

HILL HOUSE CARE UK & TELEVEDA

CASE STUDY 2021

Hill House

Comfort with Care since 1954

televēda



HILL HOUSE CARE UK USES LIVE STREAMING TECHNOLOGY TO SUPPORT STAFF & RESIDENT WELLNESS

Having always placed a great emphasis on their residents' well-being, Hill House Care in the United Kingdom has been awarded Platinum status, the highest level in the Gold Standards Framework, since 2009.

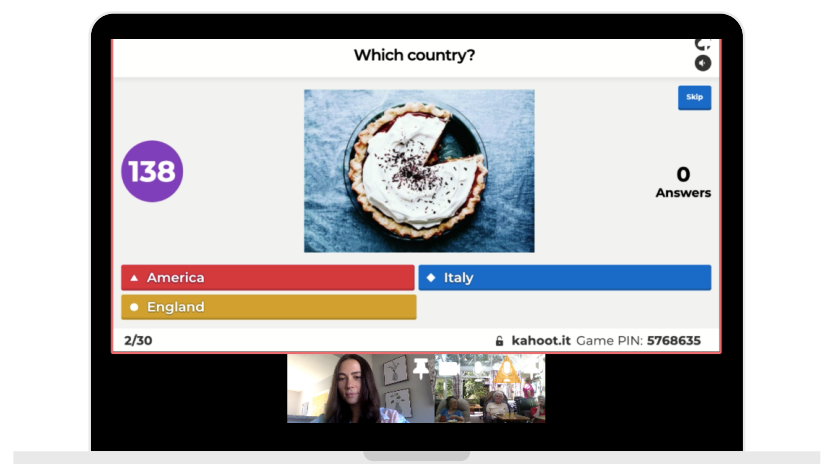
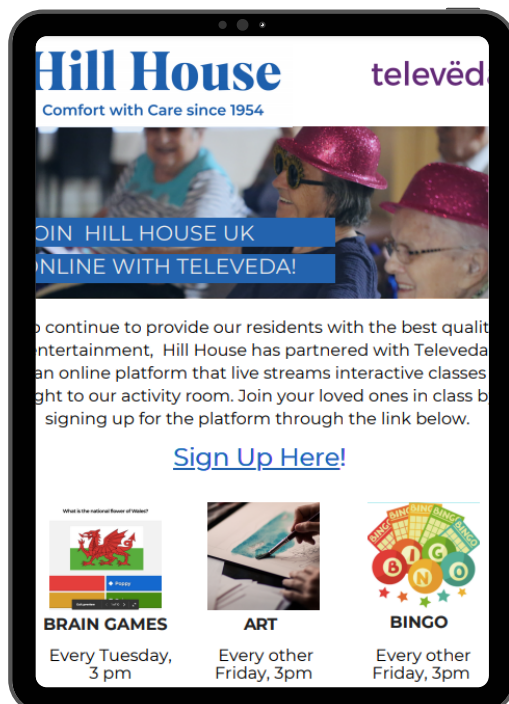
And they don't shy away from innovation to do so. In the midst of COVID-19 shutdowns, Hill House embraced a quick adoption of technology to provide their residents' with the best possible activities in their partnership with Televeda.

ABOUT HILL HOUSE CARE UK

Specializing in nursing and personal care, Hill House is a family-run business with two Gold-Standard care homes in Surrey that are celebrating over sixty-six years of caring. Hill House was a Care Home of the Year Finalist in GSF 2019 Awards, and Westside is ranked in Top 20 Care Homes in London for 2020, as rated by Carehome.co.uk.

"We had no activities in the beginning of the shutdown. We lost art teachers, singers, live music, exercise instructors, our reverend, and more. We need a solution to support the lives and happiness of our residents, and that was Televeda. You've helped us loads! "

-LAURA, HILL HOUSE UK STAFF



TELEVEDA & HILL HOUSE: A SUCCESSFUL INTERNATIONAL PARTNERSHIP

At the beginning of the pandemic, Hill House understandably had to pause many of their in person activities from workouts, to art, to live entertainment, to even religious services. A lack of activity lead to reduced socialization and an increase in loneliness and boredom. For everyone—but particularly older adults—a lack of stimulation and socialization can deteriorate their health.

But once Hill House was allowed to start bringing activities back, finding new instructors, unique, enjoyable activities, and managing the administrative side of scheduling activities were other challenges. Plus, with never having used live streaming technology before, there was a lot for both staff and residents to learn.

Luckily, Hill House residents were as resilient and forward-thinking as the administration: "Our residents are willing to try anything. They'll take whatever we throw at them, and get excited about new experiences," noted Laura Walker, activities coordinator at Hill House UK.

Thanks to the innovative spirit of both Hill House and their residents, they took to Televeda quickly. From Friday art classes, to weekly trivia on endless topics, to bingo of course, these live streaming events bring joy to the residents.

Televeda was able to provide a live streaming platform, administrative and technical support, staff training, and thoughtful content that saves the staff hours of time and energy they now get to spend one on one with their residents. And Hill House taught our Televeda staff to play the UK version of bingo (90 calls of horizontal lines)!

The art class is so therapeutic and it's something we've never done before. The residents really enjoy watching the art and see it become a picture in the finished product! It's so nice to have new instructors, so it's not just the same social interactions and activities every day for our members.

-RUTA, HILL HOUSE UK STAFF



LOOKING TO A CROSS-GLOBAL FUTURE

This programming has allowed for more than improved staff support and resident engagement. Hill House is setting themselves apart from other homes with unique, shutdown-proof activities they can show to current and prospective clients. And doing this all by taking a chance connecting two countries despite a global pandemic.

Hill House UK certainly sees a future with hybrid classes, sating the importance of variety for the residents, as well as the benefits of getting their seniors comfortable using technology.

Hill House's goal is to virtually connect all their care homes together to grow their community connection no matter the distance--across the country or across the world.

We look forward to seeing your team throughout the week. It's a fun experience for the staff and the residents to talk to others overseas...we've really enjoyed that! We have new residents coming and can't wait for them to try all the classes!

**-LIBBY, HILL HOUSE UK
STAFF**



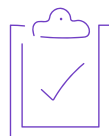
NEW, FUN
CONNECTIONS



HAPPIER, SOCIALIZING
RESIDENTS



IMPROVED RESIDENT
ENGAGEMENT



SAVES STAFF TIME
AND WORK



MARKETING
DIFFERENTIATION



INTERNATIONAL
COMMUNITY GROWTH



TECHNOLOGY
ADOPTION BY
RESIDENTS



UNIQUE, ENJOYABLE
CONTENT

FOR MORE INFORMATION, YOU CAN CONTACT

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