



Case Study - Best Home Care

Best Home Care's objectives include:

- Reduce client's isolation and loneliness
- Increase effectiveness of visits
- Increase attention from care providers
- Remove barriers in technology

With the senior population growing at an unprecedented rate, there has been an increasing preference among seniors to **age in place**, and the same goes for individuals with disabilities.

However, many care-recipients **face challenges, including a lack of attention** from their care providers, **loneliness**, and **technological barriers**. This all **negatively impacts their quality of life**. To address this pressing need, Best Home Care delved into the **digital care program**, Oscar Senior, as a solution to these issues.

Key features employed to achieve these objectives include:

- **Video calls and messaging** for effective communication of needs in advance
- **External invitations** for consultations and interactions with care-providers and doctors
- **Photo sharing** to let clients stay connected with their family and friends on a daily basis
- **Entertainment apps** to combat loneliness through games, news, music, and more
- **Automatic reminders** for doctor appointments, therapy, and other events
- **Medication management** to help supervise medication use remotely and in person
- **Kiosk mode** keeps the app locked on the screen, preventing confused users
- **Emergency requests** to help clients feel safer and more secure

Oscar Senior's platform offers a **huge range of features** including: video calling, messaging, photo sharing, and other content such as games, exercise, news, and health information

Best Home Care has encouraged their clients to use the platform as a means of **staying connected with their loved ones and care providers**, while also accessing stimulating content that **supports their overall well-being**. These features allow seniors to remain socially engaged and active, **improving their quality of life and overall health**.

Results

- 66% of users feel less isolated and lonely
- 32% reduction in unnecessary visits
- 41% increase in caregiver contact with clients
- Overcame the technological barriers previously faced

„The implementation of the Oscar Senior digital care platform has significantly improved the quality of life for our clients. Through the platform, the clients reported feeling more engaged and connected with their care providers and loved ones, resulting in a reduction of feelings of isolation, and loneliness,” says Lucy Spring, manager of Best Home Care.

„Oscar Senior’s accessibility and user-friendly interface have helped our clients to overcome technological barriers, allowing them to comfortably use digital technology and stay connected. Moreover, our clients are able to easily connect with friends, family, and care providers even if they are not be able to visit them in person. The clients utilized the curated content as a form of entertainment to combat boredom and improve their mental well-being,” adds Lucy Spring.



Oscar Senior has truly been a game changer for us as a home care provider. Thanks to its easy-to-use interface and range of features, we've been able to provide better attention and care to our clients, while also fighting off a common issue in loneliness, and boredom. Oscar Senior has helped us care for more clients, improve our efficiency, and most importantly, improve their quality of life.

— Lucy Spring, Senior Director at Best Home Care —

Together we provide the best care for your clients

