

## An introduction to EthosGPS remote assessment service – Q&A

Thank you for joining the EthosGPS webinar in collaboration with OTAC. Below, you will find the Q&A from the webinar on Thursday 16<sup>th</sup> April. If you have any additional questions following the webinar, please email [ethos@handicare.com](mailto:ethos@handicare.com)

- **Thanks for your first webinar introducing the EthosGPS remote assessment service, will you be hosting more webinars in collaboration with OTAC?**
  - We will be holding a programme of webinars hosted by OTAC.
    - Thursday 23<sup>rd</sup> April, 1pm – EthosGPS sit-to-stand using the ReTurn7500i and ReTurnBelt
    - Thursday 30<sup>th</sup> April, 1pm – EthosGPS sit-to-stand using the QuickMove
    - Thursday 7<sup>th</sup> May, 1pm – EthosGPS sit-to-stand using the MiniLift125 and ThoraxSling
    - We will be adding more webinar topics to the programme over the coming weeks, please regularly check here [link to go here] for the up to date programme.
- **Mark Ripley mentioned Skills Workshop equipment demonstrations during the webinar – how can I book a demonstration for a specific piece of equipment?**
  - Your local Business Development Manager will be happy to provide 1:1 video call to demonstrate a specific piece of moving and handling equipment, similarly they will be able to assist with any moving and handling enquiries that you may have.
- **How much does the EthosGPS service cost?**
  - Where Handicare equipment has been prescribed and is being utilised the EthosGPS is provided free of charge.
- **Are you still holding Ethos Education Programme CPD workshops? How do I book a workshop?**
  - Due to social distancing measures in places to protect people from COVID-19, we have taken the decision to temporarily postpone Ethos CPD workshops. Once we are confident the pandemic is under control and when social distancing measures are lifted, we will open up bookings for the Ethos Education Programme. When bookings have reopened, you will be able to book via the Handicare Patient Handling website. We will be holding EthosGPS webinars in collaboration with OTAC in replacement of Ethos workshops to ensure we are able to continue supporting you as we navigate through this new way of working together.

# ēthosGPS

- **Do Handicare have any experiences of video calls for remote assessments, if so, what have you found to be positive or negative?**
  - The Handicare Patient Handling Business Development Team are actively conducting and promoting the EthosGPS remote assessment and training service and the remote assessments held so far have been very well received by Occupational Therapists, the individual and the family/ carer concerned. The EthosGPS remote assessment criteria is easy to use when guided by a Handicare professional and in turn this has assisted with increased confidence when using the equipment for the family member/ carer.
- **How do you do the EthosGPS remote assessment, do you video call the patient?**
  - Your Handicare Patient Handling professional will arrange the video call through whichever video conferencing method is suitable for yourself and the individual and their family member/ carers – whether this be Zoom, Skype, FaceTime or WhatsApp.
- **How does that work if you order from equipment loan store (from standard stock), would Handicare still follow up?**
  - The Handicare Patient Handling Business Development Team are available to follow up post-delivery of any Handicare patient handling equipment from your equipment loan store or local authority. The local Handicare Moving and Handling professional will follow up with the relevant Occupational Therapist, the individual and the family member/ carer at the request of the Occupational Therapist.
- **How useful is Zoom, Skype, WhatsApp or FaceTime in regard to addressing manual handling issues remotely?**
  - The benefit of using video conferencing for a remote assessment is that we are able to see and hear the individual and their carer/ family member and see the environment in which the moving and handling task is to be completed. By video calling we are able to assess the environment, load, individual, transfer task and recommend equipment (ELITE). This way we can gain more information on the individuals Functional Independence Measure (FIM) when conducting a remote assessment using the EthosGPS criteria with a Handicare A1 Risk Solutions/ ROSPA Moving and Handling Level 4 qualified professional.
- **Do your videos show single handed care where possible?**
  - Many of the techniques and solutions we demonstrate in our training videos and future webinars will have a focus on a single-handed care approach.
- **If I am unavailable for an EthosGPS remote assessment, can I still access the tutorials?**
  - The EthosGPS 'how to' instructional videos are available on the Handicare Patient Handling website and YouTube channel [LINKS TO GO HERE]. We are regularly adding to the instructional video library, so if you require a demonstration on a particular piece of equipment, please email [ethos@handicare.com](mailto:ethos@handicare.com) and we will arrange this for you via a Skills Workshop demonstration with your local Business Development Manager.

# ēthosGPS

- **Will you email the presentation afterward the webinar?**
  - We will email a PDF copy of the EthosGPS presentation to all delegates who registered for the webinar, alternatively you can view information on the EthosGPS remote assessment service here: <https://www.handicare.co.uk/education/ethos-gps/>
- **If the time of video not possible to attend, is it possible to register interest and be sent recording later as I think one of the Thursdays will clash with another work zoom meeting need to attend.**
  - OTAC will send all registered delegates a recording of the webinar.
- **If I request a Handicare EthosGPS remote assessment but I must use standard stock, is there a charge?**
  - Where Handicare equipment has been prescribed and is being utilised the EthosGPS is provided free of charge. Your local Handicare Moving and Handling professional is qualified with A1 Risk Solutions to ROSPA Moving and Handling Level 4 and will be able to make recommendations for moving and handling equipment manufactured by Handicare.
- **How can we do a remote assessment with clients unknown to us who do not have access or knowledge of how to do video calls?**
  - Through an initial telephone conversation with the individual and their carer/ family member, you will be able to ascertain if they have the ability and resource to hold an EthosGPS remote assessment with Handicare professional via video call. If unable to conduct the EthosGPS remote assessment via video call, a Handicare professional may be able to conduct the EthosGPS remote assessment via phone call, dependent on the circumstances. During all remote assessments we work closely with the Occupational Therapist through each stage of the process.
- **We struggle with some clients having access to the technology required to video call etc so I'd be interested to know if you have experienced doing this type of remote assessment over the phone with a carer present to help with the descriptions, however this would probably only work if the Occupational Therapist already knows the client.**
  - In instances where we are unable to conduct an EthosGPS remote assessment via video call unable to conduct the EthosGPS remote assessment via video call, a Handicare professional may be able to conduct the EthosGPS remote assessment via phone call, dependent on the circumstances. During all remote assessments we work closely with the Occupational Therapist and family member/ carer through each stage of the process.

# ēthosGPS

- **If you can't see a client as they have no way of connecting via video and they can't take photos to send of themselves re static positions, then would their word over the phone re what they can and can't do would need some disclaimer I guess?**
  - During all remote assessments we work closely with the Occupational Therapist and family member/ carer through each stage of the process and we recommend where possible that the EthosGPS remote assessment is conducted via video call and an initial risk assessment is completed. The benefit of using video conferencing for a remote assessment is that we are able to see and hear the individual and their carer/ family member and see the environment in which the moving and handling task is to be completed. By video calling we are able to assess the environment, load, individual, transfer task and recommend equipment (ELITE). This way we can gain more information on the individuals Functional Independence Measure (FIM) when conducting a remote assessment using the EthosGPS criteria with a Handicare A1 Risk Solutions/ ROSPA Moving and Handling Level 4 qualified professional.

**Handicare YouTube:** <https://www.youtube.com/user/SystemRoMedic/videos>

**Contact your local Business Development Manager:** [https://www.handicare.co.uk/contact-us/meet\\_the\\_team/](https://www.handicare.co.uk/contact-us/meet_the_team/)