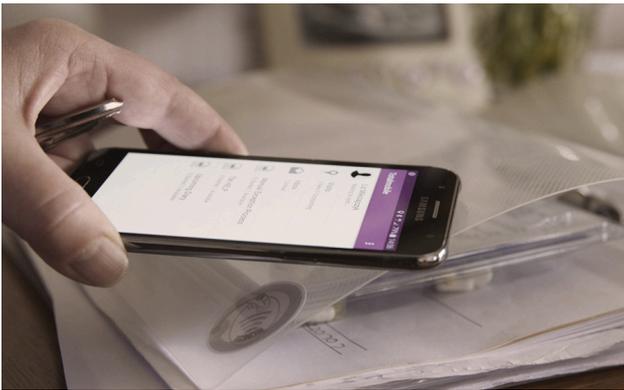


More good days for home care

We teamed up with leading home care provider Carewatch to find new ways that our technology can deliver enhanced services to those that rely on them the most.



Using mobile technology to enhance home care for service users and providers

Carewatch provides high-quality home care to thousands of people throughout the UK, supporting its service users with everything from personal care and household chores to trips out and vital companionship. But slow, outdated paper-based systems and processes were having a serious impact on their services, affecting everything from staff efficiency to scheduling and the time it took to receive payments from local authorities.



Time for a health check

Inefficiency was the big issue. Carers' weekly schedules were delivered by post and were sometimes delayed, meaning appointments with service users needed rescheduling at the last minute. Paper was a problem too. Keeping on top of all the admin proved challenging as well as costly.



Delivering the best care possible – that matters

A new approach was needed to speed things up, make services more reliable and provide accurate scheduling. So Samsung supplied Carewatch with over 5,000 J5 smartphones and 400 tablets, which utilised WorkNow, Totalmobile's workforce enablement platform to create a more reliable, efficient and effective way of communicating and logging information.

This enabled care co-ordinators to dynamically schedule carers' work in advance, which carers can view directly on their Samsung smartphones. If any changes are made, carers are updated immediately on their mobile. This new way of working gives staff greater visibility and service users feel reassured that their carer will be at their home at the agreed time, able to provide the required support.

“ This has had such a positive impact on our business – staff are much happier because they always know in advance where they need to be and what level of support is required for each visit. Payments are being received much faster, plus staff are able to use their new smartphones outside of work too – which is a great benefit. Our service users are much more confident in our service too, because carers' focus is entirely directed on supporting them. Everything has changed for the better. ”



More time to care – that matters

The new system also frees up time for carers, so instead of completing admin tasks they can focus their attention on providing top-quality care services. Information and notes on each service user are now instantly available on carers' smartphones or tablets. They can view and prepare for each individual's specific needs before they arrive, as well as cover colleagues' work more effectively when required. Information such as the pin code for the front door, details on medical conditions and tasks that need to be carried out during the visit are all available at carers' fingertips – on phones that feature high-security encryption, so service users' information stays secure and only accessible to carers.

As a result of our technology and Totalmobile's workforce enablement platform, carers now spend less time driving to and from the office to complete admin tasks and more time providing high-quality care. It means more good days for community care, with carers able to see more service users each day.



Effectively managing visits – that matters

Logging carers' work was another admin obstacle impacting productivity. Local authorities pay Carewatch for each minute their carers spend at a service user's home – meaning carers had to use the homeowner's landline telephone to log their whereabouts with head office as soon as they walked through the door. That way of working wasn't good for the carers or the service users and took the initial focus away from providing first-rate care. Each visit had to be verified, meaning Carewatch's payment from the local authority could take up to 90 days!

So we worked with Totalmobile to implement a smart-tag system. Now carers simply tag their Samsung smartphone against a sticker in the service user's home to log their visit and speak into their mobile to record notes, rather than filling in lots of paperwork. Carers' time is digitally recorded, so there are far fewer payment queries and delays. And less time is spent ringing into the office verifying staff whereabouts, recording notes, and issuing payments, so carers can concentrate on what's really important – providing care to those who need it most.



“
We've been able
to direct our
attention to what
really matters
”



carewatch

Find out more about how Samsung is enabling carers and their organisations to work smarter with mobiles and tablets:

www.samsung.com/uk/business/industry/healthcare/

SAMSUNG