

# Wellbeing Automated Contact Service (WACS)

## Supporting Shielded and Vulnerable Individuals



This service is to ensure regular connection with those individuals who have been shielded at home. The service is based on Amazon Connect to regularly provide and receive information rapidly and at scale. Our offering automates the connection and subsequent follow-up with shielded individuals, reducing the burden on existing teams by making the initial contact automatically, as illustrated below.

**SHIELDED**

Catherine lives with cystic fibrosis but has no other issues with her health. She shares her home with her boyfriend, but as she works in a supermarket, she decided it would be best she self-isolated in their house. She is aware that her condition can change quickly, and she is seeking peace of mind.

**Catherine, 40**



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## Home from Hospital

On discharge from hospital, a care needs assessment is typically undertaken to determine any after-care or interventions needed. WACS uses Amazon Connect to support accelerated discharge through providing an automated well-being check within hours of the patient's discharge to home. This prioritises the patients and connects them to further support, differentiating between those with lower or less urgent need and those who need rapid access to more substantial established support options. This is illustrated below.

DISCHARGED

Sharon lives on her own and is successfully managing her health conditions, which include diabetes. She had to go to hospital due to a fall that resulted in some extensive bruising. On her way home from hospital she started feeling unwell and was worried about the next actions to take.

**Sharon, 80**

### DISCHARGE

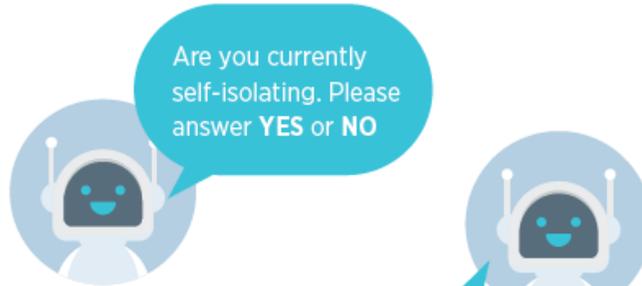


Sharon was admitted to the hospital due to bad bruising. She was declared medically fit for discharge and was sent home.

### AUTOMATED CALL



Within **3 HOURS** of discharge she receives an automated call from the WACS



Are you currently self-isolating. Please answer **YES** or **NO**

Are you currently medically well? This includes both physical and mental health. Please answer with the number that best represents how you feel.

1. I'm feeling fine
2. I think I may need some help
3. I'm desperate for help

### SERVICE OUTCOMES



LOW NEED



#### PATHWAY 0

Sharon is scheduled for a call back by a Local Authority / NHS volunteer who will keep in touch with her regularly over the coming weeks through WACS.



MEDIUM NEED



#### PATHWAY 1

Sharon is advised that someone from the Local Authority will give her a call back to discuss her care needs.



HIGH NEED



If Sharon has a medical emergency she is advised to hang up and contact 111.



If this is not a medical emergency she is put through to the Local Authority who can help and discuss her care needs.