

# VIRTUAL SUPPORT SERVICE



Ethelcare is proud to launch its virtual support service to help alleviate the acute staffing pressures faced by local authorities across the UK. This innovative new service will enable your organisation to offer more remote care and support to those whose care can be delivered virtually.

Ethelcare now has a virtual support team who can undertake virtual visits and help with medication reminders, wellbeing checks, post-discharge checks and security calls. All of this is now possible because of the Ethel platform which comes with a large, easy-to-use, plug and go, 16-inch device which sits in your service user's home.



## VIRTUAL VISITS



### Medication Visits

The virtual support team can virtually visit 6 people per hour, in their own home, to remind and to monitor them taking their medication (*including inhalers, insulin etc.*)



### Post-discharge Visits

The virtual support team can virtually visit your discharged patients to check on their wellbeing for a given length of reablement time (usually 2 - 6 weeks). The virtual support team will agree a list of 'red flag' questions with the clinical team to spot early deterioration. If intervention is needed, the virtual support team will escalate according to agreed emergency protocols.



### Wellbeing Visits

Our virtual support team will virtually visit a person to check on their wellbeing, being able to eye-ball the service user will give realistic insight into a patient's wellbeing and health.



### Telecoaching

The virtual support team can virtually coach users on activities of daily living, meal-prep and health education, e.g., how to correctly use an inhaler. This helps keeps users living more independently for longer.



### Morning or night-time check-ins/ security calls

Ethel can prompt daily check-ins, however, for those who need a little extra support, the virtual support centre can call the user in the morning or at night-time and go through a pre-agreed checklist, e.g., "Mrs Smith, have you locked all your doors? Have you turned off the gas?"

