

USING DIGITAL CARE
TECHNOLOGY TO
SUPPORT ELDERLY AND
VULNERABLE PEOPLE
DURING COVID



What was happening in Suffolk

Increased **risk of exposure** to
COVID

Impact on **people's wellbeing**

Maintaining **capacity** in the
care market

People not seeing **friends,
family and other support**

Rapid rise of **infection levels**

Sustainability of care market

What we did

Engaged with care technologists and market leaders to identify available offers

Commissioned Alcove and Rethink Partners to deliver **Suffolk Virtual Care Response**

Engaged with key stakeholders

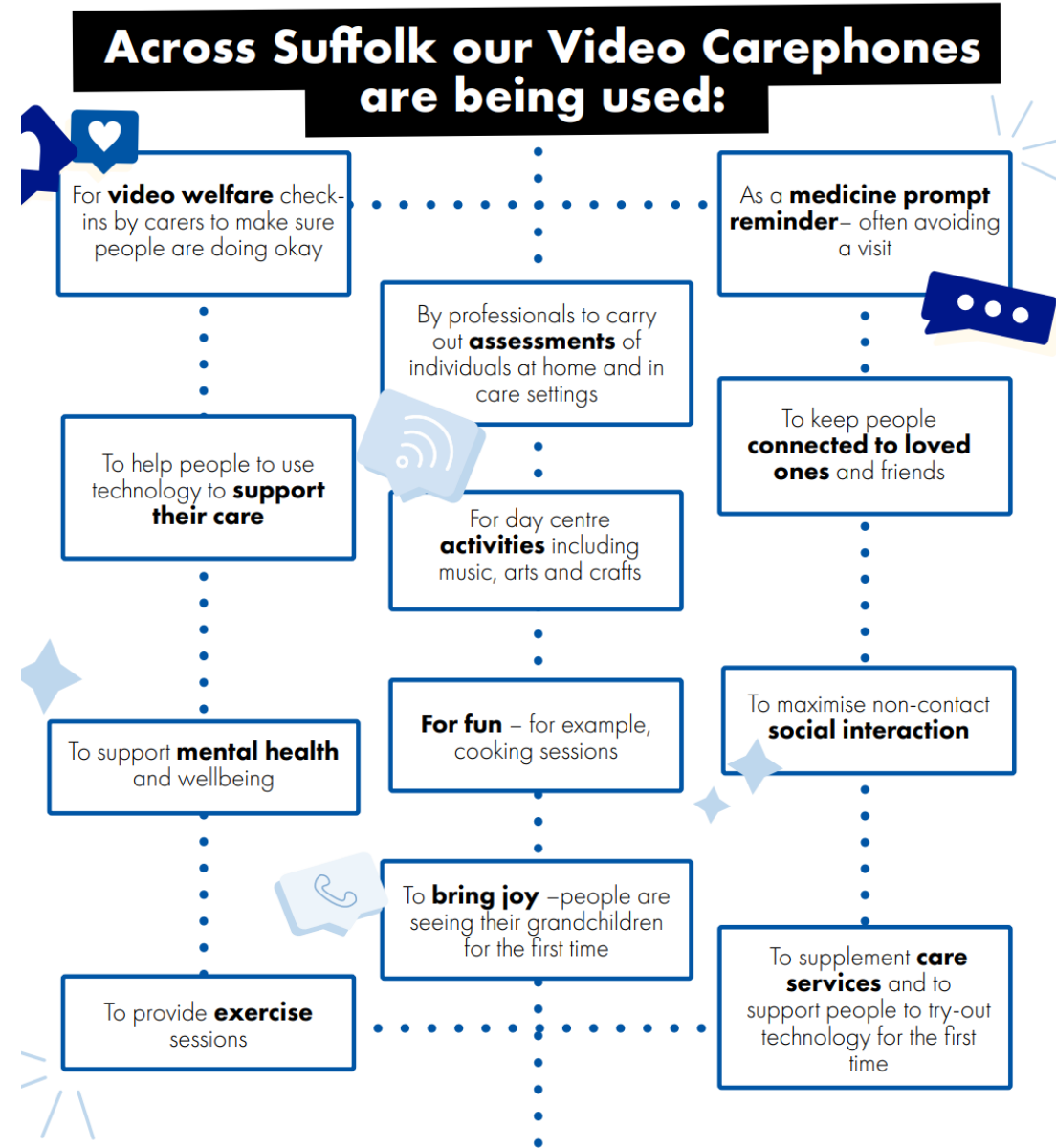
Reached out to Suffolk Residents

Rapidly set up networks of virtual support

The Solution



How were
they used



What we have achieved

We have achieved what no other care technology project in Suffolk has achieved before.

We have delivered over **1,200** video carephones

We have generated over **75,000** video calls which have totalled nearly **300,000** minutes



Jeni who has never used technology before and hasn't seen her family in Derbyshire for months, managed to see her grandniece walk for the first time – on video!



Gloria is unable to attend the day centre in person and really misses her friends. Her support worker has given her a bingo card so she can participate in the game through her Carephone while at home.



Susan, who has a learning disability, loves speaking to her support workers through her Carephone and has named it 'John'. She is very excited to be going on holiday and is taking 'John' with her so she can give everyone at the day centre a virtual tour of her chalet.



The family in Australia, who managed to talk to and see their uncle Tommy before he sadly passed away. They were very grateful to be able to see him in his final weeks.



Florence, who is 104, loves her Video Carephone and is very impressed at how easy the tech is. She would love for 'everyone she knows' to be added to make calls. She had never used technology before.



Kevin from Potsford Care Services in Suffolk, shows Bryan (right) the care farm through his tablet during lockdown - as Bryan missed seeing the animals.

What have we learned?

Culture change

Early **engagement**

Dedicated **Comms** Team

Governance and decision making

How learnings have enhanced our
Digital Care Partnership

Cassius.

Cassius Technology



Cassius.

Service so far

- Cassius has been operational since July 2021, after a rapid service build.
- We are seeing significant levels of referrals with 1,900+ people referred to date and over 3,500 devices deployed in the field.
- Generated significant benefits in terms of outcomes, quality and savings opportunities.
- £6 million in cost avoidance savings, 600k in cashable savings and a 97% happiness rating.