



CASE STUDY

IMPLEMENTATION AND SUCCESS OF REABLEMENT AND VIRTUAL CARE SUPPORT

Careium's partnership with Ethelcare, an innovative virtual care service, has been delivering impressive results through a pilot project with Cumberland Council. It has shown that Ethelcare can effectively enhance care delivery, promote independence, and reduce care costs. Some service users were even able to transition to a fully virtual care model, which allowed them to receive care and support from the comfort of their own homes. This not only improved their quality of life but also reduced the need for costly in-person visits and hospital visits.

CASE STUDY ONE

Dawn began using Ethel in December 2023 to assist with her daily tasks following her discharge from the hospital. With the support of Ethel, Dawn was able to gradually reduce her physical support needs. The call times were tailored to align with Dawn's sleeping and bedtime routine, which she found beneficial for boosting her confidence in her home environment.

As Dawn progressed with the Ethel support, she realised that her challenges were more related to paperwork, benefits, and accessing the community. It was therefore decided in consultation with Dawn and her social worker that third sector support would be more suitable for her needs.

Reflecting on her experience, Dawn expressed that Ethel had helped her gain confidence in completing tasks at home, knowing that support was available if needed. She acknowledged the positive impact of the support in her reablement journey.

"With NHS services in high demand, virtual care delivery can be revolutionary for local authorities and organisations. We are delighted to see the benefits unfolding for residents of Cumberland Council and to have supported them with the pilot. We have strong partnerships with our customers, who use our social alarm products and monitoring services, and we look forward to supporting many more local authorities with the introduction of this technology."

Gary Clark

Technical Director, Careium



CASE STUDY TWO

In December 23, after being discharged from Cumberland Infirmary, Mr T started on the Ethel pilot. The initial assessment determined that he required morning reminders to prepare for the day and manage his routine. A physical visit from a reablement support worker was arranged in the evenings to assist Mr T with his main meal, hydration, and nutritional intake, as well as conduct welfare checks.

As Mr T regained his confidence and relearned essential skills, the care plan was modified to include two Ethel calls and no physical visit, showing flexibility and adaptability of the service to cater to Mr T's changing needs.

Throughout the process, Mr T and his family found Ethel to be a crucial tool in ensuring his safety and managing his care and support needs at home. Interestingly, Mr T responded more positively to formal support from Ethel and the support worker than he did to his family's advice. His willingness to hydrate and nourish himself improved when he was interacting with the Ethel support worker, displaying a form of independence that he resisted when his family intervened.

Recognising the benefits of the Ethel device, Mr T and his son expressed a desire to retain the device after the pilot period. They appreciated the convenience it provided, especially when their own family and life commitments prevented them from physically checking on Mr T.

Throughout the Reablement episode, three reviews were conducted, leading to gradual reductions in care. Currently, Mr T is in hospital but is open to resuming Ethelcare after his discharge, pending an appropriate assessment.

This case study illustrates how the Ethel device and support services can significantly enhance the care and support provided to individuals, and foster a sense of independence and confidence in them. It also shows how such a service can be a valuable resource for family members, providing peace of mind and a reliable contact point when they are unable to be physically present.





CASE STUDY THREE

Mr R, after an extended stay in hospital due to issues around his medication routine and not eating and drinking enough, was discharged early 2024. There were concerns about him returning home due to his health conditions.

At the initial assessment the Reablement Review Officer explained to Mr R and his nephew about Ethelcare. Mr R's nephew, worried about his uncle's potential hospital readmittance, agreed to install broadband to facilitate the support system. He was reassured that this would provide the necessary level of support for his uncle.

While waiting for the broadband connection, Mr R was provided with reablement support four times a day. Once the Wi-Fi was installed, a review was conducted to assess Mr R's progress. The results were promising; Mr R was independently managing his medication, personal care, and meals.

Following this Ethel was installed for twice-daily virtual calls to ensure Mr R continued managing his tasks well. Physical visits were gradually reduced and eventually stopped, leaving only the virtual support system.

Mr R enjoyed his interactions with the virtual support workers, sharing his meal preparations and discussing his hobby of collecting minerals. Subsequent reviews showed continuous improvement - Mr R had established a good routine and was managing all his daily tasks independently. He even began to venture out for walks in the town.

Mr R commented on the significant benefits of Ethelcare. He had met his reablement goals and gained full independence with his daily tasks. His mood improved, and he reported feeling more confident. Importantly, the virtual care system minimised intrusion, eliminating the need for staff to visit his home.

Contact us at uk.sales@careium.com to find out how we can support your organisation change its model of care delivery, including pilots and free trials.

