



# Equipment and adaptations (Flo: prompts and advice by text)

## Introduction

Our service – called “Florence” or “Flo” provides support and advice for you to manage your social care needs. It is an easy to use service designed by professionals in the NHS and supported by social care.

Flo combines the expertise of your social care provider and the convenience of your own mobile phone to give you prompts and advice to act on. If you need a little more assistance Flo helps you to monitor your care needs such as whether you are missing meals or need reassurance.

Flo makes use of the familiar and convenient mobile phone text service “SMS” to communicate with you directly.

## It’s your choice

If you are invited to join Flo by your involved worker, Flo will send a short note to your mobile phone introducing herself and asking you to confirm you want to join.

If you’ve decided to join and you consent to share your information across your social care teams, you simply reply to Flo’s note with YES. Flo won’t do anything else until you reply, you are in control.

If at some point, you decide not to use Flo you can simply send STOP to her and that will be that, everything will stop. It is entirely your choice.

## Monitoring

Flo is very flexible and can be set up to take your readings at a time to suit you. However,

just to be helpful Flo may send you a prompt or two to remind you your readings are due.

It’s quick and easy to send a reading in, you just send a text with the reading. Flo will check them against a guide set up by your social care team and will reply, telling you that everything is normal or she will inform you that she may have to contact a nominated carer if readings are showing that things aren’t going well.

Flo can give you advice for you to act on. The advice might remind you to do something you have already agreed with your involved worker or could be that Flo is going to contact a predetermined carer for additional support.

**IMPORTANT: Flo is not an emergency service, if you feel unwell in any way please contact the emergency services in the normal way**

## Information Sharing

Information you send in to Flo can be shared across your social care team, unless you have not agreed to this. When you ring in, if your social care team has signed up with Flo, they will be able to see the texts you and Flo have sent to each other and Flo also shows them charts and graphs just the same way as they would see it on any professional social care system.

## Does it cost me anything?

No. When you are in the UK, at home, on holiday or just visiting friends Flo is completely free to use even if you have a PAY AS YOU GO SIM with no credit. Flo can also be used from anywhere else in the world, but you will be charged your normal network rate for the messages.

## **Who runs the service?**

Flo is provided by Nottinghamshire County Council but is run in partnership with your local NHS.

## **How do I get set up on Flo?**

You need to be referred through your social care involved worker. The service is currently open to all service users if it can be shown to promote independence or support a carer in their role.

## **Contact information:**

If you think you may be eligible for social care, contact Nottinghamshire County Council on 0300 500 80 80.

For further information on Flo please contact:

Phone: 0300 500 80 80  
Monday to Friday: 8am to 8pm  
Saturday: 8am to 12 noon  
(Calls cost 3p a minute from a BT landline.  
Mobile costs may vary).

Email: [enquiries@nottscc.gov.uk](mailto:enquiries@nottscc.gov.uk)

Website: [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)

Phone 0300 80 50 50 if you need the information in a different language or format.