

## Innovative approach to care and support to complement, replace, or prevent face-to-face care services, maximising independence



### Virtual Care in Shropshire

We understand the tremendous pressure that care providers face. This might be due to the reduced number of professional carers, difficulty reaching residents living in remote, rural areas, winter-related challenges, and even some personal views that face-to-face care is an invasion of privacy, causing them to withdraw from services they need.

The Care Tech funding from the Department of Health and Social Care enables the council to offer an alternative approach to care and support, which can ease some of these pressures when appropriate.

In simple terms, virtual care means placing advanced technological devices in people's homes to provide reminders for daily tasks like mealtimes, personal care, and medication. Individuals can also reach out to family members and care workers with just the push of a button. The technology is part of a hybrid care and support model, and Shropshire Council's experienced and professional virtual care team provides daily virtual care calls and monitors the live data.



**Flexible Care.  
Alternative Choice.**



**Free Up Capacity.  
Easing Pressures.**



**Reaching More.  
Reducing Isolation.**

**“A robot doesn’t replace human care. But it does free up  
my time to provide meaningful care.”**

Care Worker

# 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



“By helping our residents to live independently in their homes, we can support better health and wellbeing and prevent the need for more urgent care.”

## How Does it Work?

Supporting the individual receiving care with medical reminders, daily living prompts and virtual care calls with care professionals through video calling capabilities

Voice activation

Video calling

Mood capture

Daily living reminders

Entertainment Apps

Wellbeing prompts

### Meet Genie



*"I no longer my medication"*

*Tara,  
Supported by  
Positive Steps.*



**DATA PROTECTED**  
All data is stored in the UK through Edge Computing. Closed contact groups are managed via The Care Portal.

# The Care Portal

Insights, auditing and analytical tools to make informed decisions for individuals receiving care

Connecting families and carers with secure access from any portable device, ensuring care is always at their fingertips.



Automatic dashboards

Schedule care reminders

Flexible care delivery

Identify trends

Monitor responses

Calendar entries

Video calling

On the go

# The Companion App

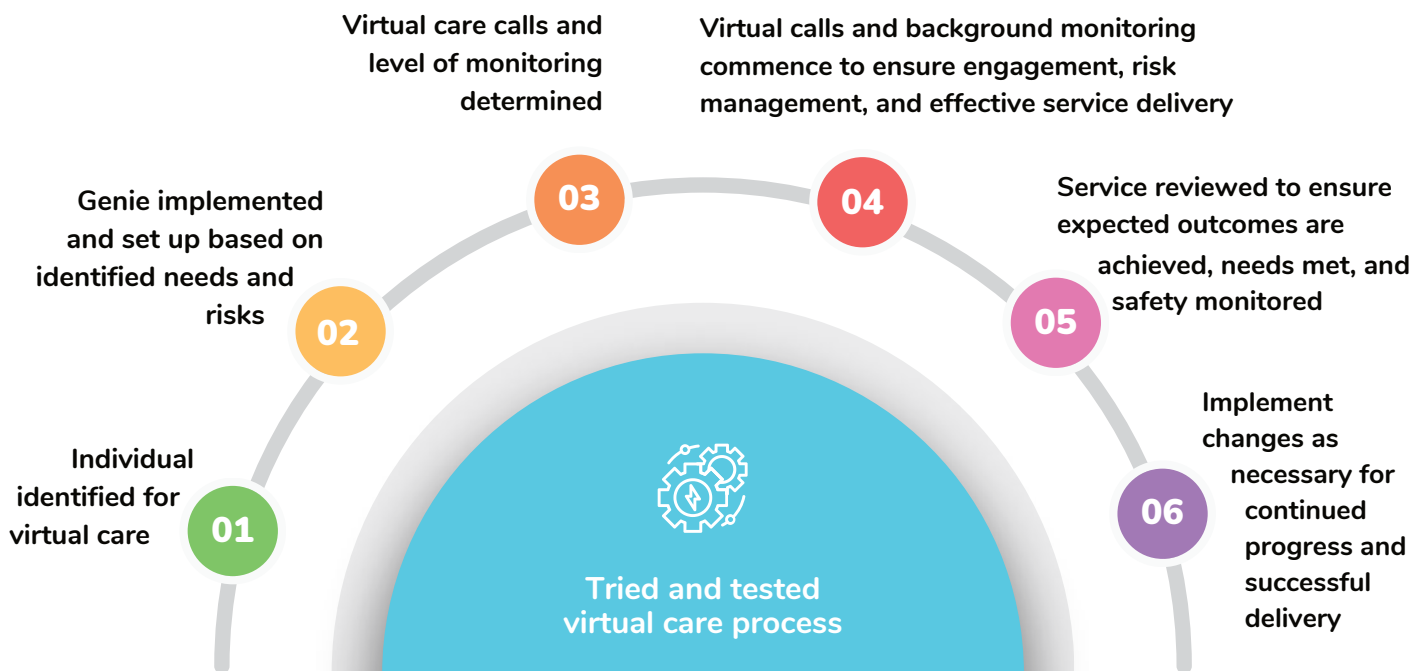
## What to Expect?

Individuals identified for virtual care support will receive a GenieConnect® device configured to their needs, including personalised prompts and live monitoring. The virtual care team will make scheduled video calls to the individual based on their needs, and these calls are designed to enhance their wellbeing and independence.

The service operates from 9am to 5pm, excluding bank holidays and weekends. The team will also monitor the data from the individual's devices to ensure they are engaging with and benefiting from GenieConnect®.

By embracing virtual care, Shropshire is enhancing the lives of its residents and transforming how care is delivered. This innovative approach can improve the quality of care, providing a discrete and flexible option and ensuring that individuals receive the right level of support at the right time.

# Steps in Virtual Care



## Frequently Asked Questions

### Who is eligible for virtual care?

All individuals with Care Act eligible needs should be considered for virtual care as part of their care journey where appropriate.

### What if the individual already has care at home?

As we evaluate the advantages of virtual care for the individual, we will work closely with care providers to determine if changes are needed and make the necessary adjustments through a phased timeframe or to suit the needs of the individual. Before any changes are made, a Care Act assessment will be completed and considerations taken forward on the ongoing use of virtual care and the appropriate level of commissioned face-to-face care that may be required.

### What if there is no WiFi?

We can provide a WiFi hotspot which connects to a mobile telecoms network with the best signal. We have a relationship with all the main UK telecoms providers and can offer MiFi units with unlimited data as an option to deliver WiFi in the home.



**If you know someone who would benefit from this service, please email [AssistiveTechnology@shropshire.gov.uk](mailto:AssistiveTechnology@shropshire.gov.uk)**