

Case Study #12

TYZE (UK, USA AND CANADA) - PERSONAL SUPPORT NETWORK

Tyze is a social venture set up to accelerate the adoption of a network model of care. It creates private, secure, online networks around a specific care receiver, in order to strengthen relationships and address isolation during a time of need.



APPROACH

Tyze helps organisations to merge the formal care that they provide with the equally important informal aspects of an individual's life – social networking and relationship building.

Tyze networks are networks with a purpose. A network could centre on an older person who has suffered a stroke, so that his caregivers and a larger circle of friends can be invited to support his desire for greater independence. Alternatively, a network might centre on a young adult with a disability, so that his or her friends and family can stay in touch and provide support, even if they live far away. Through Tyze, the extended network can work collectively to schedule medical appointments and visits, respond to the tasks and goals of the person at the centre of the network, share stories about them, and connect with others who are part of or want to join the network.

Providing a supportive social network offers a way of building connections between formal and informal systems of care. It allows friends and family members in an individual's life to collaborate with health care and social services agencies in order to create better health and social outcomes. Where a person does not have friends and family to support them, agencies can use Tyze to build community connections.



IMPACT

Since it launched in 2007, 31 organisations across the UK, USA and Canada have started using Tyze. The network is hosting up to 2500 UK carer networks, and over 60,000 friends, family members and other volunteer carers.

32% of Tyze users said they had reservations about first using Tyze because they were new to the technology, but 72.5% said they found it easy to get started. Users report that Tyze is “handy for planning events” and that it is “a valuable tool for connecting people with the friends who care about their wellbeing”.

70% of caregivers are employed. Employees who use Tyze feel supported and organized, reporting less stress, absenteeism and fewer negative health outcomes as well as better overall job satisfaction.

“When our clients are better connected to their families and friends they're able to stay safe and happy in their own homes longer.”

Karen, Home Care Provider.



Department
for Education

