



Case Study: Increased Independence

[The Medication Support Company](#) developed the [Paman](#) remote monitoring medication administration service for the project. Paman provides an on call video link to pharmacy assistants for vulnerable people in their own home. Volunteers are assessed at home to see if they are suitable and if so given access to a Medihub device, which connects to the Paman pharmacy team.

Volunteers are monitored taking their medicine at pre-arranged times, via a 4k video link, The Paman team make sure the medicine is taken correctly and answer questions and concerns. The team are in contact with pharmacies and GPs and can arrange for repeat prescriptions to be ordered. The 5G connection provides faster internet speeds for video and reduced lag

Volunteer 'D' is active and mobile and goes out regularly to visit friends and family. He was frustrated that he needed a carer to help him take his medicine and felt it was unnecessary. He said that carer's visits were at "unhelpful" times, restricting his social life and stopping him from being as independent as he'd like.

D accepted he needed support with his medicines but was happy knowing that he could have more flexibility with the Medihub.

The medication review carried out by the Paman clinical pharmacist highlighted some clinically significant issues for D that hadn't been picked up by the carer, pharmacy or GP. These were discussed with the pharmacy and GP and appropriate changes made.

D's medication adherence has improved from 42%, when he started using Paman, to 96% at the end of the trial. He has taken to the Medihub very well and is now enjoying the freedom of being able to get out and meet friends and relatives without having to wait in for carers. D is delighted with his new-found independence and feels safer taking his medicines and more confident.