



Introducing Virtual Care

What is it?

WM5G in partnership with



What is Virtual Care?

Definition:

→ The dictionary definition: *“Virtual care encompasses all health and wellness services delivered remotely through digital technologies.”*



BUT

Specifically for Alcove's Virtual care Agency – it is delivering care tasks via a video call using REAL Carers (yes, real people) on locked down video calling devices to save a real care visit.

[Watch this video of 'David's Story' to bring it to life](#)

Results of Alcove's Virtual Care Service founded **only 18 months ago**

Alcove's pioneering Virtual Care Service (VCS) **launched in Jan 2023 is transforming the face of care.** We estimate that our new model of care, if deployed across the UK, would save **£153m** in its first phase.

What is it?

Virtual Care is a **REAL**, human carer providing care on a video call on a secure locked down internet enabled device when physical, hands on care is **not required** or **blended** into a current domiciliary or reablement care package delivered by a care agency.



www.youralcove.com

Service & Engagement

24,500

virtual care visits
per annum



2052

virtual care calls
scheduled for this month!

Virtual Visit Types include medication prompts, food and drink prompts, befriending and well-being calls



Social connections



245

friends & family
connected to
our users



12.7%

of calls are made
with family and
friends



87.3%

of calls are made
by the Alcove
Virtual Care
Team

Rural and city reach



We have extended
across **London, the
North West and the
East of England**



125 hours of
video calls in
the last 2
months

to/from VCS Clients

72% of all Virtual
Care Clients are in
Norfolk. The
remainder are in
Liverpool and the
**London Boroughs of
Barking and
Dagenham**

The Problem facing the UK and Why Virtual Care is important:

- 
- An abstract, flowing, organic shape in shades of blue and purple, resembling liquid or smoke, located on the left side of the slide.
- **Social Care Budgets are challenged, we know this. But there are also not enough people entering the care industry and we are losing many.**
 - **There are vacancies for over half a million care jobs – the care industry is leaking care staff to the supermarkets, Pret etc**
 - **We must provide an enhanced way to attract the younger workers into the industry**
 - Contrary to the Care Act 2014, it is estimated that 15% of English local authorities and roughly 30% in

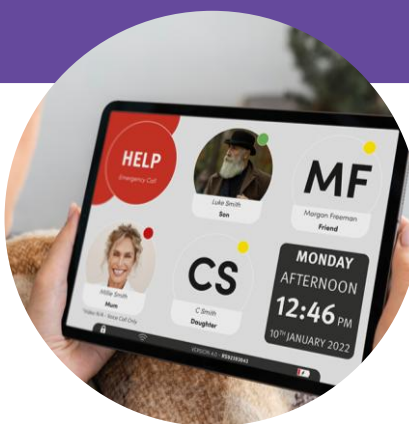
Wales and Scotland perform 15-minute in-person care visits.

- National guidelines indicate that 30 minutes should be the minimum contact time for visits in person.
- Approximately 50% of care workers do not get paid for their travel time. This is BAD!!
- Sometimes, the care worker assigned for these visits may vary due to availability (agency staff) or logistics, and the visits could be rushed and impersonal.

Despite warnings -15 Minute Visits are still a thing

Virtual Care gets delivered to user on the secure, super simple Alcove Video Carephone

Fig 1: The Alcove Video Carephone is a super simple one touch device that connects carers, families and friends and is used globally to make older and disabled adults live more independently and allow for secure delivery of Virtual Care Services, and other positive benefits.



Virtual Care

Virtual Care caller happens on the secure, super simple Alcove Data Portal

Fig 1: The Alcove data portal allows for secure delivery of Virtual Care calls, outcomes, success and listing for Virtual Carers

The image displays two screenshots of the Alcove Data Portal interface, illustrating the Virtual Care functionality.

Top Screenshot: The user is Rachael Nichols (RA), Group @@LES, Sensor Activity History. The interface shows a sidebar with Account UAT, Group @@LES, Resident @1 UAT : (A8...), Resident Search, Reports, and Tools. The main content area displays "Outstanding Virtual Care Calls..." with a table of calls. A modal dialog asks "Was your call successful?" with "Yes" and "No" buttons.

Resident	Status	Action	Carephone use
Kelly Cake	Status: in progress	Calling...	Friends/Family
Kelly Cake	Status: to be called	Call Now	Virtual Care
Kelly Cake	Status: completed	Call Now	Reminder clock

Bottom Screenshot: The user is Rachael Nichols (RA), Group @@LES, Sensor Activity History. The interface shows the same sidebar and main content area. The "Outstanding Virtual Care Calls..." table is displayed with a "Load more" button at the bottom.

Resident	Status	Action	Carephone use
Kelly Cake	Status: to be called	Call Now	Friends/Family
Kelly Cake	Status: further action	Call Now	Virtual Care
Kelly Cake	Status: completed	Call Now	Reminder clock

Case Study: Eduardo's Story

Eduardo lives independently in Kent at risk of Isolation, with Alcohol & Medication Issues. Family very worried and fund his care themselves - they had been paying for 15 min visits twice a day for Eduardo at a cost to them of £9k per annum. There had been a Service failure around ensuring taken meds as the carers had been putting 'self medicating' in the files and he wasn't.

He was given an Alcove Video Carephone (as well as a package of sensors) and with the video carephone in place, the team have reduced the physical visits, replacing them with video calls from parents and carers by a Care Worker provided from Provider Supercarers. 25% of the Care Package was then conducted via Video call mainly to ensure Meds are taken but to perform other tasks.

The tasks performed between Eduardo and his Carer Suzy included:

Medication
Prompts and
reminders – taking
the meds 'virtually'
together

Eduardo
Creaming his legs
under the virtual
supervision of
Suzy

Making sure
the dog bowl
was filled

Opening the post together (Eduardo opening,
Suzy guiding and helping to read some bits
Eduardo can't understand as she can see
when he holds the letter to the screen) and
leaving it in the post bowl for his family to see.



Benefits – Outcomes and Soft Benefits

We have been lucky enough to collect some really lovely case studies from our brilliant users, here are is Joyce's Story and the Comments from her daughter:



Joyce is one of our Liverpool Virtual Care clients who has been with Alcove since October this year. She suffers from dementia. She receives three daily virtual Care Calls from Alcove for well-being chats and food/drink prompts throughout the day which are in the morning, afternoon and evening. She is living alone at the moment and is able to live independently with some assisted social care and daily care from her family. Joyce spends her time with family, she adores her children, grandchildren and great grandchildren. She really likes having

a pretty garden and used to enjoy tending to the garden herself. Joyce really loves testing her memory with the Virtual Carers who call her daily, she is always remembering personal facts about the ladies and stories they have told her. When she is able to recite it, it makes her really happy. Alcove's Virtual Care Calls ensures in providing Joyce a smooth daily Virtual Care experience, consisting of regular well-being calls, as well as befriending calls throughout the day, to aid in the social and connectivity aspect of her virtual care.

Comments from Joyce's Daughter Jan: I think the virtual care calls are wonderful. It is lovely seeing mum so happy when she answers the call and chats with you all. The calls give me peace of mind knowing that she is ok when I am not there. The text message feedback is so welcome and appreciated. It helps when I know she has missed a call too, as I can then ring and check in on her. Thank you all for being so lovely and making mum happy.

Benefits – Outcomes from a real family Part 1



Mavis' Story

Mavis is one of our beloved Liverpool clients that we have started daily virtual care calls with this year as part of our fairly recent Liverpool project. She lives by herself at home and has her family and carers that come in throughout the week to look after her. Mavis suffers from memory loss at her age, hearing loss and speech issues.

Mavis' virtual care calls consist of encouraging her to eat and drink, and having a general chit chat. She is very close with her family who visit her throughout the week; these calls were put in place to put the family at peace of mind during their busy working hours that someone will be chatting to her on the Video Carephone.

Her daughter Janet works long hours on certain days of the week and so can't always be at Mavis' home.

Benefits – Outcomes from a real family Part 2

Mavis' family were concerned about her losing her speech ability. That's when an Alcove Video Carephone was given to Mavis.

Mavis receives daily virtual care calls and regular reminders to encourage her to eat and drink.

Mavis' daughter Janet said, that she was concerned how Mavis would be in the virtual care calls due to losing her speech ability, but she has been able to chat very comfortably with Alcove ever since. The Virtual Carer team at Alcove have noticed how Mavis has opened up with the team and gotten more comfortable over time.

Janet commented that she finds it very reassuring how Alcove send her an SMS after every call with Mavis to let her know how the call went. Also whilst she has gone away on holiday the calls were especially helpful knowing that the team would call Mavis each day and make sure she's ok.

“

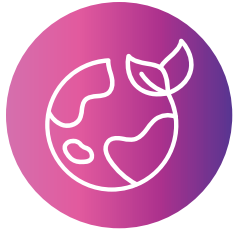
Mavis' Daughter Janet said:

Mum was very anxious about answering the calls at first and speaking with strangers as she said she didn't know what to chat about. Well you can see how her confidence has grown over the months. Thank you for all your support it is truly appreciated by myself & the family.

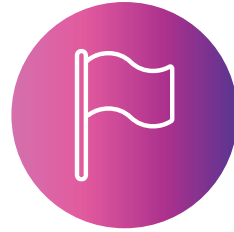
”

Benefits – Outcomes and Soft Benefits

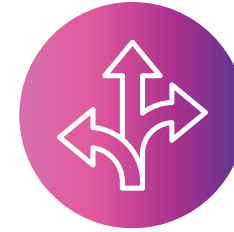
Other Soft Benefits:



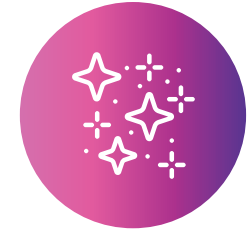
Environmentally sustainable: Reduces carbon footprint with no fuel consumption.



Market independence: Unaffected by fuel price fluctuations, ensuring consistent service.



Flexible workforce: Allows carers to be redeployed efficiently to meet changing needs.



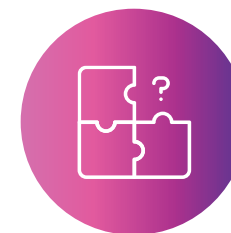
Enhanced independence: Promotes greater autonomy for users in managing their care.



Consistent support: Provides reliability and continuity of care for users.



Agency stability: Mitigates risks of care agency breakdowns with reliable virtual care.



Overcoming logistical challenges: Addresses smaller village area issues like flooding, ensuring uninterrupted care.

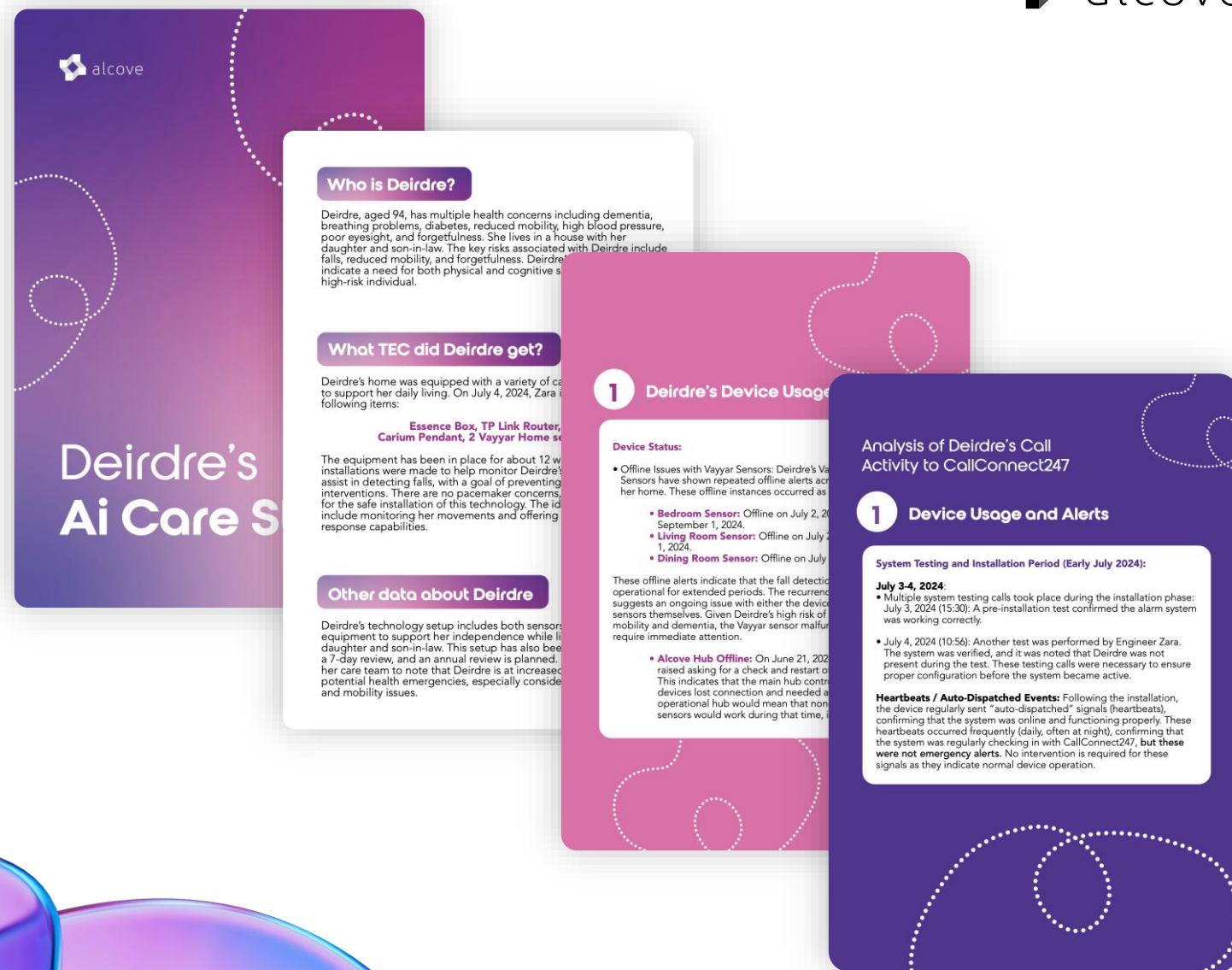
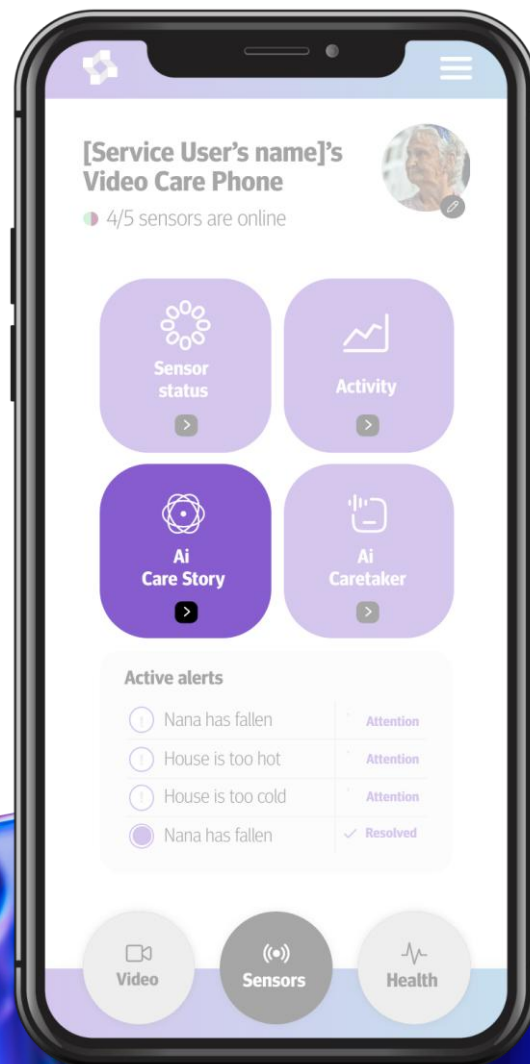
An Alcove Virtual Care Visit is £10.50 thereby representing a 45% Reduction in cost.

The Business Case

- Alcove supplying one remote Care Worker could be doing 40- 50 virtual visits each day comprising:
 - Virtual Medication Checks and Compliance Virtual Visits
 - Start off with video virtual med visit – moving down to reminder and perhaps sensor on med cabinet as back up with alert into operator
 - Virtual Health Checks using devices e.g Pulse Oximeter
 - Can make amends to CRM to collate health vitals or input directly into LA CRM if granted Access
 - Virtual Welfare and Care Calls Outbound (Help @ Home is inbound)
 - Give us the visit requirements and we will record case notes in our crm with bespoke form or your CRM
- We would need the packages to be given to us as a care agency
- For every three full-time remote care workers, we predict that 120-150 welfare checks, health checks, and medication compliance virtual visits can be performed daily as opposed to 10-20
- This is a 10x ROI for the council on hourly spend for care
- Alcove Limited have a proven track record and extensive knowledge and experience of providing Video Carephones, and a Virtual Care Agency including the provision and support of technology – nationwide and in Norfolk since 2020.



Ai Care Story



More Ways of using Virtual Care

