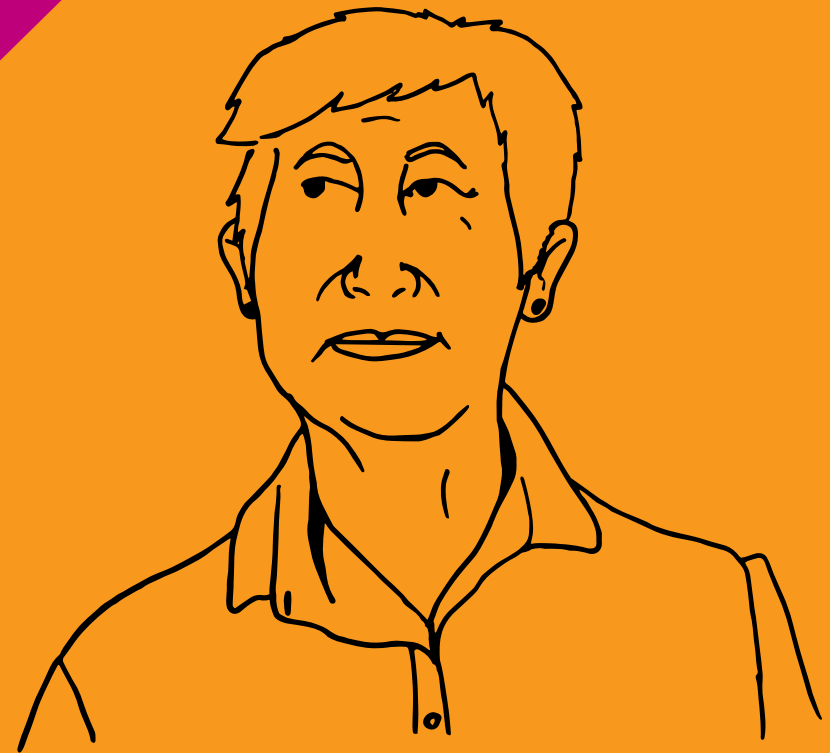


**“It’s good peace of mind;  
it’s great to be able to  
keep an eye on where she  
is and what she is doing.”**

Mrs Smith,  
Carer using Canary Care for her elderly mother, Essex



# Mrs Smith's Story - Looking after mum



## Mrs Smith, 61

📍 Romford, Essex

Carer to her elderly mother (Mary) who lives 2 miles away  
Mary is 92 and has severe dementia  
Mary lives with her son, 68 who has a mild learning disability

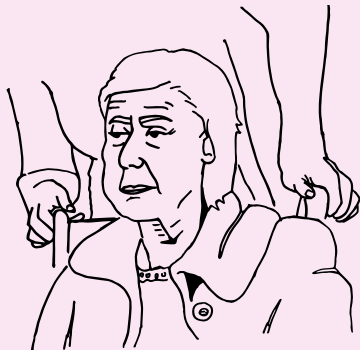
"It's very good, the people who came to do it were lovely and really friendly"

### Health

Mrs Smith lives about 20 minutes away by car from her mum, Mary. Her two sisters also live nearby.

Her brother who is 68 lives with her mum. He looks after Mary, and her daughters come to visit regularly. The sisters believe that their brother has some form of autism although he has never been diagnosed. 'He is very regimented' and reluctant to break habits.

Mary had a fall 5 years ago which meant she was hospitalised. After that "her mind went a bit" and for the last two years she has not been able to live independently. While she still recognises everyone in her family but she is often confused: she often thinks someone has died when they haven't. Mary is also very visually impaired; she can no longer watch TV. She's not very mobile, when she goes out she uses a wheelchair, inside she uses the furniture to walk around.



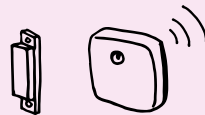
### Experience

When Mrs Smith brought her mum to the memory clinic a few months ago, the staff told her about Canary Care. The family thought it sounded like a good idea so they signed up for a year long trial. They had it installed a couple of months ago, Mrs Smith says the installation process was very smooth and easy.

*"The people who came to [install] it were lovely and really friendly"*

Mrs Smith says "we will pay for it when it runs out after a year, definitely it is very useful." She thinks "it's definitely worth it - I love the case for it too, my husband called it my James Bond case! It's very sleek".

Canary Care has the extra benefit of tracking their brother as well as their mum. Previously the family worried about their mum being home alone. However now that they can see when their brother is out, they will arrange to either visit their mum or use Canary Care to keep an eye on things.



### Impact

Whenever Mary opens the front door, Mrs Smith receives a notification on her phone. She usually calls her mum to check who was at the door and that everything is alright. Mrs Smith feels that she probably doesn't need to go over to her mum's quite as much now because she "can keep an eye from afar".

*"We have been worried about her not going to the loo often enough, but now I can see when she has gone upstairs and into the bathroom."*

Mrs Smith and her sisters agree that they want to carry on using Canary Care, even if it is just for her brother, as when her mum dies he will be living by himself. They find it reassuring to be able to check that he is "up and about". All in all, the family are very pleased with what Canary Care can do. They all feel that it gives good peace of mind and they would definitely recommend the service to other families in a similar situation.

