

Is the service responsive?

Our findings

The service employed unique and innovative techniques to provide people with activities. The service used a variety of Information Technology (IT) applications to meet the different needs of people. For example, the service was using the 'InteractiveMe' application. An interactiveMe profile is a secure web-based tool packed full of 'interaction triggers' such as personal photos, music, videos and stories all about the person's life. This gives care staff meaningful prompts to engage with the person. InteractiveMe also allows organisations to connect with families by sending them photo-updates and allows families to send their own photos direct to the person in care via InteractiveMe.

One of the sub tabs was 'This is your life' which contained people's favourite photographs and music. It also included information about the foods, films, sports people liked, and their life histories. The application also had a complex reporting and auditing tool for one-to-one activities which helped the service to establish which activities people enjoyed the most. We spoke with staff members who told us they were using information about the life history of one person who was unable to communicate verbally. It enabled staff to use certain strategies to engage with the person and reduce their anxiety. As a result, the person was provided with a meaningful one-to-one interaction that reduced social isolation and behaviour that may challenge. The service gathered the opinions of staff, people and their relatives via 'InteractiveMe'. A member of staff wrote, "Using 'InteractiveMe' in a group really worked.

Everyone started chatting and engaging. I think the residents were surprised how much they had in common". Another member of staff provided the service with the following feedback, "I used 'InteractiveMe' as a distraction to help with a resident who was agitated. It really worked to settle them down and stopped it escalating". A person using the service wrote, "This was so personal. When I first saw it, I was quite overwhelmed". A person's family member said, "Dad still really loves music. This has enabled him to listen to it more frequently which cheers him up". Another person's relative wrote, "This has given me some purpose during a time when I felt unsure of how I could help mum now that her dementia has gotten worse".

The service went the extra mile to meet people's needs.