



BENDIGO SYSTEMS LTD

Integrated, Person Centred Assistive Technology Solutions

The BENDIGO Story...

Meet Our Co-Founders & Directors



Nick Gale

Nick is the owner of **Design Innovation Ltd** a home automation company he founded in 2004. It was then a very niche market which has been growing strongly. **Design Innovation Ltd** offers fully integrated home automation and audio visual systems to home owners, developers and builders.

As the primary carer for his father who is living with dementia, Nick was disappointed with the limited range of **Assistive Technology** currently available. He turned to his knowledge of **home automation** to design a system that has improved his father's quality of life and given him real peace of mind. He has taken his technology and home automation skills and experience to design the first **integrated Assistive Technology system - BENDIGO**.

Nick is also a trustee of the **Lace Market Theatre Trust** and regularly acting as lighting director for shows at the theatre. His work includes lighting for the world premiere of the musical *'Saturday Night and Sunday Morning'*.



John Osborne

John has spent over 35 years as a provider of **health and social care** in both the public and private sectors championing innovative and creative approaches to person centred approaches to care. His career includes setting up and running his own successful **home care** company (1995-2012). John currently runs **JoCo Learning and Development Ltd** dedicated to improving the health and social care workforce.

As a carer for his father who had dementia, John discovered first hand the real struggles faced by Carers and families who are, for the most part, left to their own devices to deal with the impact that dementia has on the whole family, not just the person with dementia. In co-founding **BENDIGO** John is using his health and social care expertise, creative and innovation skills to bring real person centred **Assistive Technology** to dementia care and the health and social care sector.

John is also a musician. He is Chair and Artistic Director of the charity **musicworks**. He is a trustee of **'At Dementia'** a dementia charity and a fellow at the **Institute of Mental Health**, University of Nottingham.

By combining their respective knowledge and skill sets Nick and John are disrupting the Assistive Technology market by offering desperately needed innovative, person centred solutions to everyday challenges faced by people living with dementia, cognitive impairment or disability and their Carers.

BENDIGO Systems Ltd

What is BENDIGO?

BENDIGO is an **Assistive Technology system**. It is unique because it is a truly integrated system which is intelligent and responsive using tried and tested, state of the art components. **BENDIGO** offers Assistive Technology functions that are installed entirely around individual needs. All of the system's functions are coordinated from a single controller. It is designed to be responsive to changing or increasing needs all programmed within the same controller. It also takes away the need for single cumbersome, single purpose gadgets with limited functionality.

What is Assistive Technology?

Assistive Technology is an **umbrella term** for devices that provide assistive, adaptive and rehabilitative functions for people with disabilities. As its name suggests, its purpose is to restore, maintain or increase a person's abilities and independence.

Technology has been advancing at a fantastic rate and we take advantage of its capabilities to enhance our own lives every single day without giving it a second thought. Assistive Technology however has been slower in development and uptake. **BENDIGO** aims to enable people with dementia and other disabilities to use Assistive Technology to be able to participate more fully in life, create independence and opportunity.

How Does it Work?

First and foremost, **BENDIGO** is provided as a service and not just a product.

A member of our specialist team will visit you to carry out an assessment with you, taking into account your individual needs, challenges and aspirations. This assessment will help us to provide you with a bespoke and integrated system that can be programmed to respond to your unique care, support and lifestyle needs.

Our technicians pre-build your system in our workshop prior to delivering it to your home. The system is also pre-programmed in our office with your specific requirements and tested. This means installation in your home is quick and less intrusive or disruptive.

Our Aims

Smart Home Technology has traditionally been a reserve of the homes of the rich and famous. We believe passionately that high quality care is a right and not a privilege, our team is taking major steps forward in the application of this technology in order to improve **quality of life, independence and choice** in the healthcare and social care sector.

We aim to:

1. Enable people to remain living in their own home for longer
2. Deliver the next generation of Assistive Technology that is innovative and integrated
3. Offer a viable, cost effective and practical solution to everyday challenges
4. Offer a viable and realistic alternative to residential care
5. Provide individuals and family Carers with peace of mind
6. Be person centred. You decide what you need and when!

Why Do We Need BENDIGO?

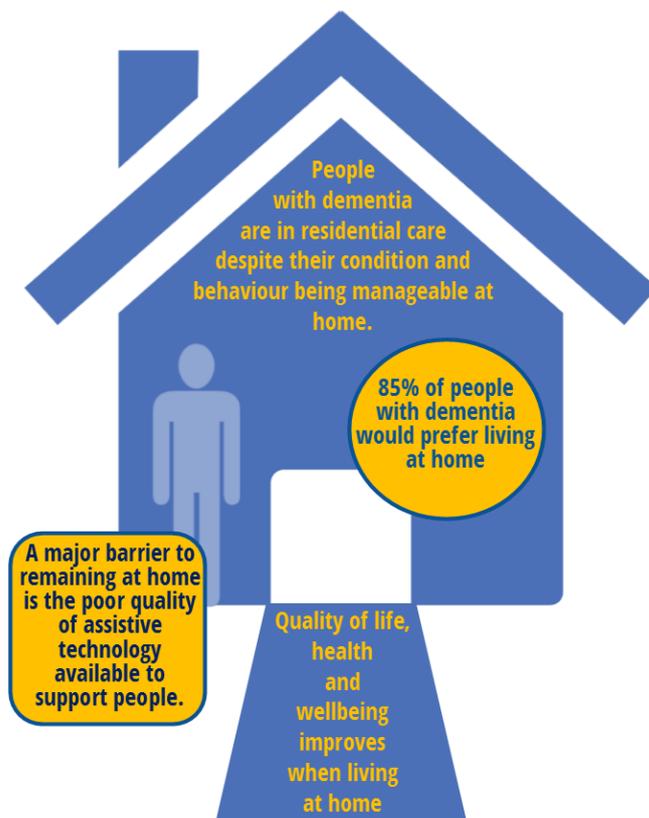
Choice

One of our most important British values is **CHOICE**. The choices in health and social care Assistive Technology have struggled to grow in sync with other technological advancements.

The reality is that the UK has a rapidly aging population. Older people today and in the future face very different retirement prospects. People with dementia are in residential care despite their condition and behaviour being manageable at home. In fact, **85%** of people with dementia would prefer to live at home. Society and economy are unprepared and innovation is lagging behind. We must look to technology to compliment care provision and offer flexibility and choice.

Whilst the need for residential health and social care is recognised, there must be flexibility in determining when people are physically and emotionally ready to take it up. **The Alzheimer's Society** acknowledges the need to make information available about how to make **home** a suitable living option.

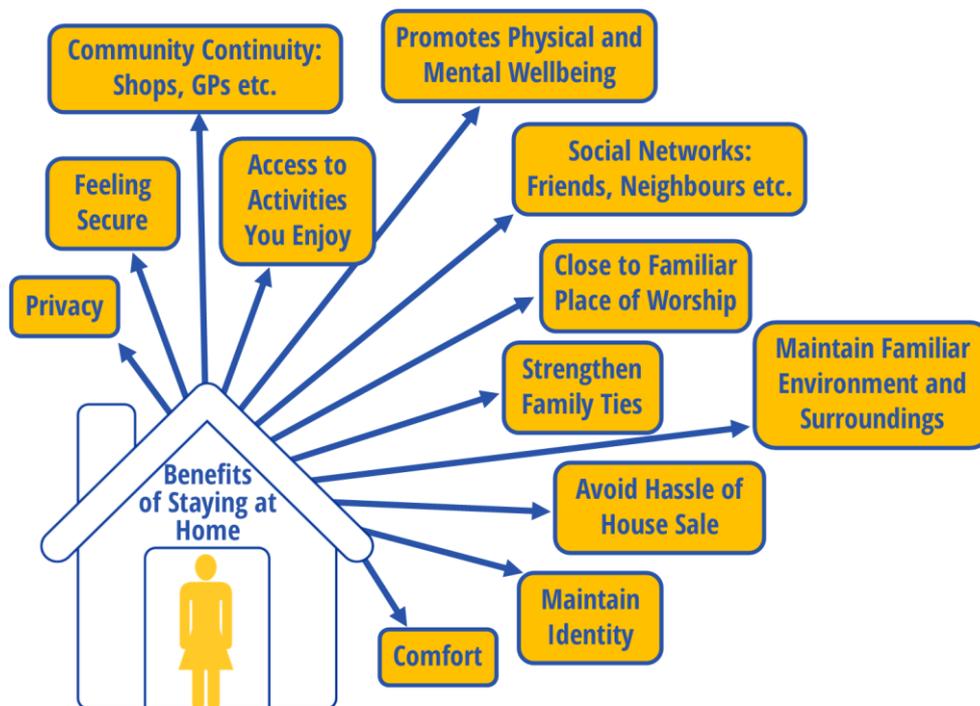
BENDIGO is there so that if people do decide they want to remain at home, they have the confidence that they are making the right decision.



Quality of Life

Research shows that quality of life, health and well-being improves when living at home. Remaining in your own home is a formal decision based on the benefits, not simply because that is where a person has always lived. A major barrier to viewing remaining at home as a viable option and enjoying the benefits, is the poor quality of Assistive Technology currently available. **BENDIGO** offers a realistic and cost-effective alternative to institutional care.

A loneliness and isolation pandemic is affecting older people. Part of the challenge for many, particularly those with dementia, is the inability to use basic equipment such as television and music for company. This could be through memory loss, disability or ill health. **BENDIGO** has integrated into the system an easy-to-use remote control that can be used to operate TV and music with ease and very little dexterity. It also allows remote access to control TV and music which can be done by a Carer virtually anywhere in the world. Keeping in touch with family is made easier within the same system.



Quality of life is an area generally overlooked in Assistive Technology offerings but at **BENDIGO** our integrated system is intelligent and responsive. Individuals and Carers are able to schedule monitoring, voice prompts, TV programs, music playback based on person centred needs. Carers can choose notifications and reports to receive and have access to a remote app to view or manage programmes and have peace of mind. Any schedules and parameters set are flexible and easy to change remotely to meet changing needs.

Remaining at home should include being able to maintain key domains identified in the **Assistive Technology Charter (2014)** as:

- Safety and Security
- Health and Well-being
- Quality of Life

BENDIGO prides itself in being designed to address all of these domains. The **BENDIGO** system offers alternative solutions to traditional Assistive Technology. It also provides complimentary functionality to **telehealth** and **telecare** that enables people to enjoy greater independence, freedom and flexibility in their own home.

Person Centred

One of the things that **BENDIGO** is convinced of is the fact that people with dementia and their Carers have a right to choice and control.

This means our starting point is **ALWAYS** assessment of needs and desired outcomes. Assistive Technology currently provides options that are generally about what the gadget can do. We care about offering Assistive Technology that is tailored to how you wish to live. Our assessment enables our team to understand your personal circumstances, challenges and experiences, so we can offer a person centred solution. There is no 'one size fits all' approach at **BENDIGO** systems.



For example, BENDIGO's system is therefore more than an alert system.

BENDIGO system will monitor movement in and around the home but, unlike equipment currently on the market, **BENDIGO** offers the ability to make notifications, respond and interact with the individual based on what it monitors and what is set in its parameters.

It actively enhances the environment beyond just checking and monitoring. It can be configured to meet the specific needs of the individual in a very detailed way in order to support independence, safety and quality of life with dignity.

It enables remote access to make changes very quickly adapting to the changing needs of the individual making it less likely that there are any unnecessary or intrusive functions in place when it is no longer appropriate.

Financial Case

With our population aging, people living longer and the rise in disability, it goes without saying that the demand for care and support is on the rise. We cannot avoid the rising cost of care today and the financial burden that is shifting from local authorities to individuals. Remaining in your own home is fast becoming not only a desirable personal choice but a cost effective alternative to residential care.

Government austerity has led to the number of people receiving care from their local authority falling year-on-year as the criteria for eligibility has become increasingly stringent. The new Care Act may increase the number of people local authorities are required to support but couple that with declining budgets, means **price** and **cost savings** are key.

Assistive Technology unfortunately, is often viewed as an unaffordable luxury despite its benefits. **BENDIGO** is here to illustrate the cost effective, affordable nature of Assistive Technology compared to residential care.

BENDIGO Case Study

Hubert has been using the **BENDIGO** system for **18months**.

Without this he would have had no choice but to go into residential care which he did not want or need. Hubert uses the following functions at present:

1. Motion sensors in all rooms of his one-bedroom flat
2. Contact sensors on microwave and front door
3. Voice announcements at front door, appointments and events
4. TV and music automation
5. Pressure sensors in arm chair and bed
6. Lighting automation for bedroom, bathroom and hallway
7. Push notifications to **Nick** family Carer
8. Push notifications to **'Service Tree'** Home care provider when family are on holiday
9. Family access to remote programming app and to support when needs change

Total Cost of Service from Assessment to Installation = **£4000** Annual Service Fee = **£195**

Dementia Specialist Residential Care Cost = **£46,800 per year**

***BENDIGO** Systems Ltd. payments can be spread over 12 months, subject to credit approval from a restricted range of finance providers. For example, a **£4000** purchase split over 12 month payments interest free would cost **£334** per month. Terms and conditions apply.*

BENDIGO is accompanied by access to data reports that allow Carers remote access to monitor the safety and wellbeing of their loved one. A system that can gather real time data for analysis has many financial benefits such as:

- **Smarter commissioning:** access to data that can identify more accurately the needs of an individual.
- **Evidence based decision making:** for Carers and legal proxies this is a valuable way to evidence the care purchases and arrangement and have the peace of mind that you are making the right decisions for those who lack capacity.
- **Prevention or reduction of admission:** by analysing changes in behaviour patterns, many Carers are able to be more proactive in responding to situations that could lead to deterioration in health if they were not noted.
- **Flexible, effective home care:** by using the **BENDIGO** system to understand need and promote independence home care arrangements can be very different. Previously focussed on time and task, home care can be about personalised social support, which we know people want.

Assistive Technology in Home Care and Residential Care

We understand that home care and residential care may be the safest and best option for some people. The **BENDIGO** system can be applied to any setting, to bring efficiency and improve the effectiveness of care and support. Assistive Technology can and should be applied for the benefit of both residents and staff. There are real limits to the human resource available to meet the rising demand for care and support and Assistive Technology can make a difference. Sadly, health and social care Assistive Technology in care homes is generally limited to the traditional call/alarm system, falls and motion sensor detection gadgets and automated lighting.

BENDIGO applications for care homes aims to:

- Revolutionise environments and the experiences of those who live and work in them
- Challenge those who build and renovate care facilities to increase consideration of the end user experience
- Raise awareness of the efficiencies and effectiveness that Assistive Technology can bring to care operators
- Offer more discreet, dignified and person centred Assistive Technology 'fit for the individual' not just 'fit for purpose'
- Promote independence, safety and quality of life in residential care

BENDIGO Systems Ltd. has the expertise and experience in creating smart homes for individuals and now **smart homes for communities**.

Please contact our team for more details about **BENDIGO** system applications for care homes via our email: info@bendigosystems.co.uk

What's Out There?

There are many different types of telecare devices on the market. Activity Monitors, bed or chair occupancy sensors, Bogus caller buttons, fall mats detectors, etc.... and only one word to describe them - 'CLUNKY'. Using single purpose components that do not communicate with each other leaves people with conspicuous, undignified and only partly useful gadgets.

BENDIGO is the first system to integrate any number of Assistive Technology functions into one control system that can be programmed to suit and respond to the personal needs of each individual. The system is nearly invisible once set up in the home. Unlike traditional telecare which requires a telephone line, usually a landline, and a power supply. **BENDIGO** is wireless and uses internet connection.

Features:

- Discreet sensors provide information about activity in the home for safety and security.
 - Voice announcements provide prompts for time orientation, appointments, medication, security and reassurance.
 - Simple media controls provide easy access to TV, radio and music for the individual.
 - Scheduling app to manage and personalise voice announcements and control TV and music remotely.
 - Access to a purpose-built, secure website allowing you to check 'real time' information of activity in the home.
- and much, much more...**

Please do not hesitate to ask us about what the BENDIGO system can do or challenge us to address your specific need.

For more information about how our system works,
watch **Ben & Di's story** on our website

www.bendigosystems.co.uk

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Thank you from the BENDIGO team.

