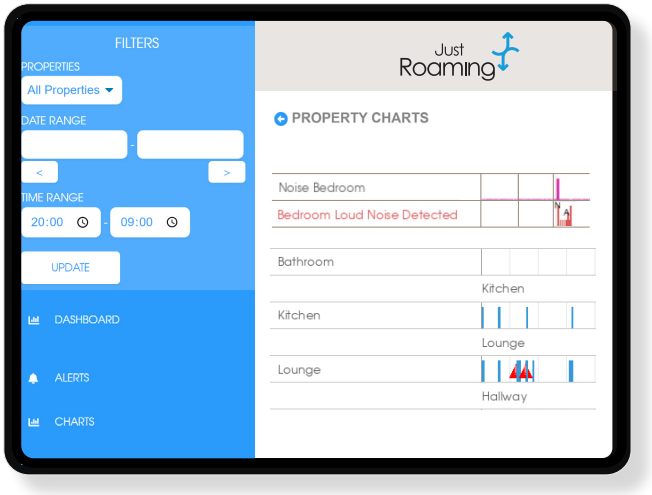
During her transition, staff at the Willows focused on slow triggers, such as lack of sleep and hunger, as incident reporting revealed these were significant factors contributing to Caitlin's self-harm behaviours.

- ☑ Benefitting from flush fitted sensors
- ☑ Personalised sensors and alerts
- ☑ Understanding routines

They also understood very early that the positive attention Caitlin received from staff needed to be reinforced. By doing this, Caitlin would understand that she no longer needed to display negative behaviours to gain attention from her support team.

As Caitlin's transition indicated positive improvements during the day, her support staff sought clarity on behaviours that occurred when she was alone, particularly overnight. Just Roaming information assists Caitlin's support staff in understanding her routines and behaviours during these periods, which gives the support team the confidence to support risks and help her achieve greater independence.

During the transition, her support staff reported that she appeared tired in the morning, struggled to maintain a routine, and did not want to engage with staff or planned activities. Concerned about her being awake on her phone throughout the night, a flush-fitted sound sensor was installed in her lounge and bedroom, along with a weight sensor under her bed, to monitor her sleeping patterns accurately.

The Just Roaming system was set up to alert staff of sounds during the night and when Caitlin gets out of bed. Staff use the Just Roaming data to encourage positive sleeping patterns whilst giving Caitlin the space she needs to grow and develop.

Caitlin now lives in a more homely environment, experiences more settled nights, and functions better in the day. She continues to maintain and grow her independence, improve her daily living skills, and care for her own pet hamster.