



Queen Elizabeth's Foundation for Disabled People

INTRODUCTION

Queen Elizabeth's Foundation for Disabled People (QEF) is a national disability charity based in Surrey, UK, that offers a range of expert services that help disabled people increase their independence and live the life they choose. QEF's Care and Rehabilitation Centre provides expert neuro rehabilitation for individuals with acquired brain injuries following an accident, stroke, neurological illness, or incomplete spinal-cord injury. Clients receive 24-hour nursing care, as well as therapy programs to meet their individual neuro rehabilitation needs.

"CRESTRON TECHNOLOGY HELPED US ACHIEVE OUR KEY REQUIREMENT, WHICH WAS TO FIND AN INNOVATIVE WAY TO USE ACCESSIBLE TECHNOLOGY IN THE BEDROOMS TO GIVE CLIENTS MORE CONTROL OVER THEIR PERSONAL SPACE AND A GREATER SENSE OF INDEPENDENCE."

Karen Deacon
*Chief Executive,
Queen Elizabeth's Foundation
for Disabled People*



THE CHALLENGE

QEF partnered with AV integrator Imperium to deploy Crestron solutions in its new flagship Care and Rehabilitation Centre. During the design process, one of QEF's key requirements was to find an innovative way to use accessible technology in the bedrooms to give clients more control over their personal space and a greater sense of independence. Taking into account varied physical limitations of the clients, the solution needed to be easy to use, and cost-effective, as QEF is a non-profit organization.



THE SOLUTION

QEF researched multiple technology providers, including companies offering DIY solutions, as the costs initially seemed lower. However, the benefits of long term warranty for products was an important factor, especially as this was the first time the technology had been used in this way. QEF engaged with Crestron and Imperium to specify a Crestron system that could meet their specific requirements and grow to reflect their future needs.

"QEF WAS SEEKING A SUSTAINABLE AND RELIABLE PRODUCT THAT OFFERED THE RIGHT SUPPORT FOR CLIENTS AND STAFF. THE CRESTRON SYSTEM IS FLEXIBLE AND CAN GROW ACCORDING TO OUR FUTURE NEEDS."

Karen Deacon
*Chief Executive,
Queen Elizabeth's Foundation
for Disabled People*

THE TECHNOLOGY

By implementing Crestron technology, clients now have the ability to control their personal environment, such as turning their lights on or off, selecting their bedroom temperature, opening and closing their window blinds, and controlling their music and television. A Crestron control system was deployed to enable clients to use their voice or communication aid to control the entire space, giving them a greater sense of autonomy. The connected equipment in the bedrooms can also be controlled in the traditional sense using wall-based control keypads.

Karen Deacon, Chief Executive Officer at the Queen Elizabeth's Foundation for Disabled People, said "In our old building, our call system was rather limited. There was an emergency button and a general call button. This meant that it was difficult for support workers to understand how important different requests were, or how to prioritize anything that wasn't an emergency."





Crestron technology allows clients to manage their personal space and even aids support workers, who, for example, can use voice commands to turn on the lights whilst continuing to help someone to get out of bed or get dressed. With Crestron, the televisions, lighting, heating, blinds, and more are now controllable by the clients independently. Each person can close their blinds without needing to call for assistance and can turn on the television and change channels or volume. This has increased personal independence and improved overall confidence, wellness, safety, and security, as it allows clients more control over their surroundings.

The life-changing injuries or neurological conditions that many clients have, mean that some might have difficulties speaking and others have limited motor function, so a combination of voice control and touch control was deemed the most appropriate solution. A handheld remote or touch screen wouldn't always offer the control-levels needed. However, by using voice control, running on the Crestron Home platform, clients can adapt the technology controls to suit their needs, either using voice commands, communication aids or physical switches. In-wall dimmers, wall-mount thermostats and Crestron shading expand the possibilities of the technology.

"THE QUEEN ELIZABETH'S FOUNDATION FOR DISABLED PEOPLE PROVIDES A HIGHLY SPECIALIZED SERVICE. WE NEEDED TO DELIVER A SOLUTION THAT ENHANCED THE LIVES OF THEIR CLIENT'S AND REMOVED THE BOUNDARIES TO INDEPENDENCE. CRESTRON'S TECHNOLOGY OFFERED THE FUNCTIONALITY, FLEXIBILITY AND RELIABILITY WE NEEDED TO SATISFY THAT BRIEF."

Chris Thorne
*Director,
Imperium Building Systems*



RESULTS

With Crestron, QEF clients can now independently manage their personal environments in a way that was not possible before. Crestron has delivered simplified, easy-to-use solutions that have elevated the overall experience of QEF's Care and Rehabilitation Centre for clients, further assisting with their recovery. In addition, QEF has the ability to expand the number of rooms and technologies down the road in lieu of having to buy completely new systems.

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"OUR CLIENTS ARE HAPPY BECAUSE THEY HAVE MORE CONTROL IN THEIR OWN PERSONAL SPACE. WE ARE REALLY PLEASED WITH THE SYSTEM SO FAR – IT'S EASY TO USE AND THE ADDITIONAL LIFETIME WARRANTIES MAKE A BIG DIFFERENCE TO US AS A CHARITY."

Karen Deacon
*Chief Executive,
Queen Elizabeth's Foundation
for Disabled People*

Featured Products

4-Series™ Control System
MC4-R-I- Processor

In-Wall Dimmer
CLWI-DIMUNEX

Wall-mount Thermostat
CHV-TSTATEX

Crestron® Décor Shades
CSS-DECOR