



Short Case Study

Using Alexa in Dementia Care

Betsi Cadwaladr Short Case Study

Dementia Support Workers at the Betsi Cadwaladr University Health Board East Area found an innovative way of engaging patients with dementia and supporting their recovery from Covid using Artificial Intelligence (AI) technology.

While staff took advantage of technological innovations such as remote discharge planning meetings using Teams or Zoom, the virtual assistant Alexa proved to be a real enabler when it came to getting creative with patients. Alexa was used to introduce games and quizzes to patients through the inspiration of an innovative Dementia Support Worker.

Games such as ‘name that song’ became even more important where patients were recovering from Covid.

“ It became a lifeline for many patients

JAYNE SANKEY, HEAD OF NURSING

The Dementia Support Worker’s innovation in patient care was recognised and won three awards as part of the Betsi Cadwaladr University Health Board gold, silver and bronze accreditation for providing the highest standards of care – the first person to win all three.

Benefits for patients:

- Being engaged and stimulated when visiting was restricted
- Improved experience and recovery

Benefits for staff:

- Providing excellent person centred care and a high quality of experience
- Morale boost being recognised for excellent patient care

Benefits for the Trust:

- Improved health outcomes for patients
- Example of innovation that can be transferred to other contexts

Next steps:

- This work will continue through the introduction of a new Activities Coordinator

What we have learnt:

- ‘Thinking outside the box’ and bringing technology in from a domestic setting worked
- We are more confident to try new things and explore other ways of working

Contact



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