

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.**

ANNABELLE'S CASE STUDY

INTRODUCTION TO ANNABELLE

Annabelle is 55 years old and has neurological difficulties following strokes and seizures. She lives alone and struggles with poor short-term memory. Support for Annabelle includes prompting for day-to-day tasks like making meals, having enough to drink and remembering her medication. Annabelle sometimes feels lonely, so it was important that her support had a focus on maximising her wellbeing. Annabelle is now supported by Shropshire's Virtual Care Service and has a GenieConnect® installed, connecting her to the virtual care team.

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.

Daily reminders and video calls from the virtual care team are scheduled to assist with care and support.



- 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 'Working with people'

This case study seeks to evidence this CQC theme by demonstrating how the device and service combined are supporting Annabelle to manage her health and wellbeing, maximising her control and independence.

4 DAILY WELLBEING PROMPTS



VIRTUAL CARE

virtual calls per month

WELLBEING & ISOLATION

Virtual Care is supporting Annabelle's wellbeing by preventing social isolation. Annabelle used to take part in community groups regularly but has been going less often because she has become less mobile and it has become too expensive. Since then, Annabelle has really missed the company of others and this has affected her mood and wellbeing.

Annabelle told her virtual care advisor how she felt during one of her regular calls and her advisor recommended a local community group that Annabelle might enjoy, which would be affordable and easy to access. She helped Annabelle to sign up, and she has since been along to craft sessions which she really enjoyed.



Reducing Loneliness

Annabelle was very thankful for the virtual care advisor's support to join the new group and for reducing loneliness with regular chats.

“If I have a problem, I know I can ask the advisors and talk it through with them”.

PROMPTING & MANAGING DAILY NEEDS

Annabelle was forgetting to complete daily tasks, like making meals, having a drink and taking medication.

Annabelle was given a Genie device and personalised prompts were added to remind her to complete tasks at the right time every day.

“I wouldn't know what day it is or what I need to do without it (Genie)”



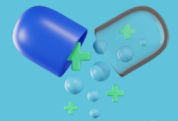
Before she had the Genie, Annabelle was receiving two weekly face-to-face care visits. Now, Annabelle has two virtual calls a week using her Genie device, which has given her more independence and self-reliance. Annabelle uses 24/7 prompting on her Genie to get reminders at the time she needs them, giving her more control at the same time as wrap-around support.



Increasing Independence

95%

**NUTRITION
SUCCESS RATE**



97%

medication
success rate



**NINETY
EIGHT %**

hydration
success rate