



Activity Based Software Suite

New tech for enhancing person
centred care, activity provision
& data capture



Features and Benefits Overview



This document defines the nature of RemindMecare (aka ReMe), and how its functionality, features and benefits significantly impact on the care process, including enhancing person-centred care delivery, multiple activity type provision and supporting the wellbeing and quality of life of the person being cared for, whilst also addressing carer performance, business efficiency and cost savings.

The accompanying 'The ROI for using RemindMecare' document, addresses the financial value (ROI) that ReMe brings to a care business.

Person-centred Care

- Self-use & self-care management tools
- Care strategy
- Bespoke content

Activities & Therapy

- Activity creation & entertainment
- Remote live activity from Suppliers
- Reminiscence & cognitive stimulation
- Music & Namaste

Reporting & Data

- Life Story book creation & work
- Electronic Life Records (ELR)
- Commonalities matching
- Outcomes & evaluation
- GDPR compliance provision
- Regulatory body reporting
- Family & HO reporting

Engaging with Family

- Remote video engagement
- Content provision
- Calendars

Care Management & Admin

- Enhanced person-centred care
- Across group activity sharing
- Engaged carers & training evaluation
- Care support, satisfaction & self-worth

Savings & Revenue

- Client acquisition
- Hospital connectivity
- Community engagement
- Interoperability & integrations
- ReMeLearn e-learning



At the heart of all good care are activities. They can be as complex as arranging an outing for a group of clients with dementia to a brief in-room encounter. If the activity is informed by knowledge of the person, then however seemingly small the engagement, we believe that this can bring positive benefit to all parties. Knowing the person and being known for who you are the keys to well-being.

Unique concept

ReMe is Activity based software (not health care planning software) for use in multiple care settings, that provides a breadth of digital activities that can be bespoke to enhance person-centred care, and which capture a unique data set (Electronic Life Records) in background, that is used to optimise care delivery.

ReMe answers critical questions;

- How to deliver person-centred care by better knowing the person?
- How to deliver cost effective bespoke activities?
- How can to evaluate care by capturing outcomes?
- How to capture and use personal data in a compliant manner?

ReMe fills gaps in the care process;

- Consistently provides personalised activities, interventions & therapy
- Connects effectively with families
- Enables activity providers to perform from anywhere in the world
- Improves care without destabilising existing work practices

ReMe makes it possible to have all activities, from reminiscence to music therapy and entertainment all together in one system, and that can be integrated with other care systems.

We studied care teams in care businesses along the care journey; from domiciliary, live-in, day care, and assisted living to care homes and hospital wards. ReMe addresses their requirements and key concerns;

'We don't' want to duplicate work in multiple overlapping systems'.

'We don't want to enter data. We want it to be captured automatically in background whilst we engage with the people we cared for'.

'We have no time, cannot afford to buy lots of hardware, our broadband is poor and carers will never adopt technology'.

'We can't afford tech and it will probably just fail'.

'We want easy to use, easy to create activities that engage and that record that engagement'.

'We want tech to support us in our work and not be a big brother looking over us'.

'We want to help families connect with their loved ones'.



Why ReMe is the first of its kind

Person-centred care is often seen as an over-used word. Not for us. It's just that so often carers simply don't have the time or knowledge to be able to really engage with those they care for. How much more rewarding for everyone if there was way to know the person.

The science

ReMe has been built on the foundations of work such as by Kitwood, Brooker and Orrell.

Tom Kitwood first used the term person-centred care in 1988 to distinguish a traditional type of care approach from more medical and behavioural approaches to dementia. He sought to bring together ideas and ways of working that focused on communication and relationships.

Person-centred care is a philosophy of care built around the needs of the individual that's contingent upon knowing the person through an interpersonal relationship. It challenges the traditional medical model of care that tends to focus on processes, schedules, and staff and organisational needs. A person-centred approach ensures individual dignity is maintained. Brooker (2004) defines the importance of the following; valuing people and those who care for them, treating people as individuals, looking at the world from the perspective of the person, a positive social environment to enable the person to experience relative well-being.

At the core of person-centred care is the self; who we are, our values and beliefs, etc. Selfhood is much more than memory and should not be viewed only in terms of cognitive abilities. Recognising and maintaining selfhood is key to person-centred care. Many believe that personhood is dependent on other people. Recognising that selfhood persists, learning about the complete self, and finding ways to maintaining selfhood through interactions and conversations are fundamental components of person-centred care and are at the heart of ReMe.

We've sought to maintain these principles whilst bringing tech to bear on person-centred care in a manner that enhances their outcomes, for both the person cared for, carers and families. The ultimate representation of this is an ability to reduce agitation through knowing the person (Digi therapeutic).



Creating and delivering activities and therapy is a time consuming, costly and intensive process. And evidencing them and capturing outcomes is an increasing requirement. ReMe uses technology to revolutionise activities, whether for fun or therapy.

Profile building

- Personal profile creation
- Life Story book creation
- Remote access for content creation by families
- Photo and video upload into personal library
- Music playlist creation & conversation capture

ReMe Market, Activities & therapies

- 1:1 and group readymade activities
- Reminiscence & cognitive stimulation therapy
- Family music playlist and video content creation
- Remote performance by activity suppliers
- Activity marketplace for global entertainment suppliers

ReMeMeets Remote Connectivity

- Video conferencing for families
- Integration with sensory touch tables

Activity admin features

- Dashboard with daily notifications, i.e. birthdays, international days, family visits, tasks, etc.
- Proprietary Alexa skills for engagement & activities
- Activity planning based on outcomes & evidencing

Reminiscence is generally conducted using tangible objects and generic or family photographs and the outcomes not recorded. ReMe enables unlimited exploration and discovery of content known to engage and the capturing of conversations that reveal the interests, even the world that the person is inhabiting.

Digital Cognitive Stimulation Therapy focuses on key elements known to engage and that provide a window onto the cognitive capacity of the person whilst seeking through repetition, to strengthen retention and recall. By digitising these activities, it becomes easier to administer and evidence their delivery in background.

Namaste is a way of incorporating physical, sensory and emotional engagements into aspects of everyday life as well as in a dedicated session. ReMe enables informing and enhancing this approach with personal knowledge.



One does not often think of person-centred care of being data driven, but of course *everything* is data. ReMe is the first care system to collect *personal* data to enhance and bespoke the nature and quality of activities, to use tech to take existing practices to the next level.

Primary carer driven data

- Digital and hard copy format Life Story book creation for care staff and family use
- Personal profiling matching across residents and carers to establish common interests
- Photo & video capture with auto filing in care provider report, client's profile and activity reports

Data collected in background

- Capturing preferences, moods, habits, wellbeing, memories, life story, family info; a unique data set we call Electronic Life Records (ELR®)
- Wellbeing reporting and outcomes evaluation

Compliance & reporting

- Family & head office reporting
- GDPR compliance provision for personal data
- Background collated regulatory body reporting (e.g. CQC Regs 9 & 10)

Data is more than just numbers in a database. It's what you liked to eat when you were 25, where you used to live, the names of your grandchildren. It's what you remembered yesterday and the music you want to hear today.



ReMe captures this data in background through the delivery of digital activities and uses it to personalise activities, to enable informed and improved carer engagement and for reporting, whether to family, to head office or to populate regulatory body reporting.

Many care organisations use the Life Story book and work at the heart of their means to know the person. The problem is how to convert oral received knowledge, physical photographs and conversations with residents into a hard copy life story book, one that can be used in multiple locations. ReMe makes it possible to easily create, update and produce a Life Story book in multiple formats, from a bedside copy to a leather-bound coffee table book, and to engage family in the process. It's fun, rewarding and enables carers to better know those they care for, and can travel with the person from one care setting to the next.



Families are a key part of most people's lives and maintaining connections can generate wellbeing and reduce loneliness. Care providers must optimise their channels of engagement, to provide updates, reassurance, feedback and support.

Families

Whatever the care sector, families want;

- Ease of transition from one location to another
- Up to date notifications of activities undertaken
- Evidence of bespoke person-centred care provision
- Improved medication adherence and reduction
- A remote means to provide personal content to their loved one and to share video conferencing
- A means to remotely provide feedback

Care businesses

All care providers want to;

- Optimise client acquisition
- Achieve optimal use of today's tech cost effectively
- Engage more efficiently with families
- Access knowledge from families about the client
- Manage end of life in a personalised manner
- Ease family grief with parting personalised gifts, such as ReMe's bound Life Book and online memory library



Quality of care is dependent on many factors, from leadership to commitment, from support to staff. ReMe provides new tools that support person-centred care provision in an easily adoptable and evidenced manner.

Carers

Carers need to be supported to be able to treat every engagement, however brief, as a person-centred activity;

- Knowing the person better, whether a carer or volunteer
- Usable for varied cognitive capacities in multiple care environments
- Increased sense of self-worth and job satisfaction

Activity & Lifestyle Coordinators

ReMe's activity tools support the activity team in their creation and delivery of activities;

- Easy digital bespoke activity creation
- Weekly Readymade activities, such as News Review, Quizzes
- Ease access to digital tools, such as Skype, Google Earth, Spotify, BBC4, Alexa
- Across group activity sharing
- Client interest's definition

Managers

Multiple reporting views enable better understanding of the care teams' provision of care and the wellbeing of clients;

- Carer engagement activity tracking
- Wellbeing reporting
- Proprietary integrated Alexa care skills for in room entertainment, remote management and family engagement

Operations

ReMe's management tools assist in promoting outstanding care by;

- Freeing up staff to be with those they care for
- Ongoing daily training and evidencing of interactions
- Enhanced staff retention
- Carer engagement activity tracking
- Across care group views



As well as enhancing activity provision and person-centred care, ReMe improves work efficiency, achieves savings and even makes money. For example, ReMe is used in multiple care sectors and so can be used to support client handovers and connectivity with other care providers, such as community and ward care, and so can whilst easing transition, also impact on revenue and produce new clients.

Portable care

ReMe is used from GP prescribing to end of life and ReMe's ELR data is ported by the person cared for along the care journey;

- Informing care providers across multiple care sectors, providing hand offs, handover support & community engagement
- Hospital connectivity for improved admissions, in-ward care and step-down support

Interoperability & integrations

ReMe is integratable with any cloud-based system and can provide data to enhance their functionality;

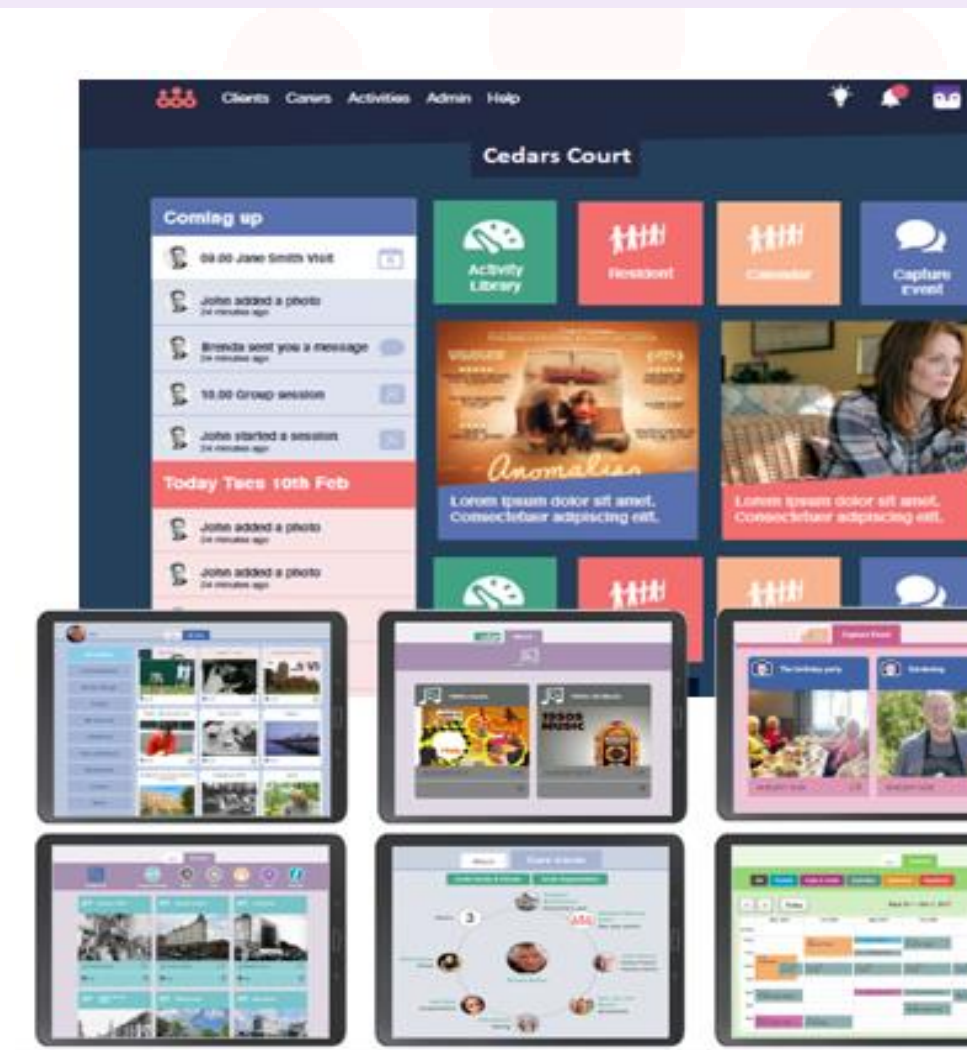
- Integration with care planning systems
- Social care robots, Alexa

Client acquisition

ReMe can be used as part of the promotional and client nurturing process thereby impacting on occupancy.

ReMeLearn e-learning

Free inbuilt comprehensive e-learning package worth £4k pa



Savings & Revenue



Why adopt ReMe?

ReMe provides our clients with unique tools to support improvements in the quality of care, reduce inefficiencies, and positively impact on management capabilities and financial outcomes; all whilst being cost neutral and very probably providing financial gain.

ReMe is about being Outstanding;

- Through improving and evidencing person-centred care efficiency
- By effectively using data captured in background

ReMe makes adopting tech easy by;

- Providing a guided onboarding and quantified training process
- Providing rewards for adoption, for both carers and the business

Other reasons to adopt ReMe;

- Low purchase and setup costs
- Option to lease software with financing benefits

... and of course, ReMe's a fun way to bring tech to care

A ReMe trial lasts 2-4 weeks and is a managed process that will tell you how well your care team has engaged and adopted ReMe, as well as the ROI for using ReMe to enhance person-centred care.

We know that you'll be pleasantly surprised to find that digitally supported person-centred care not only supports the quality of life of clients and their families but also the wellbeing of carers, *and* the bottom line of the business

Call us to book a demo and a trial.
You only need broadband and a tablet.



Summary

