

Bridging the generations

Avery Care Homes uses Intel® technology-based tablets to help residents to keep in touch with friends and family using the FinerDay* social network



When residents at Avery Care Homes are asked about their favorite activities, they all revolve around family. To help them keep in touch with friends and family of all ages, the care home uses the FinerDay* social network. It's designed to be easy-to-use for seniors, but many residents found a desktop computer intimidating. Intel® technology-based tablets have made residents more comfortable communicating and helped to give them back their independence.

Challenges

- **Connectivity.** Provide a convenient way for residents to communicate with friends and family using email and video messaging.
- **Portability.** Enable residents to take control of devices and use them in their own private spaces.

Solutions

- **Social networking.** The FinerDay social network provides a safe and private environment for care home residents to communicate with friends and family.
- **Tablets.** Dell Latitude* tablets, based on the Intel® Atom™ processor, enable residents to access the FinerDay network from anywhere in the care home, including their own rooms.

Impact

- **Performance.** According to the care home's own experience, the Intel technology-based tablets running Windows* 8 deliver faster performance than non-Intel Atom processor-based running Android*, which helps residents to stay engaged.
- **Confidence.** Residents who found a desktop computer intimidating are able to use the tablet, either with or without assistance, gaining in confidence and independence.



Four Seasons
Health Care

"The Dell Latitude* tablet with the Intel® Atom™ processor is definitely the preferred tablet of all the ones we've tried. Out of all the activities we've done with residents, using the FinerDay* social network on the Intel® technology-based tablets is by far the most rewarding."

*Helen Brown,
Regional Recreation and Leisure Manager,
Avery Care Homes*

Keeping up with the family

For many people who live in care homes, what matters most is how easily they can keep in touch with friends and family. Visits are uplifting and provide an opportunity to see loved ones and hear the latest news from the rest of the family. It's not always possible for relatives to visit as often as they might wish, though, and sometimes geographic boundaries can be prohibitive. Keeping in contact with family on the other side of the world is difficult.

That's why Avery Care Homes in Lincolnshire, UK, part of the FourSeasons group, started to use social networking on Intel technology-based tablets to make it easier for residents to keep in touch with their families and friends. The care home has 67 residents, ranging in age from 46 to 100, with a wide range of mental health levels. Many residents have dementia. The home also offers short-term respite care for those who do not need permanent care but are unable to go on holiday with the family, or need a break from hospital, for example.

The social network Avery Care Homes is using is called FinerDay (www.finerday.com), which is designed to be inter-generational, being useable for an 80-year-old, but also engaging for an 8-year-old. The network facilitates communication within a private group of people, such as a family or group of friends. Besides

supporting messaging, email and photo display and sharing, it enables secure video messaging using just two buttons. Video messages are stored in the network until they are ready to be played by the recipient. The site also has a portal and enables users to store their favorite websites and memories. FinerDay has over 80,000 users in total and is free to use.

The mobile advantage

Avery Lodge has been using FinerDay on a number of devices, including a Windows 7-based PC, a net-top box for the television, and several different types of tablets, running Windows 8, Android, and iOS*. For Windows 8, the care home has been using 10-inch Dell Latitude tablets, with the Intel Atom processor inside. "The Dell tablet with the Intel Atom processor is definitely the preferred tablet of all the ones we've tried," says Helen Brown, regional recreation and leisure manager for Avery Care Homes. Some residents have visual impairments, so it's important to have a large, clear screen. Also, the Intel technology-based device was comfortable for residents to hold. Other tablets felt more like business devices, and were less attractive for our residents. Our residents easily understood how you slide between the pages of icons on the Windows device.



The Intel® technology-based tablets are more approachable for residents than desktop computers

"The nice thing about the tablets," says Helen Brown, "is that the residents feel that they are in control. When sat at the PC, they sometimes don't want to get involved with the keyboard. With a tablet, they're happy to hold the device. Even if we're typing for them, as we sometimes do, they still feel in control of the communication. Some residents were quite scared by the Internet and by computers, but they've found the tablet approachable. Many of them are comfortable using the on-screen keyboard and find the Windows tablet's keyboard easier to use than others we've tried."

Residents use the tablets in different ways. Helen Brown gives one example: "We have one resident who has never been out of their bedroom. They're very arty and creative, and their room is full of collages. They want to take part in activities, but they're afraid. Now we can take the tablet in to them, and they've been able to research pictures for collages and bookmark favorite websites in FinerDay. They've able to take part in small group activities with volunteers using the tablet."

The portability of the tablet helps with those who have hearing impairments too. "The communal areas can be very busy and noisy," says Helen Brown. "Even in the quiet lounge, there can be a lot going on. Some families write long essays rather than sending short messages. By the time we've gotten to the end of a message on the PC, some of the residents can't remember what the family member wrote. When we go into their room with the tablet, it's a quieter space for them and they can hear more clearly and understand much better what we're saying."

Helping residents with dementia

The portability is also an asset when the tablet is used to help residents. For example, there is a married couple living together, but one of them doesn't always remember they are married. The carers can take the tablet into their room and show them their photos on FinerDay, which helps to quickly alleviate the frustration. "If we explain to this resident, it's scary and the resident thinks they're in a hotel," says Helen Brown. "When we take them into FinerDay on the tablet, they're happy and settled. They remember and start to talk about their marriage again."

The video messages are a popular feature with both residents and their family members. "Residents often get emotional using FinerDay," says Helen Brown. "A lot of them have family members who live abroad. One of our residents has two loved ones who live abroad. They love being able to talk to each other. The family members say that although they can talk to the carers to hear how their Mum is doing, they feel so happy when they see her on the screen in front of them, and can see she is happy."

The Intel Atom processor-based tablet delivers the fastest performance the care home has seen. "The experience on Windows is absolutely fantastic," says Helen Brown. "When you're engaging with the residents, sometimes they can get bored if something doesn't come up straight away in front of them. Rather than the wait we had on previous tablets, the Intel technology-based Windows tablets provide the information straight away. There are no pauses or gaps, which can be confusing for residents with dementia who don't understand why we've stopped, or that we're waiting for a page to load."

She concludes that the best thing about the Intel technology-based tablets is that they give residents a degree of independence they didn't previously have. "They enable us, as carers, to take a step back and give them some privacy

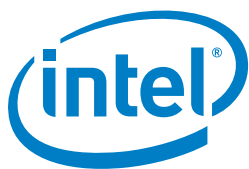
Lessons Learned

Avery Care Homes found that tablet devices can be much more approachable for residents than computers. "When we first started using the desktop computer, the residents didn't really want to get involved," says Helen Brown. "When we got our first touchscreen computer, it took their fear away. They don't look at it as a computer. They look at it as FinerDay, the social network they use. Nobody's afraid anymore."

to communicate with their families without our help. The devices give the residents a huge amount of independence. Many of them are proud that they can use the devices by themselves too. Out of all the activities we've done with residents, using FinerDay on the Intel technology-based tablets is by far the most rewarding. Nothing I can give the residents can match what the family can give them. I see their faces light up, sometimes with tears in their eyes. It's a wonderful feeling to help them to talk to their families."

Helen Brown and Kerry Angeloni from Avery Care Homes won an award for Best Care Initiative at the 2014 Nursing and Residential Care awards for introducing FinerDay. The Carer magazine said that many residents experienced a positive change in their wellbeing as a result of regular engagement.

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