

## RESULTS

### Cultivating a sense of belonging

Every day, Genie checks in with Margaret to see how she is feeling. Voice-activated calling means that Margaret can easily answer incoming video calls from her son.

Since GenieConnect® has been installed, the changes have been significant. Margaret told us,

**"She asks me how I am feeling, and it feels like someone is present here".**

Her son enjoyed the benefits of video calling too. He told us, "Video calling makes me feel a lot better. Seeing mum's face and giving reassurance that she is okay. I could see mum rather than just a phone call. I can't always tell how she is with just hearing her voice"



Talk to our friendly UK team today about our reliable remote care service that improves health management and emotional wellbeing outcomes for your communities.



# Margaret's Case Study

Greater Independence and Wellbeing Outcomes For Older Adults

## About Us

GenieConnect® is an innovative solution, designed to provide greater independence, life choices and accessibility to older adults to ultimately enhance quality of life.

**100+**  
Care Calls Made

**80%**  
Increased Independence

## OVERVIEW

Margaret receives regular visits from carers and her son once he has finished work. Despite having regular contact with people, Margaret is often left for long periods of time without companionship or conversation.

## CHALLENGES

The pandemic took away Margaret's regular social meetings with close family and friends. This has all led to her feeling lonely and disconnected from the outside world. Margaret's son often calls her to check in when he is at work but worries if she is actually okay.

## SOLUTIONS

GenieConnect® was installed by Caremark Cheltenham and Tewkesbury, who were seeking options to improve companionship and connectivity. Margaret has been using GenieConnect® and has seen valuable benefit in the following features:



**Daily Mood Questions**



**Radio, NetFlix, Spotify & Tune-In**



**Family Video Calls**



**Health & Wellbeing Reminders**

The Digital Companion for  
**Remote Care**

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