

Virtual Care in Shropshire

Shropshire Council has transformed care delivery by combining advanced technology from GenieConnect® with a professional virtual care team, enabling virtual care calls and real-time data monitoring. This achieves:



**Flexible Care.
Alternative Choice.**



**Free Up Capacity.
Easing Pressures.**



**Reaching More.
Reducing Isolation.**

BILL'S CASE STUDY

INTRODUCTION TO BILL

Bill is a 70-year-old who has a history of memory loss and mental health following a brain injury. Bill sometimes has blackouts and falls at home where he lives alone, without any form of informal support from friends or family. Bill used to have commissioned daily face-to-face welfare visits but found this intrusive. He likes to be independent and can manage daily tasks himself, with some prompting. Bill is now supported by Shropshire's Virtual Care service who worked with Bill's commissioned care provider to give him a blended

KEY OUTCOMES OF VIRTUAL CARE DELIVERY

- Promoting independence, self-care and resilience
- Providing reminders for daily living tasks
- Connecting individuals to family and care workers
- Freeing up face-to-face care and aligning it to where it's needed most
- Preventing the need for more urgent care
- Offering a flexible approach to changing needs
- Keeping people safe and in their homes for longer

Daily reminders and video calls from a virtual care team are scheduled to assist with care and support. They appear on the Genie's face for the recipient to respond by touch or voice.

mix of care support. Now Bill is managing his own care needs without the need for any face-to-face support, in his home.



- It's time to take your morning medication
- Have you had a glass of water?
- Have you had your lunch?
- Incoming Call: Virtual Care Team



Theme 'Providing Support'

This case study seeks to evidence this CQC theme throughout by demonstrating a joined-up approach to care and support enabling Bill to have choice and continuity throughout and ultimately enabling Bill to have greater independence.

4 DAILY WELLBEING PROMPTS



VIRTUAL CARE

virtual calls per month

PROMPTING AND MANAGING DAILY NEEDS

Bill was forgetting to complete daily tasks and before having a Genie device, was only being prompted once a day during his welfare visit. He would rely on written notes to remind him during the rest of his day but would often forget to look at these notes.

With a Genie device, Bill is now receiving round the clock prompts and reminders to complete daily tasks including brushing his teeth, eating regular meals and medication reminders at the times when he needs them. Despite having very limited experience with technology, Bill reported that he found it 'quite easy' to learn how to use his Genie device.

This has allowed Bill to become more independent and self-reliant, completing his tasks throughout the day and not waiting on staff to prompt him. This is reflected in his high levels of engagement with all Genie prompts.



Increasing Independence

"I used to have to write things down, but I still forget to do things. Prompts are very good for medication and food, which I can forget to manage, so it helps me to keep focussed"

JOINED UP APPROACH TO SUPPORT

When Bill discussed his support needs with his social worker, he was worried about not managing his needs effectively, but felt that daily face to face support was quite intrusive.

"I sometimes don't like people coming into my house"

A blended mix of face to face and virtual support was introduced to Bill. His virtual care advisor is motivating him to complete daily tasks and to access the community when his moods are particularly low. The advisors also monitor Bill's engagement with his Genie prompts throughout the day.

With the support from the virtual care advisors, Bill is now completing his care tasks independently and accessing the community. This has now led to Bill no longer requiring any face-to-face support and enabling Bill to have increased choice and control over how his care and support needs are met.



Community Engagement

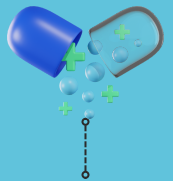
"I like speaking with the advisors about things on my mind during calls"

87% engagement rate



77%

NUTRITION SUCCESS RATE



medication success rate **96%**



100%

face to face reduction