

George is a young man who sustained a very severe brain injury in a road traffic accident around 15 years ago. Although he is physically able to manage day to day activities, he suffers from severe expressive and receptive aphasia and has very low insight into his needs as a result of the irreversible frontal lobe damage. He also has poor attention, concentration and problems with processing information and memory. He has been extremely dismissive of clinical intervention from healthcare professionals in the past. George lives alone and has refused to accept a support worker team to help him in his home. He agreed to one support worker who sees him at the weekends only. We wanted to work with him in the least restrictive way and support his personal goals.

Ethel Care was set up in George's home in order to provide him with daily check-ins throughout the week. Video communication was essential due to George's communication difficulties. It was simple to set up and easy to use. We set Ethel to display photo icons of the 3 members of our clinical team on George's screen which enabled us to contact George on a rota which was very successful.



“These video calls have become social, humorous and enjoyable enabling us to build up a wonderful therapeutic rapport with George. George started looking forward to our daily video calls and even starting ringing us back!”



**CONNECTING
LOVED ONES**
with family and carers
whilst living at home.

We join George and his support worker for a music night every weekend via Ethel. We are now expanding George's social network adding staff and friends from the horticultural therapy far he attends. We are going to optimise the other functions of Ethel, such as visual prompts and reminders for daily meal times and ablution to establish healthier habits and routines.

"Ethel proved invaluable during the lockdown period of COVID-19 pandemic as we were not able to visit George in person. We increased our social contact via Ethel to help him overcome the difficult period of isolation."

We were able to monitor George for any symptoms and check his temperature daily, he has showed us the readings of his thermometer via the video screen.

Ethel has been a remarkably successful means of technology for our client, not only in enabling us to undertake essential daily check-ins, but Ethel has enabled us to establish the all-important therapeutic bond needed to engage our client in the rehabilitation process. This was a very unexpected and positive outcome. Thank you to the Ethel Care team for the fantastic technical support, help and guidance on our Ethel journey!

Kevin Cross: Brain Injury Case Manager
(Kevin Cross Case Management)

Dr Sally Martin: Young Specialist Neuro Occupational Therapist
(Live Life Group)

Helen Clarke: Consultant Neuro-Speech and Language Therapist
(Recommunicate)

