

## Case Study A

Client A has been a resident of Unity for a short period of time, after suffering a stroke he needed more suitable accommodation to live comfortably due to lasting mobility issues. Client A doesn't go out as much as he used to, so spends a lot of his time at home. When the Echo Dot's became available the Unity Housing and Employment Teams worked extensively to help Client A to feel more included in society and help him while he is at home. Since having the Amazon Echo delivered Client A has been able to check the weather, video call his family, add to his shopping list, and keep up to date on the latest news.

**"Thank you for helping me, I feel like a weight has been lifted. I know if I fall, I can ask Alexa to call my family so they can come and help me. I have added pictures to the screen, and this makes me smile every day. She makes me laugh and tells me jokes and sings to me when I ask her. On the days when I can't get out, I can speak to her and ask her questions which keeps me on my toes."**

## Case Study B

Client B has been a resident of Unity for over ten years, she has been in and out of employment due to caring responsibilities. Due to spending much more time at home and not having internet at home, when the Amazon Echo devices became available the team assisted Client B with Internet access alongside the Amazon Echo to help her stay connected.

Since receiving the Amazon Echo and data Client B has been able to complete her shopping, watch the news, set timers and alarms and search for jobs and training opportunities. Client B's family members have also benefited by helping with schoolwork and routines.

**"I didn't think I would be able to access the Amazon Echo's due to not having internet. The team have helped me significantly. I have caring responsibilities, and this has helped with routines and staying connected to the outside world. Some day's can be so lonely when looking after a child with additional needs but this has really helped."**

## Case Study C

Client C has been a resident of Unity for over fifteen years, she has had significant mobility issues and numerous operations to help her be more mobile. Client C suffered the loss of her husband a few years ago and since then has struggled with socialising and daily tasks. Since receiving the Amazon Echo Client C has been searching for new cooking recipes, she lost all interest in cooking after losing her husband but is now experimenting with new foods, she sets daily reminders to take her tablets, listens to music that reminds her of the happy times and keeps up to date with the daily weather and news.

**"I am so thankful to everyone involved in giving me this Amazon Echo, for a long time I thought I would be lonely and on my own but by using this device I have started cooking properly again, listening to my favourite music and in general I aren't feeling as lost as I did previously. I am still learning new features but love playing about with it. Thank you again."**



## Staff Quotes



Following Unity Employment Services being successfully awarded 10 new Amazon Echo devices, we couldn't fully foresee the profound impact these modern technologies would have on our tenants' lives. These devices have significantly enhanced and transformed everyday activities and interactions that many of us often take for granted. As life circumstances change, these routine activities can sometimes become barriers to engagement, leading to increased isolation.

By us adopting a One Unity approach, we have been able to collaborate effectively with our Housing colleagues and tenants, making a meaningful difference in their lives. This initiative also serves as a reminder to us of how the positive use of new technologies, can help us all stay connected with one another.

**Sean Kelly** Regeneration Manager Unity Homes & Enterprise.

“This has been an excellent initiative to be involved in, helping people within our communities is what Unity is all about. Reaching the people that are hard to reach and offering devices to help them stay connected and feel socially included is at the heart of what we do. Sharing these devices with tenants that normally wouldn't access such devices has been beneficial and a learning exercise all round. We have been able to share our expertise and offer a listening ear to those that need it the most as well as promoting online safety, IT classes and 1-2-1 sessions.

These Amazon Echo Show devices have been popular with our tenants and their families, in the short space of time the feedback we have received has been exceptional.”

**Kelly Jennings**, Employment Outreach Officer,  
Unity Homes & Enterprise.

“I've been speaking with a few tenants around the benefits of the ECHO dots and think that this will help to enrich their lives, some of our residents are visually impaired and would struggle to find things on the internet. Having a voice enabled system is helping them to find out local information on things like the weather, opening times of shops, pharmacies, and local amenities. It allows them to create shopping lists without having to write things down and can provide them with entertainment and useful information. Some of our residents have short term memory problems and this is going to help with setting alarms for medication, appointments, and reminders to do everyday tasks. It can also help with budgeting and planning shopping lists to encourage less food waste and meal preparation and assisting with recipes.”

**Sue Pennock**, Housing Officer,  
Unity Homes & Enterprise.

