

VIRTUAL HOMECARE

Boost your Home Care capacity with virtual visits



Fosse
Healthcare



Fosse Healthcare online reviews



WE ARE A LEADING CARE PROVIDER ACROSS THE UK



4.5/5 stars from online reviews



ABOUT FOSSE

Fosse Healthcare is a large CQC registered provider of Home Care services, Supported Living Services and Specialist Clinical staffing solutions. We employ in excess of 1,100 staff and deliver in excess of 20,000 hours of care each week through a number of contracts with Local Authorities and NHS Organisations.

As a values driven organisation our mission is to: **help people have longer, happier, healthier lives by focusing on their emotional and physical wellbeing.**

BOOSTING HOME CARE CAPACITY

The recent ADASS budget survey has highlighted the grave difficulties local authorities are experiencing in securing sufficient home care packages to meet needs. As the workforce crisis deepens, imaginative solutions are called for.

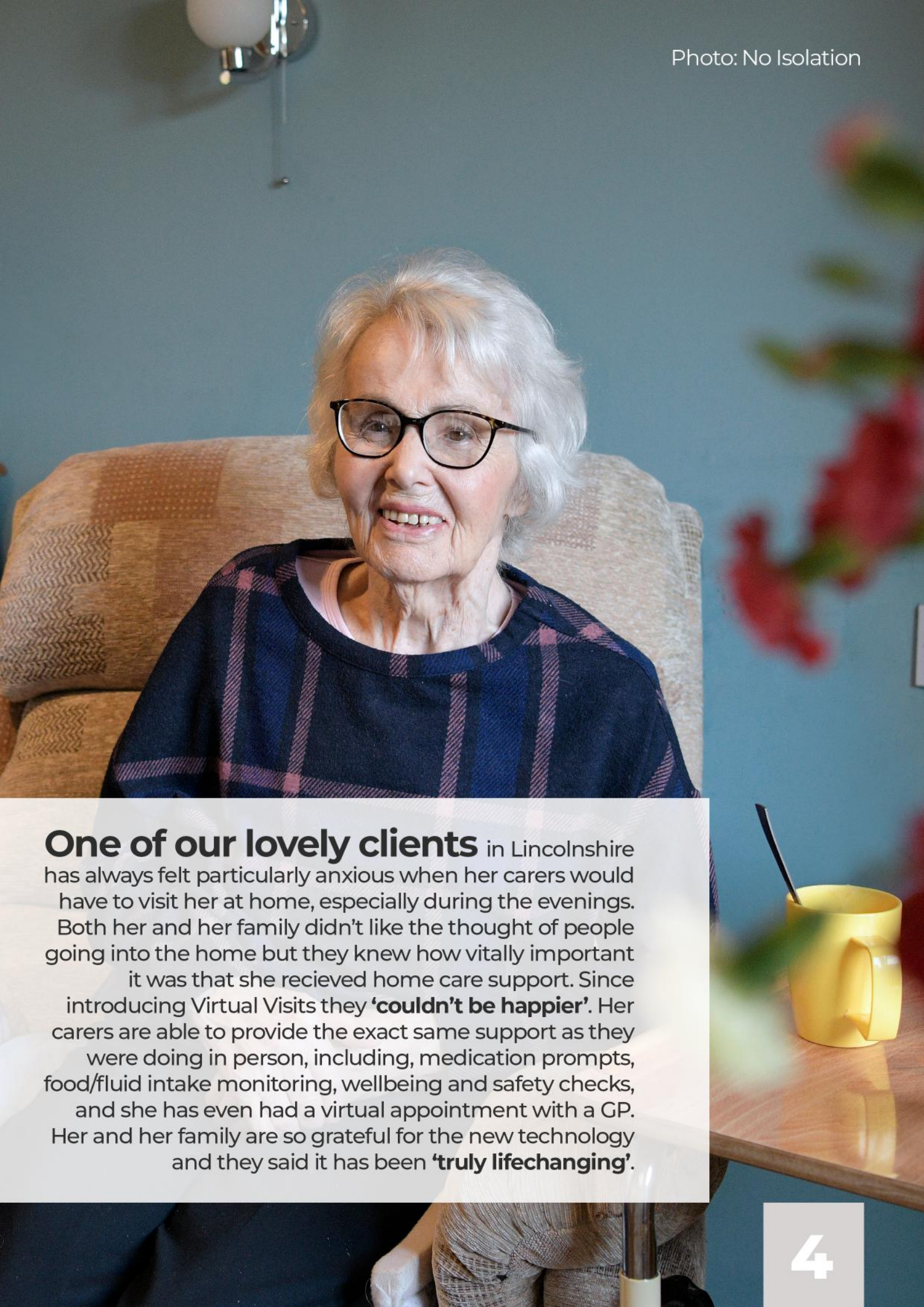
Because of this we have invested in identifying a solution and have set-up our Virtual Homecare Service: bringing together our expertise in delivering care with a mature and proven technology which enables video link with clients in their own homes.



“Our clients are at the heart of everything we do, our focus is on enabling them to maintain or regain their independence.”

**DELIVERING
CARE &
SUPPORT
THROUGH
FOSSE
VIRTUAL
VISITS**





One of our lovely clients in Lincolnshire has always felt particularly anxious when her carers would have to visit her at home, especially during the evenings. Both her and her family didn't like the thought of people going into the home but they knew how vitally important it was that she received home care support. Since introducing Virtual Visits they **'couldn't be happier'**. Her carers are able to provide the exact same support as they were doing in person, including, medication prompts, food/fluid intake monitoring, wellbeing and safety checks, and she has even had a virtual appointment with a GP. Her and her family are so grateful for the new technology and they said it has been **'truly lifechanging'**.

WHY VIRTUAL HOMECARE?

Data shows that up to 20% of all home care visits could be delivered virtually, freeing up much needed physical capacity on the ground across the existing home care providers to support with the growing waiting lists. For example:

- Existing clients can continue to receive physical visits from their existing providers with some physical visits safely replaced by virtual visits delivered by our central Fosse Virtual Homecare Team.
- Other clients may be able to achieve their outcomes via our Fosse Virtual Homecare visits only.

VIRTUAL

**WHAT CLIENT'S
OUTCOMES AND
SERVICES CAN BE
DELIVERED
VIRTUALLY?**



- Welfare and wellbeing checks
- Monitoring health and safety and reducing risks
- Reablement support, for example after a hospital discharge or a period of ill health or rest bite - short term additional checks
- Medication management, checks and prompts
- Monitoring progress on outcomes which are important to them



HOMECARE

- Reviews and multi-disciplinary meetings
- Food and fluid monitoring and prompting
- Support them to maintain their diaries with (for example - health and social appointments)
- Safety checks, e.g. front door lock, fires off, opening/closing curtains, visual hazards etc.
- Social inclusion and social activities
- Mental Health support
- Sign posting to existing community services
- Support doing their online food shopping
- Mobility and frailty assessment and support
- Particularly helpful for those hard of hearing (lip reading)

THE TECHNOLOGY



Photo: No Isolation

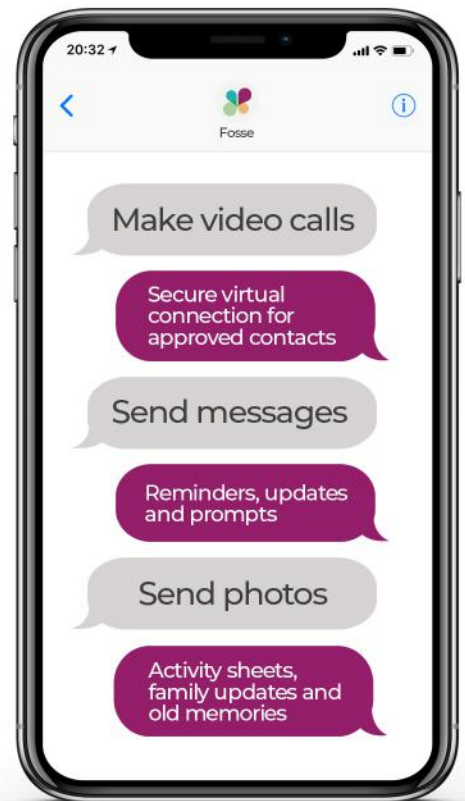
The technology, designed by No Isolation, is catered specifically for elderly people - All the client has to do is to turn one large dial (as seen below). The device is completely self contained and does not require a WIFI network or any accounts. It simply plugs into a standard socket and then can be placed on any flat surface or mounted onto the wall.



Within a clients bespoke care plan we will arrange a set list of approved users such as their carers, family members and their GP. We work with the client to decide when and how often they would like each of these users to be able to connect with them.



- 21.5 "screen with high contrast and a clear image
- No touch screen, controlled with only one button
- Installed and managed through the app
- Clear & loud sound with 88 dB
- 5 megapixel camera
- Integrated SIM card module with Support for 4G
- Size: (D) 11.3 cm (H) 39.5 cm (W) 58.5 cm





BENEFITS

- ◀ Commissioners
- ▶ Clients & their families

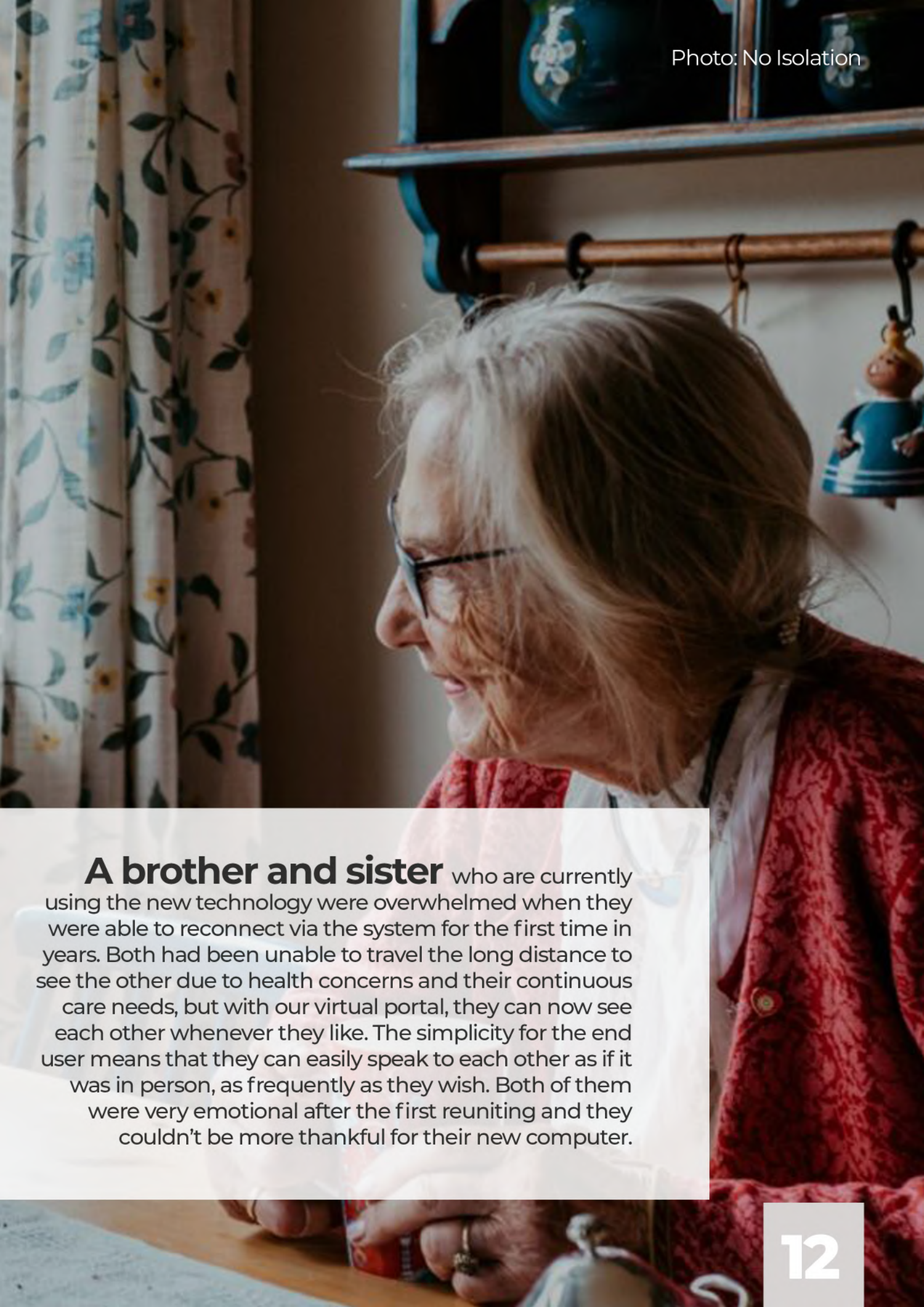
- ✓ **Frees up capacity**, therefore helping Local Authorities address the growing waiting lists, on your existing local providers as some visits can be safely delivered virtually by Fosse Virtual Homecare
- ✓ **Improve enablement and re-ablement outcomes**, whilst promoting and maintaining independence
- ✓ Could perform as a **bridging service from hospital to home**, preventing delayed discharges
- ✓ **Care reviews** could be done virtually (Example - Enabling social workers access to the Video Technology link)
- ✓ **Saving on travel and mileage** related costs, therefore improving productivity
- ✓ **Supports preventative intervention**
Other health professionals, such as **GPs and nursing teams, could also access the video link technology** to see the client and deliver support virtually
- ✓ **Supports contingency planning and crisis management** (Example - Physical carers can not get to the client, i.e. flooding, snow, heat waves, etc.)
- ✓ **Reassures clients and their families**

- ✓ Less intrusive for the client as it reduces footprint into their home, whilst **improving the continuity of care and promoting independence**
- ✓ **Supporting a strength-based approach** to enable and reable clients
Can **substantially improve mental health and wellbeing** by reducing social isolation - Preventing deterioration
- ✓ **Provides reassurance and opens opportunities** to engage in social activities
With consent, **family members could be given a access to use the video link technology** to see their loved ones at any time
- ✓ Through our Family Portal **families can access all the virtual visit information** - Strengthening the social network for the client and improving communication
- ✓ **Positively impacting their physical and mental wellbeing** through fun and engaging activities which can be delivered remotely

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RECONNECTING SIBLINGS WHO HAVEN'T SEEN EACH OTHER IN YEARS





A brother and sister who are currently using the new technology were overwhelmed when they were able to reconnect via the system for the first time in years. Both had been unable to travel the long distance to see the other due to health concerns and their continuous care needs, but with our virtual portal, they can now see each other whenever they like. The simplicity for the end user means that they can easily speak to each other as if it was in person, as frequently as they wish. Both of them were very emotional after the first reuniting and they couldn't be more thankful for their new computer.

QUESTIONS & ANSWERS

IS IT SAFE?

We'll work closely with your social workers and commissioning teams to identify clients who would benefit from this service

Bespoke care plans and risk assessments are produced with clear outcomes and actions

All visits are logged and documented

The technology is fully supported and PAT tested yearly

HOW DOES IT FIT IN MY EXISTING COMMISSIONING ARRANGEMENTS?

We can work on a flat fee per visit, inclusive of the technology and the care delivery, or work within your existing commissioning arrangements

WHAT IF A CLIENT DOESN'T ANSWER?

We follow our No Reply Policy and as part of our Care Plan we agree with each client a specific 'No Reply Plan' which includes: Ring the client | Contact NOK or secondary contacts as agreed in the care plan | Let the LA know | If there is an existing provider #delivering physical care we would let them know | Contact life line if appropriate | Ring the local hospital

ARE YOU ALREADY DELIVERING THIS ELSEWHERE?

Yes, we have live clients commissioned by Local Authorities in the East Midlands who receive Virtual Visits.

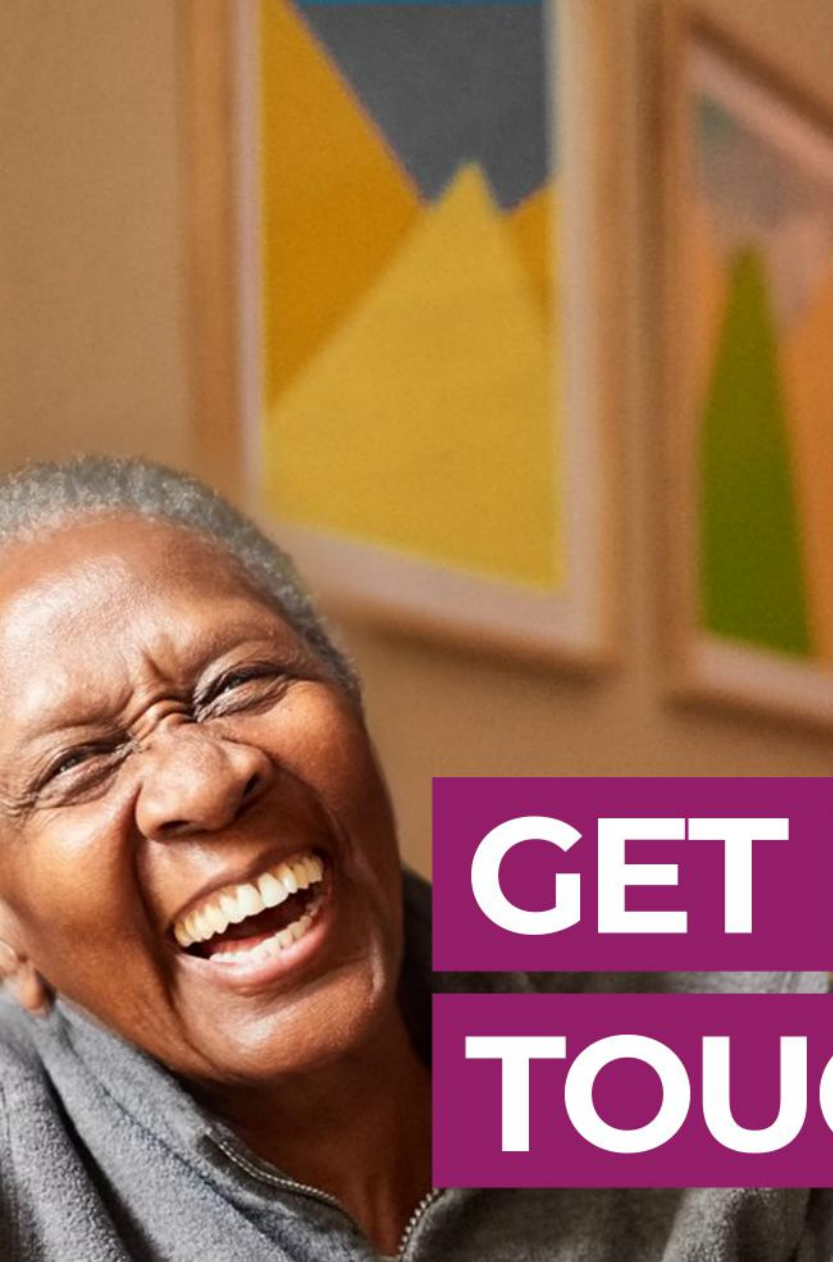
ARE CLIENTS RECEPTIVE?

Yes, feedback so far has been extremely positive as the clients feel a virtual visit provides them with the necessary support with minimal intrusion to their daily life. Families are also big advocates as they are able to use the technology to reconnect with their loved ones.

HOW DO YOU SAFEGUARD THE PRIVACY OF THE CLIENT?

We document the client's consent and we position the device in the home where the client feels it's best. The client always has a choice of switching the device off by turning the dial down. When a visit is made the device rings and gives the client a time window countdown on screen to warn them of an incoming call. If the client is not in the same room, as the device uses highly sensitive microphone and loud speakers, we can still interact with them.





GET IN TOUCH



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You can also check us out on social media:
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