



Intellicare

CASE STUDY

Transforming Peggy's mental health and family relationships.

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The situation.

Peggy, a beloved grandmother, lives in a retirement village in Perth. Having outlived two husbands, she lives alone, enjoying her privacy and independence.

Like many people her age, Peggy has been hard of hearing for some time, making it harder to connect and communicate with friends and family. Despite this, Peggy has always stayed active, enjoying walks and, even at the age of 86, driving regularly.



The problem.

In 2020, one of Peggy's close friends passed away. This hit Peggy hard, and her family noticed that she seemed depressed and withdrawn.

John, Peggy's grandson, spoke to her sisters and his uncles – Peggy's three sons – about Peggy's growing melancholy and apathy.

The family concluded it might be time to get some help for Peggy. They began the process of organising some in-home care.

The solution.

Earlier in 2020, Jason had IntelLiving installed in Peggy's home. Her system included sensors in rooms and on doors throughout the house, as well as on kitchen appliances.

While John and Peggy's family set about organising a care package for Peggy, John began receiving alerts on his mobile phone from Peggy's IntelLiving system.

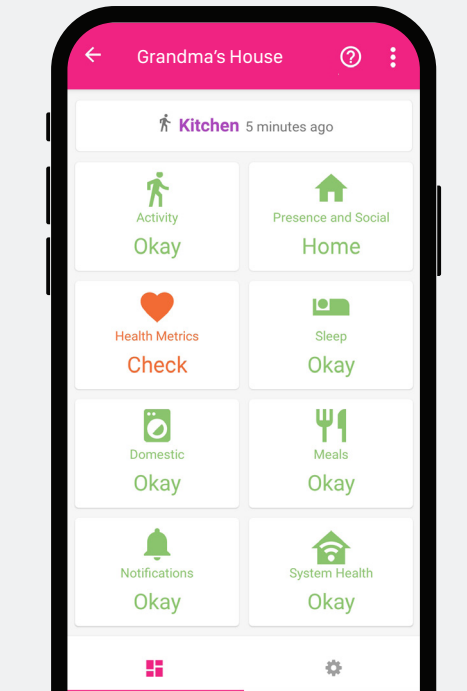
The alerts painted a concerning picture. Peggy was sedentary for much of the day. She wasn't going out anymore. And she wasn't looking after herself – the kitchen sensors showed that she wasn't eating regularly.



It became clear the decline in Peggy’s emotional, mental and, potentially, her physical health were accelerating. What’s more, while Peggy didn’t understand what was happening to her at the time, she was suffering what were later diagnosed as panic attacks.

“Peggy seemed really down. She lost all motivation to do anything and began talking about being ready to pass on.”

- John, Peggy’s grandson



Providing the care, medication and company Peggy needs.

Armed with the data from Peggy’s IntelliLiving system, John and his family were able to intervene and fast-track medical and in-home care for Peggy.

Medical assessments showed that Peggy had lost weight and was dehydrated, which had left her feeling weak, lethargic and confused. This not only exacerbated her anxiety and depression, but put her at risk of a urinary tract infection (UTI) and, in turn, an increased risk of falls.

⚠️ **UTIs and the risk of falls A recent hospital study showed 40% of people who had a fall also had some form of infection.**

In addition to in-home care, ensuring she has the everyday help she needs, Peggy now takes medication to help with her panic attacks and depression.

She is eating well and drinking water to stay hydrated. And with her family now much more aware and attentive to Peggy’s changing physical and emotional support needs, Peggy is not only much healthier but happier too.

“Peggy calls her IntelliLiving system her ‘guardian angel’, but we think of it as a life-saving early warning system.”

- John, Peggy’s grandson

*The names in this case study have been changed to preserve our clients’ privacy.

Learn more about IntelliLiving and discover how the IntelliCare Pro dashboard can help your teams deliver the best evidence-based care.

Call our friendly team on 1300 001 145.