



Carewatch get
more time to care

**Vodafone Total
Workforce Mobility**

The future is exciting.

Ready?





“ Using the mobile app means we spend less time worrying about the administration of care and focus on the delivery of care, and the quality of time Care Workers get to spend with the service users. ”

Matt Franklin
Interim IT Director
Carewatch



Providing care in the home

Carewatch is one of the largest providers of care in people's homes.

Delivering quality and personalised care services, Carewatch enable elderly and vulnerable adults to remain as independent as they can in their own homes, helping them live life to the full.

Providing quality care to around 10,000 people across the country requires a dedicated workforce, and the ability for Care Workers to spend as much time with users as possible.

It's important Carewatch know where their staff are in real-time, and have an accurate and up-to-date picture of the care provided at each visit.

Working in alliance, Vodafone have provided Carewatch with a solution that does just that, leaving them more time to care.



Challenge

Implement a solution that enabled Carewatch to monitor Care Workers and visits in real-time

Increase face to face time during service user visits, by removing the need for Care Workers to visit the office everyday to receive rotas and deliver time sheets

Provide Care Workers with a safe, user-friendly phone that they can use to log-in to care visits, but also have available for personal use



Solution

Working with Vodafone, Carewatch supplied smartphones to around 4000 Care Workers across the country

Vodafone ensured each device was set up and ready "out of the box" for each Care Worker

With the use of a mobile application, and Vodafone connectivity, Care Workers now receive their rotas on their device



Benefits

With the mobile app and near field communications (NFC) tags, Carewatch can monitor staff out in the field, ensure Care Workers are safe and receive real-time updates on visits

Staff no longer need to visit the office every day for rotas, giving them more time to care and facilitates more meaningful meetings with colleagues when they do go to the office

The reduction in printed rotas and time sheets has dramatically decreased the use of paper and printing within the business

An ageing population

With an ageing population and hospitals under growing pressure, it's important people can stay in their own homes for as long as possible.

Carewatch is one of the largest providers of care in people's homes, looking after vulnerable and elderly adults.

It's care staff work around the clock to provide the best quality care for users; getting them out of bed, helping them to wash and dress, preparing meals, and supporting with medication.

The safety and welfare of staff and service users is vitally important to Carewatch, so confirmation of visits and up-to-date care notes are integral.

Previously, rotas and notes were all paper-based, meaning valuable time was spent on administration and saw Care Workers travelling to the office to collect or deliver documents.

"We were producing masses of paper for all our Care Workers," explained Matt Franklin, Interim IT Director at Carewatch. "We were distributing physical rotas to Care Workers, so they had to come to the office. They were also carrying lots of paperwork with them, and there's security risks around that, as well as the cost of print and paper."

Carewatch decided to invest in technology to save time and money, and importantly allow care workers to have more face to face time with service users. "We see technology as a unique differentiator in terms of the social care market," added Matt.

Carewatch began looking for a mobile solution that would enable Care Workers to receive their rotas to a smartphone device, and log care visits in real-time.

"We looked at a variety of mobile working apps, and the infrastructure to run that on, so we started talking to Vodafone," recalls Matt.

“Vodafone are more than just a provider of mobile phones, and we have a number of existing requirements and perspective projects where we will be looking to Vodafone to help us.”

Matt Franklin
Interim IT Director
Carewatch

Making care more mobile

Working with Vodafone, Carewatch found a solution that was based on a mobile application. "Vodafone enabled us to provide our Care Workers with a mobile device, not only for business purposes, but also for personal use as well," says Matt.

Supplying devices to 4000 Care Workers across the country, Vodafone worked closely with Carewatch throughout the implementation. "Vodafone understand our needs and were able to help us to prepare the phones in a state of readiness for the Care Workers," says Matt. "So when we attended each branch, we were able to provide the Care Workers with their device ready out of the box."

Using the mobile app and with Vodafone connectivity, Care Workers can receive rotas directly to their devices, and log in to care visits quickly and easily using NFC technology.

NFC allows a Care Workers device to recognise each user through a small tag, fixed to the service user's care plan.

"When a Care Worker arrives at a service user's home, they swipe the device over the NFC tag in the user's care packet and that logs their arrival," explains Matt. "When they are ready to leave, they do the same, and that signals the end of the visit." Care Workers can even write up brief notes on the devices in real-time, including any challenges or progress with service users.

More time to care

Using the mobile solution from Vodafone, Carewatch can monitor every visit, and ensure service users are receiving the best quality care. "Using the mobile app, we spend less time worrying about the administration of care, and actually focus on the delivery of care and the quality of time Care Workers spend with service users," says Matt. "By knowing our Carers have arrived at a visit, we know where they are and we can monitor the duration of the visit in real time. There's a benefit to the service user, but there's also a benefit to the Care Worker, as we often have Care Workers working in the field on their own."

Being able to make notes in real-time on the device and send them to the office using Vodafone connectivity, gives staff improved visibility of visits and service users.

"We ask the Care Workers to provide a synopsis of each visit, on the device," explains Matt. "That information feeds straight back into our systems,

so office staff can see what's occurred. If we receive a query from a family member or the social services commissioner, we can explain what happened during that visit virtually straight away."

Using the phones in this way has also meant a decrease in the use of paper for Carewatch.

"We've seen a significant reduction in the cost of printing production and paper," says Matt. "Several branches even noted that because they're not producing weekly paper rotas and staff aren't coming into the office once a week, when staff do come in, they can spend better quality time with them."

With so much medical information on the device, Carewatch needed to know that data was secure at all times.

"Vodafone allows us to manage those devices if something goes wrong," says Matt. "If a Care Worker loses the device or the device gets stolen, Vodafone's Secure Device Manager (VSDM) gives us the capability to remotely access and wipe the device if necessary."

As one of the market leaders of care provision in the home, Carewatch are committed to embracing technology and deploying the Vodafone solution more broadly.

"Vodafone are more than just a provider of mobile phones," concludes Matt. "We have a number of existing requirements and perspective projects where we will be looking to Vodafone to help us."

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