



Horsham  
District  
Council

## The Real Impacts of the Virtual World.

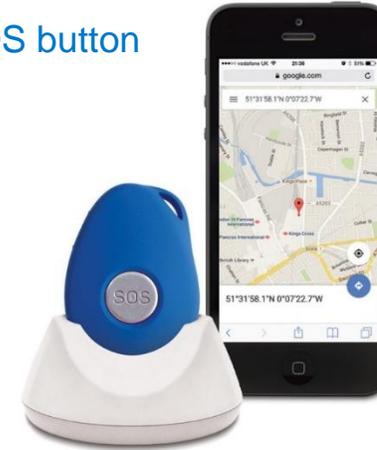
Emma Quest  
Community Link Service Manager



## Existing offer

- Build on the success of our service
- Tap into our existing customer base
- Utilise the links we already have within the community
- Expands service to include cutting edge technology

GPS SOS button



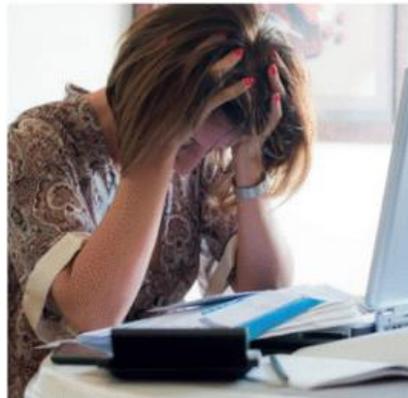
Telecare





# A positive experience with varying affects

Stress



Dementia



Pain



Long term conditions



Horsham District Council has developed a service based on a range of relaxing and nostalgic VR experiences for healthcare. Initially created to help people living with dementia, the project is now broadening to encompass a range of patient types. It is also being used to reduce stress levels in staff to improve attendance and quality of life.



## What actually is VR for health?

Using a Virtual Reality Headset, the service enables users to access a wealth of opportunities they may otherwise be unable to experience due to their health.

Currently created exclusively in real-time 3D, enabling the delivery of experiences that have a high level of immersion and control in what happens in each scene.

This is important because, with dementia, in particular, the level of stimulation needs to be very accurately controlled.



### Choice of scenes

- Nostalgic Beach
- Woodland Forest
- Luxury Yacht
- Coral Reef
- Scuba Experience
- International Space Station
- Wildlife Safari
- Ice Lake Scene
- Northern Lights
- Church
- Feast
- Office
- Tropical Island

More designs to come....

# Results

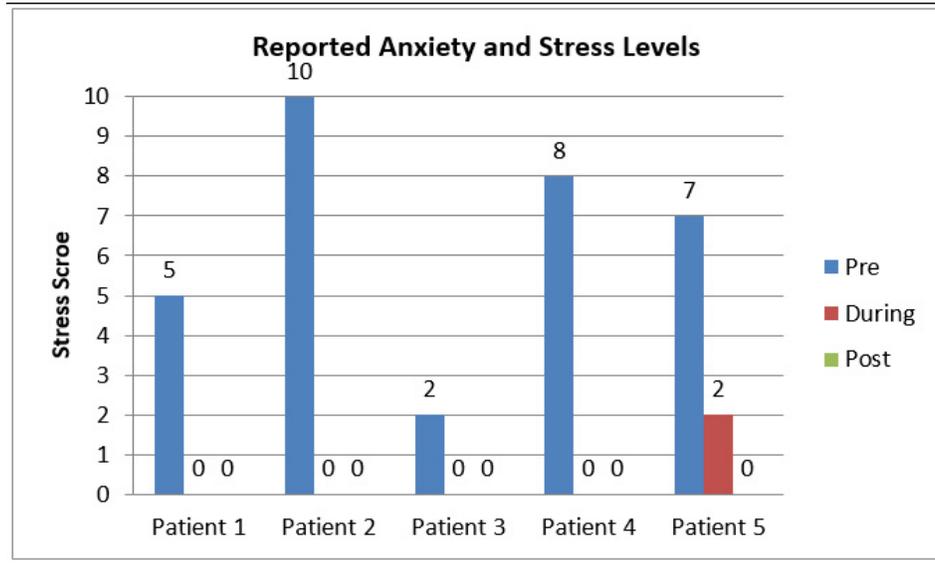
The experience and benefits that the customer receives is very individual. It has a calming feel that in itself creates a butterfly effect, recipients have been reported to:

- seem happier and calmer for long periods of time
- have evoked memories of things they say they have not thought about for a long time
- be in less pain (several users have reported they did not use their usual pain medication)
- sleep better in the evening of the experience
- have improved communication for a marked time after the experience.
- have improved engagement and movement during the experience

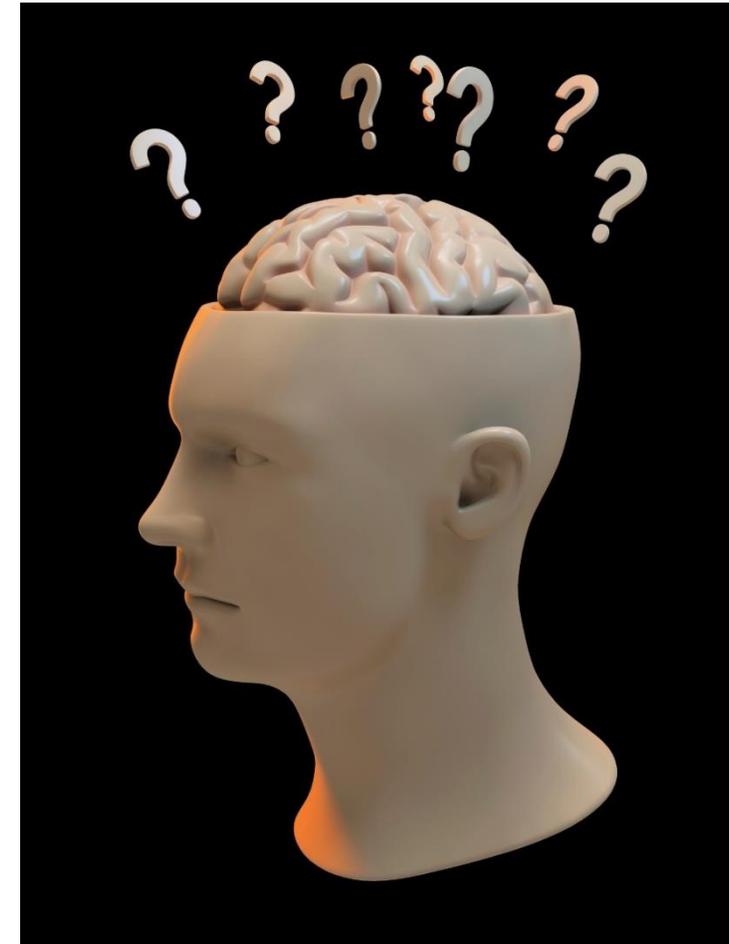
It is shown that although those with dementia may not remember using the equipment that day, the feeling of serenity and happiness tends to remain.



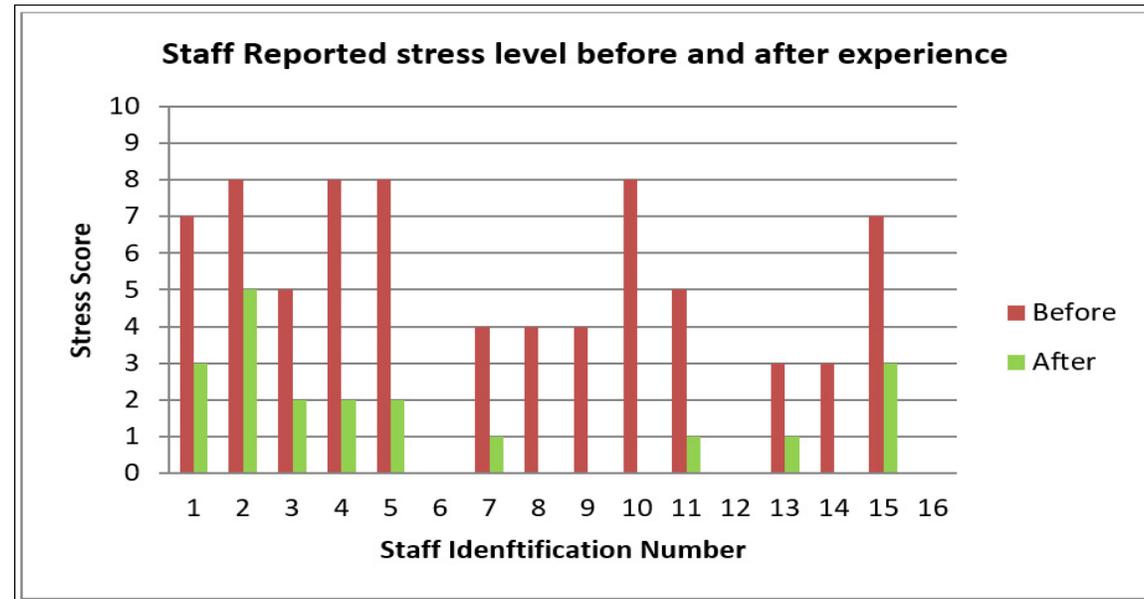
# Stress and anxiety



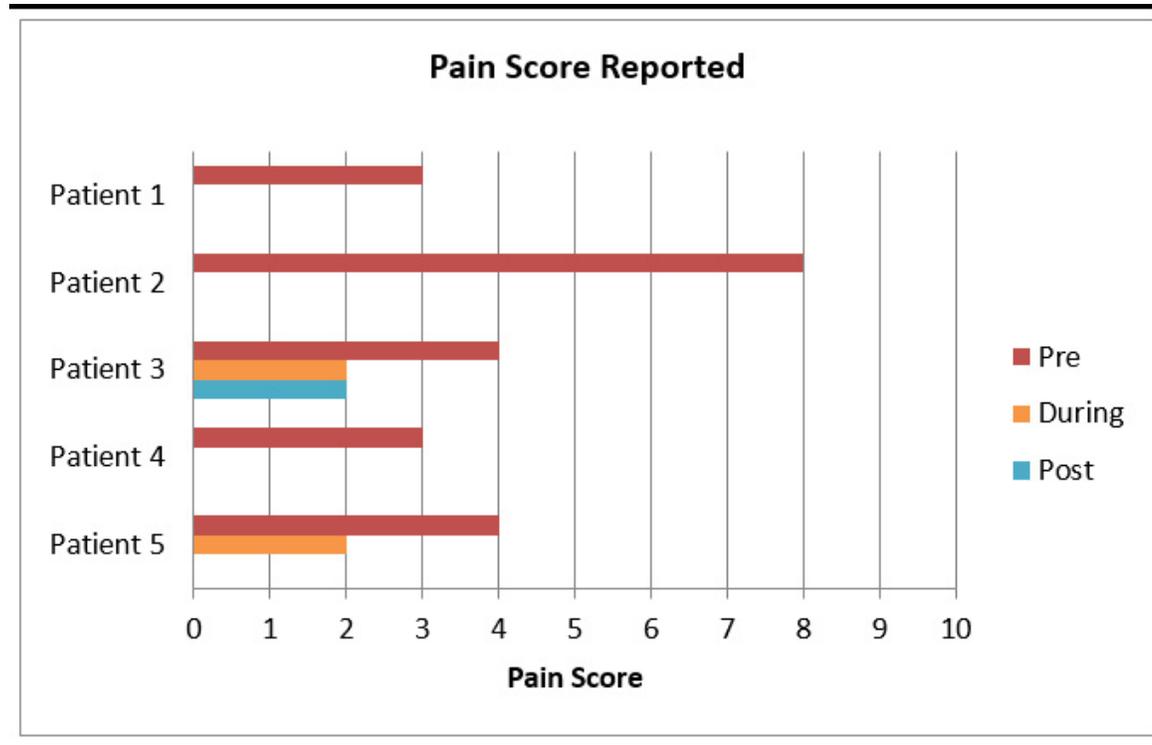
Patient	Pre	During	Post
Patient 1	Bored, depressed	Relaxed	Relaxed
Patient 2	Not very well physically, very uncomfortable, anxious about discharge	Relaxed	Feeling well, chilled, comfortable. It changes your attitude about everything.
Patient 3	Very woozy	Great	Very relaxed and quiet. Chilled out. Feeling energized.
Patient 4	Alright	Nice and relaxed	Fine and relaxed.
Patient 5	Feeling ok	Quiet happy	Better



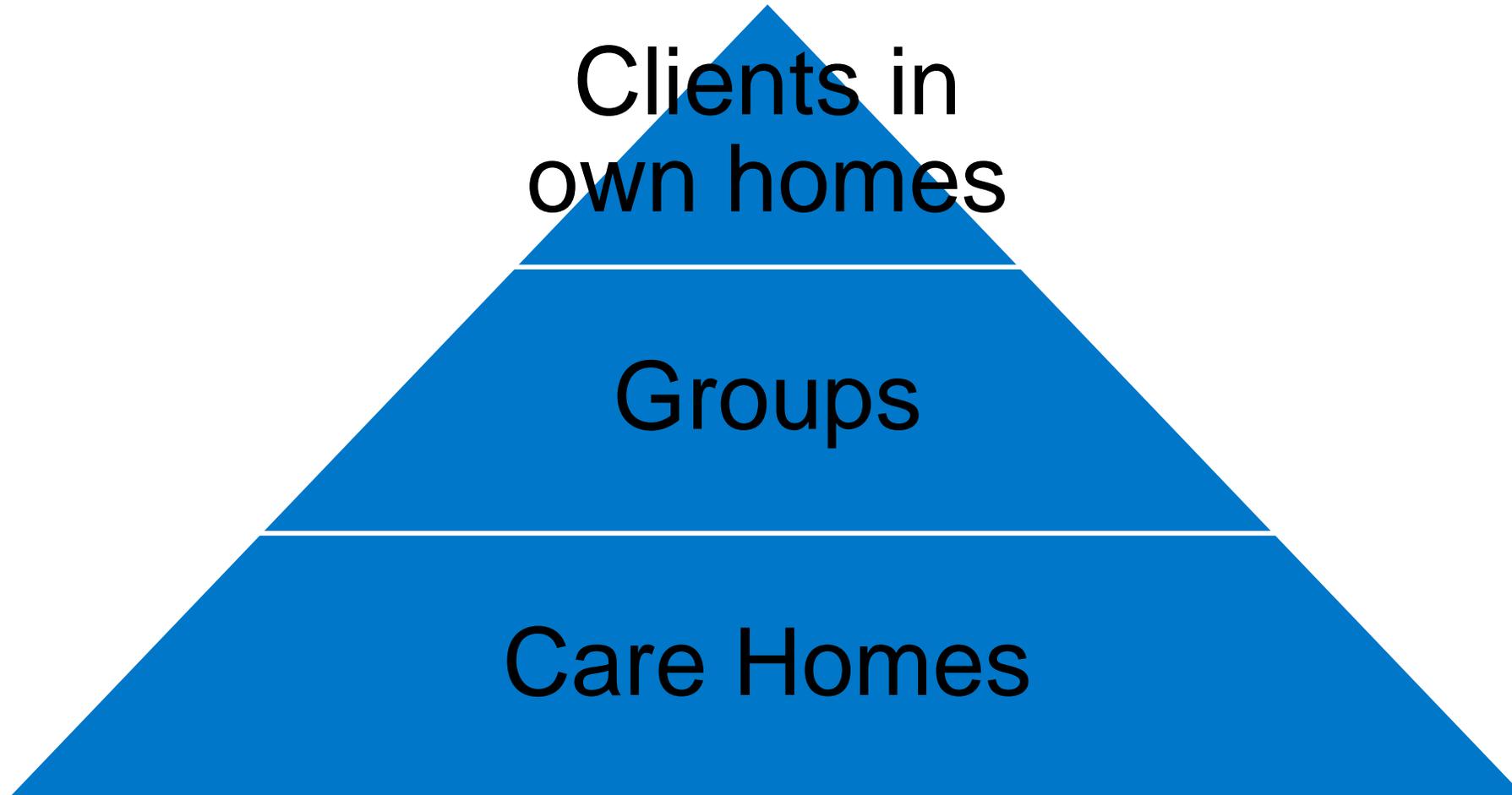
# Work related stress



# Pain



# Who are our customers?



# Case study



## Care Home – Brome Park – Ant Neal – Activities and Volunteers Co-ordinator

“I Have nothing but positive feedback. Every Single person who properly tried out the unit was affected positively, from seeing movements that we have not seen for a long time, to relaxing a resident so much to the point of him easing the pressure on his grip and quietening shouting that can often be ear piercing. The residents families were really happy to see their reactions. We could have easily had the guys here all day as you want to give the residents all the time to enjoy it.”

### Before

Mr X head tends to droop to one side. In his wife's words he is “quite into his disease” which is dementia. He is non verbal. Stares down and doesn't appear to have much focus, his hands are often clasped tightly. Mr X and his wife used to scuba divers and have swam with dolphins so his wife suggested choosing the underwater scene.

### During

Looking around, moving his head to see. Hands relaxed and started to reach out to touch turtles while his wife discussed with him the memories they shared of swimming with turtles on the last holiday they went on.

# Our journey

## Quick wins

- Business case stack up
- Positive data to show good outcomes for a priority demographic – dementia
- Positive feedback from related groups and professionals such as Dementia Care pathway, Horsham District Age UK
- Positive coverage from the media; BBC South and South East News, BBC Sussex Radio, Spirit FM and Local Newspapers. Calculated worth £25,000 free advertising 2.29 million views and listeners
- High numbers of professionals attended launch event including hospital trustees, voluntary sector managers and county commissioner.
- Community Groups have achieved funding for local initiatives

## Challenges

- First Council to offer a service
- No other rental service available
- New concept – how do you explain it to others?
- Turning positive feedback and requests for free trials into bookings
- Continuing to raise awareness to those who could have the maximum impact

## Outcomes

- 100% positive experiences
- Over 400 people have benefitted from the experience
- Growth in awareness in technology
- Supporting others to set up similar services across the country

## Looking to the future

- Working with the TSA to deliver a training package to deliver a VR service
- Wireless Headsets
- Working to build a suite of real scenes that can compliment our current selection
- Linking VR sets to one app, so multiple people can see the same scene at the same time in a group setting
- Outcome studies with partners to help harness the positive effect VR has





**Thank you for listening.  
Any questions?**