



CARING FOR OUR CARE WORKERS





Care workers matter too

2021

60% of care workers report their mental health is affected by their job

During the course of the pandemic, millions of care workers have gone to extraordinary lengths to look after and support those they care for, going above the call of duty to provide round-the-clock assistance without any meaningful breaks.

This increasing demand for assistance has often come at a high personal expense, leaving carers not only exhausted and burnt-out but increasingly worried about the future. And it's not just the care worker's themselves who are impacted – so too are the people they care for.

One individual whose parents are reliant upon care was willing to share their recent experiences with us anonymously. They explained: "When they do get here, they're in such a hurry that they can't complete the time they've got allocated to spend with my parents, so they might cut things short."

Social care is an indispensable part of our society, yet the growing dependency on such services has become a challenge. The pandemic has spotlighted the need for a more manageable model of care, highlighting its increasing

importance as our population ages. That's why we are championing a new blueprint – one that harnesses the power of technological innovation alongside in person care services.

We call it remote care.

remote care

(n.) delivering and receiving care from the comfort of home, for both the carer and user.

the future of care is changing

The GenieConnect® ecosystem enhances the ability to provide discreet in-home care. By improving processes for care workers through the provision of care planning software and workforce management systems, they become empowered to deliver:

- Welfare checks
- Medication compliance
- Connectivity with friends and family





GenieConnect® combats the travel demand on care workers, freeing up their already limited time to focus on maximising the quality of care while improving relationships with older adults. It is also designed to support care workers in their roles, not as a replacement to an in-person visit, but to undertake some tasks which can be automated.

The concept is simple. By optimising processes with technologies, care workers are able to prioritise what matters most – care.

For too long, the pain and stress of the care worker have been exacerbated by unsustainable, hard to scale, outdated procedures that regularly leave these key workers feeling like they've been forgotten about, or that their contributions go unnoticed.

We are highlighting the vital role care workers play in our communities and the challenges they face. Our goal is to show care workers the recognition they deserve and amplify their voice.

THE CHALLENGE OF AN AGEING POPULATION

Thanks to truly incredible advances in medicine and science, many of us can expect to live long and healthy lives. According to the [Office for National Statistics](#), there will be 3.2 million people aged 85 and over in the UK by 2041 – double the 1.6 million recorded in 2016.

However, this ageing population places immense pressure on the care system. A large proportion of older adults in need of a residential care bed will not find one in their postcode. Home care is the next best alternative, but here there are still significant challenges because of the demand on care workers.

It's important to recognise that caregiving isn't

just dependant on care workers but also on family members, friends, care providers, local authorities and society as a whole. For home care to work effectively, there needs to be a solution that works for everyone.



INCREASING EFFICIENCY AND IMPROVING CARER WELLBEING

GenieConnect® is proving to have a positive impact on the overall productivity and quality of care through the digitisation of processes like health check-ins and real-time medication reminders.

Care workers on average spend almost 20% of their working day travelling, equivalent to one whole day per week for a full-time worker, often rushing from home to home without time to consider their own wellbeing.

There are times when care workers might not make it to appointments because they are so busy.

In the past, it hasn't been considered possible for care workers to work remotely from home; caregivers, for the majority, give their care in person.



GenieConnect® removes the glass ceiling on care by reducing the challenges of travelling from home to home. Using dedicated in-home technology, high-quality care, carer fulfilment, peace of mind, and workplace flexibility can all be achieved.

Our team at Service Robotics have broken down each part of the care process to understand how technology can support each area of care. Older adults want in-home, discreet care so that they may continue to live independently, while care workers wish to give exceptional care and be fully present with their older adults.

HELPING CARE WORKERS DELIVER PERSON-CENTRIC CARE

Care workers have an innate ability to be empathetic and give people-centric care, yet their good nature is currently in conflict with outdated systems and processes that hamper their ability to use such admirable skills.

Typically, an older adult receiving home care will have between one and three visits a day, and sometimes carers will switch places with one another. This experience is uncomfortable for the older adult where they become emotionally connected to their care worker.



GenieConnect® is influential in maintaining relationships and streamlining any handovers to new or existing carers. The first care worker of

the day can share and store essential information, such as medication or health checks, in the companion app, allowing the next care worker to be updated immediately without the need to spend time chasing information before or during their visit.

This ensures the older adult's needs are maintained to a high standard whilst also providing companionship.

The companion app is neatly connected to a central care portal, enabling office staff to monitor care delivery and keep both healthcare providers and other parties of interests such as families up to date.

In this sense, GenieConnect® allows care workers to put the older adult at the heart of the visit, deliver better care, and give them the time they deserve.

REASSURING FAMILIES



Families have found it agonising not being able to visit their parents or older relatives during the pandemic.

The heavyweight of guilt has presented an enormous challenge, with many not having had the time to support their loved ones on top of work-related, family and household responsibilities, even prior to the pandemic.



Here, GenieConnect® is playing a critical role in keeping families connected, providing peace of mind and reassurance that care is regularly being received. From receiving updates on medication to notes and details of visits through the companion app, it also improves transparency and trust between care providers and clients.

MEET THE GENIECONNECT® ECOSYSTEM

The service is made up of 3 key elements; the GenieConnect® Ecosystem -



- **The Genie Robot** – For the person receiving Remote Care and Support (the Genie user)



- **The Care Portal** – For you; the Care Service Provider



- **The Companion App** – For the family, friends, or carers of the Genie user.

A REVOLUTION IS AMONG US. ARE YOU READY TO BE A PIONEER?

Lead the way by becoming a GenieConnect® service provider, offering your clients remote care services that respect their desire for independence for longer, and providing your carers with the flexibility to work from home that will improve their wellbeing and job satisfaction.

Book a demo with our team to see GenieConnect® in action, including the portal, companion app, and Genie itself. You will be guided through the simple steps of set-up and usability, as we together begin to transform the provision of care.

By addressing inefficiencies in the current system, we can make the sector more resilient, efficient, and versatile.

You will learn

- How to use the Care Management Portal to quickly set up your team, assign remote care visits, and schedule healthcare checks
- The simplicity of the Companion App for carers, healthcare providers, family and friends
- How older adults experience GenieConnect® and how they can use the digital companion daily

[Book a demo](#)

