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| An Introduction to vCreate |  |

**What is it?**

vCreate is an NHS Trusted Secure Video Messaging service that enables the Community Falls team to gather more information regarding falls risk at home. It has the facility for text/ email discussion and allows sending and receiving of short videos and photos from patients or your nominated person ( this could be family member/ friend) to assist with assessing your safety at home.

**vCreate can be used in different ways depending on which part of the Falls Team you have been referred to.**

* **If you have been referred to the Falls Team for a Falls screening consultation or for Occupational Therapy input**:

Following the initial telephone consultation the Falls Support Worker / OT may ask you to take a short video or photo to allow them to gain a better insight to the layout of your home so that falls advice can be given. If appropriate we can also discuss options of equipment to assist you around the home or refer you to other services for further specialist assessment.

* **If you have been referred to the Falls Team Physiotherapist**

The Physiotherapy staff may use vCreate to provide you with an exercise plan or review the exercises you are currently undertaking. They may also ask you to video certain tasks e.g. sit to stand or walking, this will allow the physiotherapist to better understand which exercises would be suitable for you.

* **If you have been referred to the Care Home services Falls Coordinator**

Following the initial telephone consultation the Falls Coordinator may request a short video or photo to allow them to gain a better insight to the layout of the residents bedroom or their mobility. This will enable the Falls Coordinator to provide advice on the layout of the environment and recommend equipment - including falls alert equipment and non complex mobility equipment.

**How it works**

You will receive an initial telephone consultation and then we will ask if you would consent to using the vCreate link. We will fully explain to you what we are asking for and how we plan to use the information you share with us. If you are happy to proceed we will send you an email/ text message (if you have an android phone that can take videos/ photos) inviting you to register for your own secure vCreate account at **www.vcreate.tv/unit/403**

Once you’ve registered your digital consent, a member of staff will activate your account. This will allow you to send your videos / photos so that we can review and make recommendations to reduce falls risk. You’ll be alerted by email and/or text message when a video or photo has been made for you. To access the videos or photos, simply click the login button within the email/text message and enter your email address and password created when you registered.

You can login to vCreate on any device, 24 hours a day, 7 days a week.

**Sharing videos with your extended family**

You can share videos with extended family by clicking the “Share for 24 hours” button on the video page. Enter the email address of the person you want to share the video with and click “Share”, they will then get access to that video for 24 hours.

If you want to give them more time, simply share it again, as many times as you wish.

**Once your falls assessment has been completed you will** able to download your videos /photos to keep if you wish. To do this, please login to your vCreate account on a **COMPUTER, NOT A MOBILE DEVICE** and click the “Download” button from the homepage. This will put all your videos and photos into a zip file for you to save to your computer.

Please make sure you have checked the zip file to ensure you have all your videos and photos. For data security and privacy reasons, we are required to permanently delete your account once your falls assessment is completed therefore it is very important to check that you have downloaded any videos/ photos you want to keep and that you’re able to access them on your computer.

If you have any questions, then please speak to a member of staff. To find out more about vCreate, please visit [www.vcreate.tv](http://www.vcreate.tv).

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| *On a final note:*  *Depending on service demands and shift patterns staff may take a few days to get back to you. Please be assured that staff will get in touch as soon as they are able.*  *Thank you for understanding. “* |