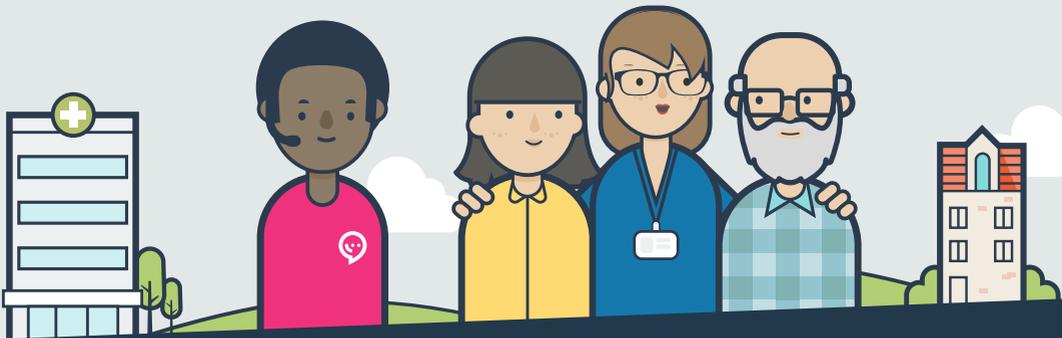


WellBeing Proactive

an Alertacall service

cost effective
daily contact

Enables social care & NHS organisations to improve outcomes for individuals with higher needs while delivering service efficiencies.



www.alertacall.com


alertacall
bring contact to life

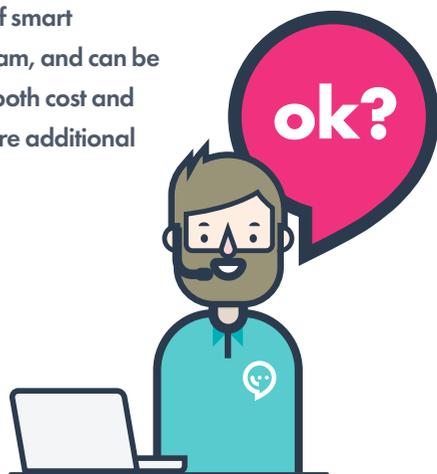
introducing WellBeing Proactive

A powerful daily contact service for health and social care providers when supporting people with higher needs in their own homes. WellBeing Proactive enhances service delivery, improves patient outcomes and reduces costs, all at the same time.

Social services teams, GP practices, hospitals and other social care or health professionals will see improvements when the service is provided to any of the following higher needs groups:

- Older people living on their own
- Those with chronic medical conditions e.g. diabetes, epilepsy
- Early stage dementia sufferers
- People with mental health issues
- Individuals with learning disabilities
- Those who are lonely and socially isolated
- Single people being discharged from hospital
- Victims of domestic violence
- Others who require OT or carer support

Wellbeing checks are delivered through the use of smart technology and a highly trained contact centre team, and can be used to deliver information and prompts, saving both cost and time. The service also helps to focus resource where additional customer support may be required.



service features & benefits

- ✓ **daily wellbeing checks**
A highly cost effective way to confirm that customers are safe and well once a day, more often if required, 365 days a year.
- ✂ **save staff time**
With the confidence that daily wellbeing checks are in place and the ability to detect shifts in changing needs, WellBeing Proactive helps reduce the intensity of contact by service users with social care teams and health professionals.
- 🔔 **reduce missed appointments**
Appointment reminders delivered by voice message (which is often more effective than SMS) will lower “no shows” at hospitals or GPs, or wasted journeys for in home visits.
- 👤 **fewer GP appointments and hospital readmissions**
Daily contact, with medication and social prescribing reminders, will improve recovery rates and reduce the impact of the “worried well” on your services.
- 🗣 **reduce loneliness**
The option of personal contact from a specially trained team 365 days a year to exchange useful information and reduce loneliness and isolation
- ☰ **more informed case reviews**
Daily contact provides valuable insights when making decisions about the right care and support packages required.
- ❤ **improve patient mental health**
All our team members are trained in mental health awareness and can provide valuable contact 365 days a year for those suffering stress, anxiety or depression, potentially reducing demands on health and social care services.

how WellBeing Proactive works

To access the service customers are given a special device. There are several versions available, including an interactive tablet - all of which have our unique OKEachDay button. The devices are easily used by customers to control levels of daily contact and engage with various features of the service.

Customers can choose how to engage with the service, and how often; either pressing an OKEachDay button press or wait for human contact from a member of our specially trained team at a pre-agreed time. Our team will ask agreed questions around wellbeing and exchange information with the customer

Perhaps the cleverest aspect of this approach is that frequently, as cognitive deterioration increases, or if customers become distressed or unwell, they increasingly forget to press the OKEachDay button - or consciously choose not to do so. This automatically results in more human contact at the precise time it is needed most.

It is easy to schedule the broadcast of messages to the devices or send messages at short notice if required. This can be used to notify customers of a planned visit, provide appointment or medication reminders, or social prescribing messages e.g. relevant local events or meetings, or simple reminders to undertake exercise or wellbeing activities.

Escalations to nominated parties, such as friends and family members, or carers, can be set for customers who do not engage and cannot be contacted, where that is unusual for them. This proactive approach regularly saves lives and guarantees that people get the help and support they need, even if they are unable to get it for themselves. This is unlike traditional "alarm services" which can be out of reach and offer little by the way of other benefits.



contact drives outcomes

Customers engage with our devices each day to pick up news and information or they are called by our highly trained team.


**press
OKEachDay**

Customers press the OKEachDay button on their phone or other device anytime before a time chosen by them, either once or twice a day. It's free to press, only takes a second and they can then get on with their day.




**messages and
notifications**

When the OKEachDay button is pressed, the device can be set up to play a message to remind people to attend an appointment, wait in for a scheduled visitor or to take medication. Social care and health providers can use this feature to inform patients of any change in service or send out social prescribing prompts.




**reminder
to press**

To help people remember to press, customers are sent a reminder around 10 minutes before their chosen time.




**contact
initiation**

If they still don't press the OKEachDay button, one of our friendly team members will phone the individual's landline or mobile to establish contact and to exchange news and information. This also means customers always have the option to speak to someone 365 days a year, which can also help to alleviate feelings of social isolation and loneliness.




**handover
process**

Any information that needs relating to other parties, for example if we believe the customer is at risk in some way, can be passed on to housing staff, social care or health professionals. Nominated contacts may also include family members and friends where appropriate.




**escalation in
emergencies**

In some cases, for example if we think it's very unusual that we can't make contact with someone, our team may feel it's necessary to call emergency services or let other response services know.



powerful AI detects changing needs

All customer engagements with the service are logged and recorded.

This information is used to generate management reports which are made available online in real time and help social care and health teams focus their time where it is needed the most. Many routine or time consuming tasks are undertaken by the WellBeing Proactive system, both saving staff time, and enabling a greater focus on the activities of greatest benefit.

Changes in the way people engage with the service can over time indicate shifts in their needs, whether this be an improvement or deterioration in health, or simply indicating that different forms of support may be required.

Our AI has been developed by analysing years' of customer engagements, and millions of data collection points. These insights enable earlier decision making when reviewing care packages, case reviews or prescribed medication.

Such changes can be rapid, for example in the case of a UTI, or more gradual in the case of some chronic respiratory conditions or dementia. Likewise, shifts in behaviour can indicate escalating mental health crisis, making the service as relevant for individuals with mental health issues as well as physical conditions.



put contact at the heart of your service

WellBeing Proactive is based upon the principle, pioneered by Alertacall, that by increasing contact with people, in a structured way that empowers them, you can better understand their changing needs, make better decisions and improve their lives.

This is in contrast to offerings that are reactive and encourage contact only in emergencies, like "alarms" or systems that are purely sensor based. These types of services engineer out real human contact because it is perceived as a cost, when in fact, if done well, contact is highly valuable.

WellBeing Proactive has been developed, tried and tested over a decade and gives outstanding value for money.

delivering cost reductions

**£120 average
outpatient
appointment***

**£36 average GP
appointment***

**£222 Average
DTCO cost per
bed per day****

*Matthews-King, A. (2018, Jan 2). NHS appointment no-shows cost health service £1bn last year. The Independent.

**NHS England - DTCO annual report 2017-2018 - June 2018

WellBeing Proactive helps to reduce missed appointments and high frequency attenders.

A single day in hospital through an admission, readmission or DTCO costs more than the provision of WellBeing Proactive for one patient for a whole year.

about us

Established in 2004, Alertacall is the first company in the world to specialise in the development of technology to improve daily contact with people wishing to retain their independence.

It was founded by the original inventor of the "I am okay button" who was inspired by the changing needs of his own grandmother. The company has since gone on to work with dozens of organisations in housing, health and social care as well as private individuals nationwide.

Alertacall was Highly Commended at the National Business Awards for Innovation and has attained endorsement for its consumer services from Dame Esther Rantzen.



"OKEachDay has been so useful. I now get helpful reminders about my appointments and when I need to take my medicine.

I'm not sure what I'd do without it now."

Customer with social care provider

find out more

Contact us to arrange a meeting to find out how WellBeing Proactive can deliver efficiencies and improve service provision for your organisation.

 **0808 208 1234**

 **contact@alertacall.com**

www.alertacall.com

