



NEW Just Roaming Feature

Remote support 'Video Assistant'

What is it?

The 'Video Assistant' offers an alternative way to respond to alerts, allowing carers to provide support without needing to be physically present on site. It's ideal for individuals who may benefit from less intrusive forms of assistance.

Features

- Closed loop system
- Fully customisable in line with least restrictive practices
- Allows carers to respond remotely
- Response to pre-defined alerts set within Just Roaming system

The tablet is securely housed in a protective case and can be installed anywhere in the property that meets the individual's needs. We manage connectivity, ensuring a reliable Wi-Fi connection is required both at the tablet's location and wherever staff handsets are situated.



How does it work?



When an alert is triggered, staff have the option to respond via video call. When selecting this option, a video call will be automatically initiated to the person's in-home tablet. The tablet will display a call icon and play a ringtone before automatically answering the call. This allows support staff to assess the situation and determine the appropriate next steps.

The user can also initiate a call using a dedicated call button. Touchscreen features are controlled centrally to manage intentional use.



Brandon uses the video assistant to help manage his anxiety around taking his medication. A door sensor is installed on his medication cabinet, which when opened, sends an alert to a Just Roaming handset. This allows staff to video call Brandon in real time. Staff can easily ensure that Brandon takes his medication as prescribed, and offer a familiar, reassuring voice to reduce any associated stress. This approach supports Brandon's independence and confidence.

Brandon



The video assistant is set up in Emily's bungalow to help support her epilepsy management. When her epilepsy sensor is triggered, it sends an alert that allows carers to instantly connect with her remotely. Emily's seizures typically don't require medical attention, unless they last longer than two minutes. The video assistant enables staff to monitor the situation visually without physical intervention, unless necessary. This ensures timely support, while respecting Emily's personal space and dignity.



Emily

Riley is at risk of self-injurious behaviour. A door sensor is situated on his cutlery drawer, which when opened, sends an alert to staff, to which they can respond promptly through a video call. Often, Riley is using the drawer to carry out activities of daily living, like making his own dinner. The video assistant allows staff to check in without disrupting his routine, or independence. If there's concern around his behaviour staff can quickly assess and decide on appropriate next steps without unnecessary physical presence.

Riley

