



Shropshire
Council

Virtual Care
in Shropshire



**KEEPING YOU
INDEPENDENT**
SAFE AND CONNECTED



careBUILDER®

Introducing Virtual Care

An innovative approach to care & support that

Maximises Independence

Virtual care offers more choice and control to complement, replace or prevent the need for face to face care services, ultimately delivering better outcomes while people remain in their own homes and connected to the people and communities they love.

We are acutely aware of the significant pressure on care providers, stemming from factors like a shortage of professional carers, challenges in reaching residents in remote areas, winter-related pressures, and some reluctance to have face to face care, causing some individuals to withdraw from services to meet their assessed care and support needs.



Flexible Care.
Alternative Choice.



Free Up Capacity.
Easing Pressures.



Reaching more.
Reducing isolation.

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

In simple terms, virtual care involves placing user-friendly technology in individuals' homes. This technology is easily installed and designed to ensure they can live independently and safely in their own homes. It enhances their connection to professional carers, family, friends, and the communities that are important to them. This approach provides more options and control over the care they receive, offering greater peace of mind for both them and their loved ones.

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.

How Does it Work?

Introducing CareBuilder

CareBuilder, as the name suggests, is a comprehensive technology care system designed to enable individuals to maintain independence in their own home. Essentially, CareBuilder comprises of a HomeHub (Touchscreen Tablet) connected to a few, usually four, unobtrusive sensors strategically placed in the home. The system is personalised and built to match an individual's care needs, supporting their overall well-being and enabling individuals to connect with loved ones when needed.

The CareBuilder HomeHub (Touchscreen Tablet)

The HomeHub reminds individuals of tasks like medication, personal care, and meals. It makes prescription reordering easy and offers online shopping and booking services like taxis. Individuals can easily stay in touch with family, friends, and carers with a simple push of a touchscreen button

Video Calling (including multiperson option)

Daily Living reminders (Medication, managing personal care etc)

Automatic "Push" Video

The option of a portable or fixed device

Entertainment Apps



Access to services (Pharmacy, Taxi)

Easy to use buttons and functions

Secure access to the internet

Calendar

Written and Verbal prompts

SMART Lifestyle & Safety Sensors



CareBuilder offers a broad range of compatible lifestyle and safety sensors, providing individuals and their loved ones with 24/7 peace of mind. These sensors also deliver the right information to the care team, ensuring that individuals receive the appropriate support to maintain their independence.

THE SENSORS ARE SMALL, UNOBTRUSIVE AND INCLUDE



Motion sensors



Open/Close sensors
(for doors/ windows, fridges)



The CareBuilder Help Button



Wearable help alarms



Power plugs
(for kettles and microwaves)

CareBuilder's range of sensors include wearables, E-Health devices and the state-of-the-art falls detection



Smart Watches



E-health devices



Radar Falls Detection



All data is stored in EEA - using secured and monitored cloud servers.

CareBuilder keeps individuals connected to their professional carers, including the Virtual Care team, their local communities, and their family and friends. This approach provides individuals with more options and control over the care they receive, offering greater peace of mind and enhanced social connectivity.

Care overview dashboards

Identify trends

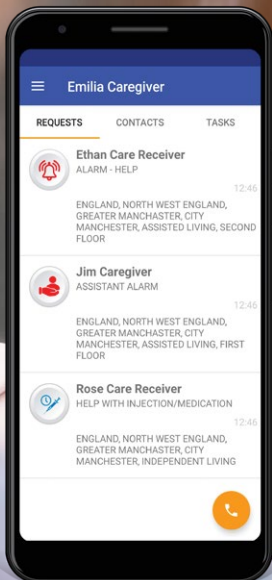
Flexible care delivery

Schedule care reminders

Change sensor rules



- Keeping Carers and Families informed through safe and secure access via online portals
- Using insights, audits, and analytical tools for informed care decisions.



Mobile Video Calling

Peace of Mind

Monitor responses

Calendar entries

What to expect?

Individuals identified for virtual care will receive a CareBuilder device and associated sensors based on their needs and requirements for monitoring. A bespoke Carebuilder system will be installed to support 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 provide active monitoring to enable individuals to remain safe, maximise their opportunities for greater independence and keep them connected to their loved ones.

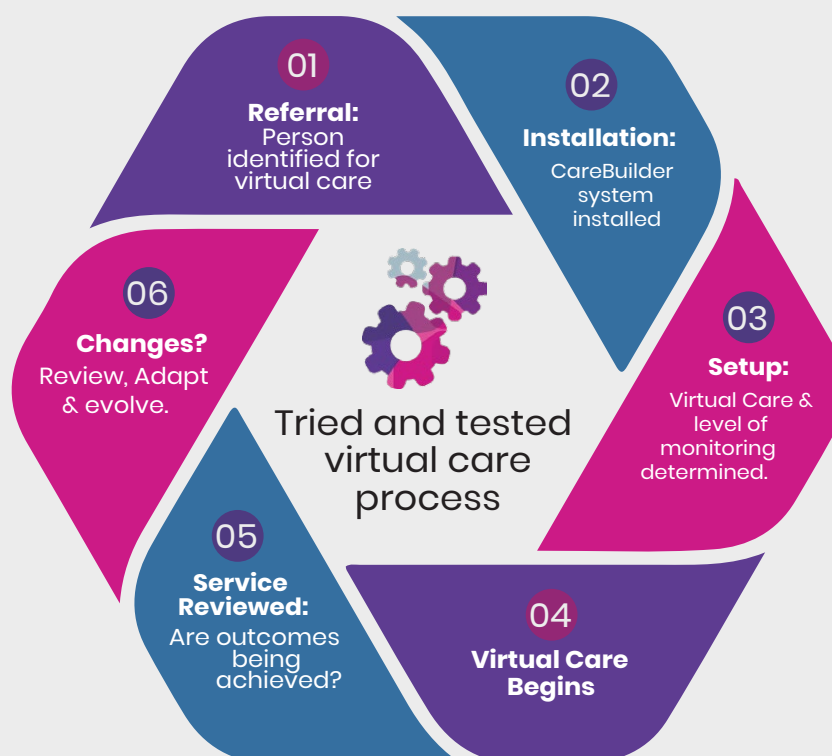
The virtual care service will operate from 9am to 5pm, excluding bank holidays and weekends. The team will also monitor data from the CareBuilder system to ensure they are staying on top of daily living activities and are engaging and benefiting from CareBuilder. Outside of these hours, alerts and any active monitoring that is required, can be assigned to any existing carers that are already supporting the individual.

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



Right Care - Right Time - Right Place

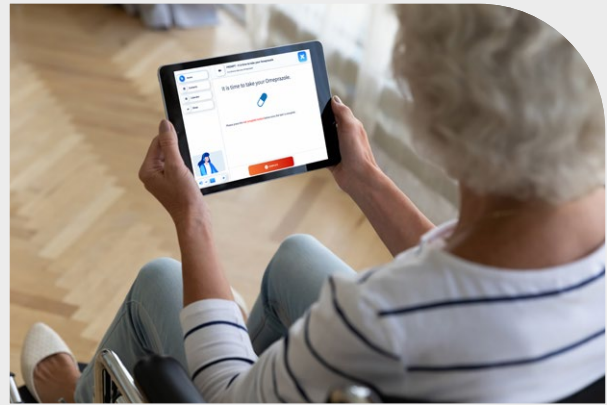
Steps to Virtual Care



Who is Eligible?

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.

Frequently Asked Questions:

What is Automatic “Push” Video:

If there are concerns regarding the individuals’ safety or well-being, pre-identified and agreed-upon carers and family members will have the capability to activate the camera on the user’s Home Hub Touchscreen. This allows them to assess the situation promptly, determining the necessary assistance required by the individual.

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

assistivetechology@shropshire.gov.uk

or contact First Point of Contact on **0845 678 9044**



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