

## SERVICE DESCRIPTION

### CareTeam

Citizen Centric Care Management System for council social care provision



Version 1.01 26/05/20

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# Nquiringminds CareTeam

## 1. Overview

Caring for people in the community, and the need for social distancing and recruitment of friends, family and neighbours needs an information system and method of data handling to ensure care is delivered well.

Caring for people, and using sensors in the home can be a very good solution for those needing monitoring at a social distance. Loneliness is a key issue for the vulnerable person, so the solution needs to be one that incorporates the maximum amount of human interaction while appreciating the need for social distancing and the number of people involved in caring for someone at home.

CareTeam is both an app, and a service level platform – designed for councils to deliver care in the community.

The app has been designed from the ground up for easy user by carers and the cared for. The issue of technology and the older generation has been carefully considered and the resulting app is intuitive and easy to use. The data ownership lies with the cared for, or their proxy, and is shared with a circle of trusted stakeholders – social workers, the council, doctors, hospital, close relations, neighbours, with various permissioning to ensure confidentiality.

The service level platform, allow the council to become more efficient and effective with richer data and the use of AI and machine learning to give management clear concise data to make strategic and operational decisions.

The key value of careteam is that it is perfect for situations requiring social distance, and for ensuring those alone at home feel connected and supported.

The experience of the innovators in cyber security, mean that CareTeam has been developed with data security at its heart. It is intelligent and has been carefully thought through. CareTeam is easy to use, and provides insights from rich data sets- information from carers, their children, the social worker the doctor are all brought together in real time

for effective information exchange and real participation by the team which surrounds the cared for person.

## 1.1. Features

Built from the ground up, with extensive workshops, trials, and Council participation and co-developed with the input of nurses, carers, patients leaving hospital, the elderly, disabled and with council teams of various backgrounds, we have built a product which is perfect for the Covid-19 environment, and the need for social care at a distance. Even when disease and infection don't prevent close contact, our busy lives and the multitude of touchpoints with a cared for person, mean that a system which brings information together, in one place, is very much needed.

CareTeam is available as an App on phones (android, i-phone etc) and via the web. As well as an app, CareTeam is a service user platform allowing team members (with various permissioning) to interrogate the data and gain meaningful insights at a micro and macro level.

Here are some of the features:

- Offline sync: works seamlessly whether there is a data connection or not.
- 1-2-1 and group secure messaging with pictures.
- Location services: view the location of carers to manage visit schedules and deal with incidents quickly. Record where data entries were made to avoid false reporting.
- Care visit scheduling: plan and allocate care visit schedules, content, and tasks.
- Care visit logging: record care visits as they are undertaken and share in real time with managers and family.
- Carer visit check in/out: Records the actual start and end times of visits for integration with timesheets and finance.
- Data timestamp: all data input is timestamped at the time of input.
- Fine grained permission levels: Choose who can see what from administrators, service users, social workers, agency staff, and family members. Easily add and amend access rights.
- Notifications and reminders: Receive important notifications for example if a carer fails to arrive.
- Escalate issues: Carers can escalate important issues with managers and social workers.
- Live updates: Family and social workers can view care visit information in real time.
- Notes: Securely store notes on care such as key safe codes and food preferences.
- Tasks: Create and share tasks lists for carers to complete.
- Calendar: View service user calendar and integrate with phone calendar.
- Contacts: View care team members' contact details.
- Transport: Requirements for transport can be identified and fulfilled by informal carers or escalated to community or paid for transport providers.
- Sensors: View home sensor feeds and receive alerts.

- Data export: Export care delivery records in CSV format.

## 1.2. Benefits

The benefit of CareTeam is that it brings data together, securely.

It delivers care using technology and integrates friends, neighbours and family members who are distanced by time or geography.

It gives councils a better way of doing things, and it delivers insight from the individual client, to the picture of how a care provider company is performing. It is a smart management tool, and a cost effective way of empowering a community.

- Better collaboration: By sharing data between carers, the council and the family in real time issues can be predicted or identified earlier.
- Integration of unpaid carers: Informal carers are hugely valuable and provide important care, yet are often overlooked by traditional systems, especially in the day to day provision of care. By incorporating these carers into care systems insights are shared and outcomes improved.
- Defer demand for state support: By using CareTeam as an early intervention measure, service users can remain independent for longer.
- Create information for assessment: By keeping information centralised assessments can be based on better knowledge.
- Access information on the go: Carers can view service user and care visit information prior to visits so they are prepared.
- Optimise telecare response: Sharing sensor alerts with a range of stakeholders and improve response times and reduce costs.
- Interoperable Integration with sensors: Avoids vendor lock in and allows flexibility and diversity in use.
- Integrated Analytics: On care provision and sensor data can spot anomalies and trends.
- Citizen controlled data ownership: Enables data sharing and true collaboration.
- Reduced costs: Digital recording of care visit durations enables true costs to be measured and paid for.
- Improved Outcomes: Carers, social workers and families report benefits to the system from being aware of issues earlier, to peace of mind that carers have been.

## 2. Mobile Application

The mobile app is available on iOS and Android and allows service users, carers, and family members to access and input data on the go. With offline sync it can be used even when there is no mobile data connection. Information is stored on the phone and synchronised when a connection is re-established.

Carers had positive feedback, they:

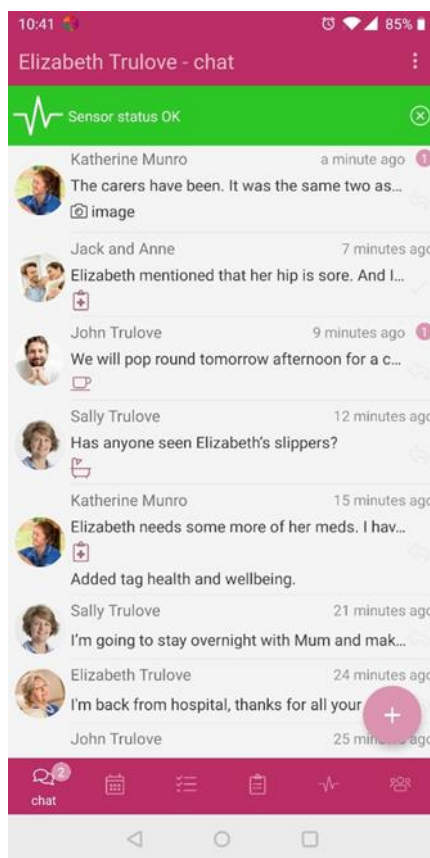
- Could access service user information ahead of visits so they were well prepared;

- Could add notes on the go, and as they occurred to them;
- Felt more valued as social workers could see their comments and respond faster;
- Liked typing care information especially where English is not their first language, it corrected spelling and was more flexible; and
- Could see their schedules in real time.

Family members felt reassured that they could see when carers had arrived and that visits had occurred.

## 2.1. Home Screen

The home page gives an overview of information. Including notifications of new messages and updates and the sensor alert status. There is also a quick menu which acts as a shortcut to add care visit information, or new notes, tasks, events, or messages.



## 2.2. Chat – messages

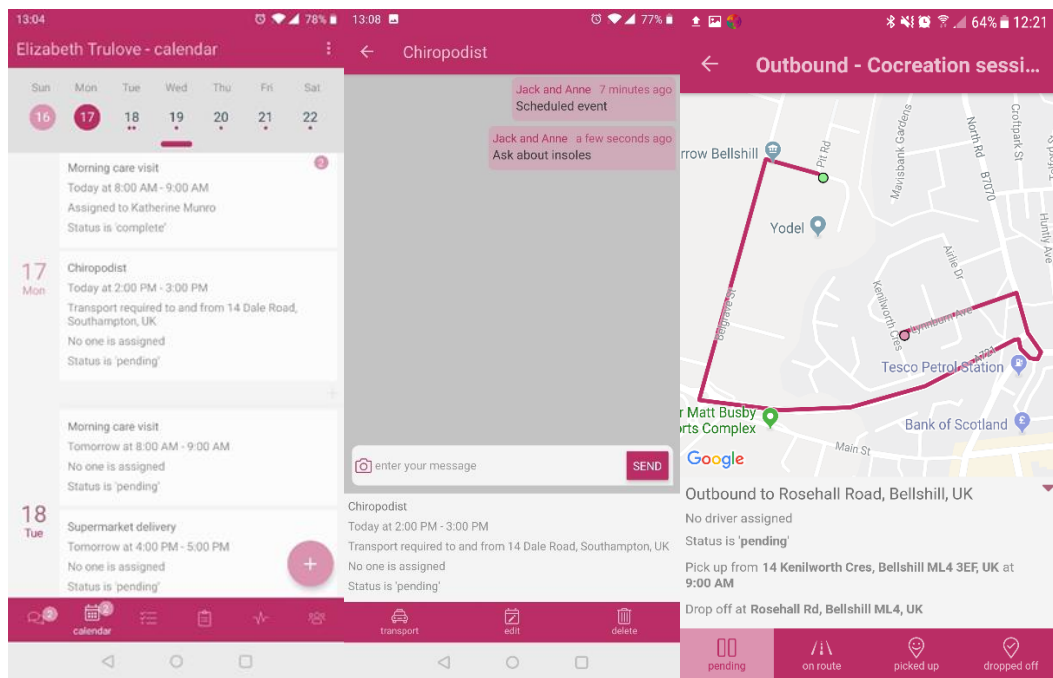
Messages can be sent to individuals or groups. They can include pictures and can also be tagged with categories such as admin and paperwork, housework, personal care etc.



## 2.3. Calendar

In calendar you can create and selectively share events from professional care visits to informal social events. Functionality includes:

1. Recurring events
2. Request attendance
3. Start and end times
4. Request help with transport including pick up and return time, number of passengers and special requirements
5. Accept and decline invitations
6. Workflow – set status of event (in progress/complete)
7. Notes – add notes and conversations about an event



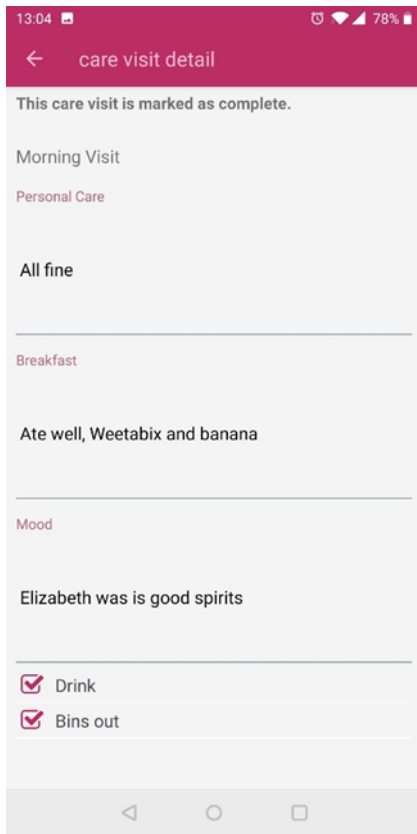
## 2.4. Care Visit Recording

Part of the calendar function, care visit recording allows tasks to be attributed to a care visit as free field text of tick lists. For example, a free field text box can be added for general wellbeing and visit notes, and check boxes for specific items such as food and drink requirements or specific domestic tasks.

Start and end times of visits are recorded by carers and this data as well as the visit notes can be shared to managers and family members in real time (data connection dependant). Data can also be exported to other systems for timesheets and finance.

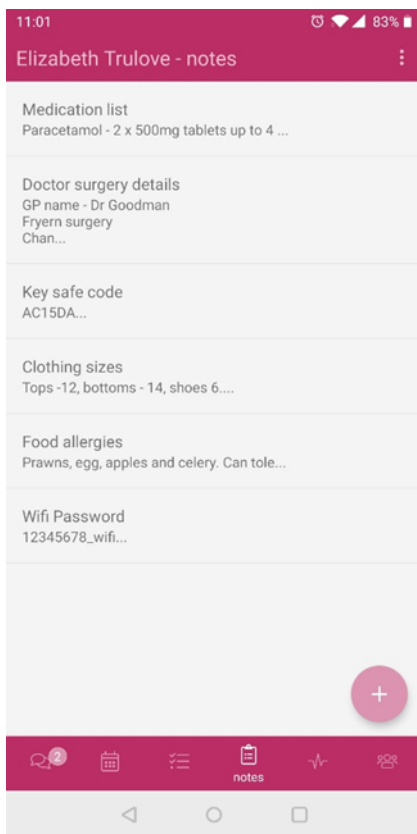
Like calendar events, conversations can be had around a visits and carers allocated to visit and can accept and decline events. All information added to events by carers is time and location stamped.

It includes specific functionality for employing Personal Assistants. Employers and PAs can add comments regarding visits and data is exportable to support administrative requirements of PA employers.



## 2.5. Notes

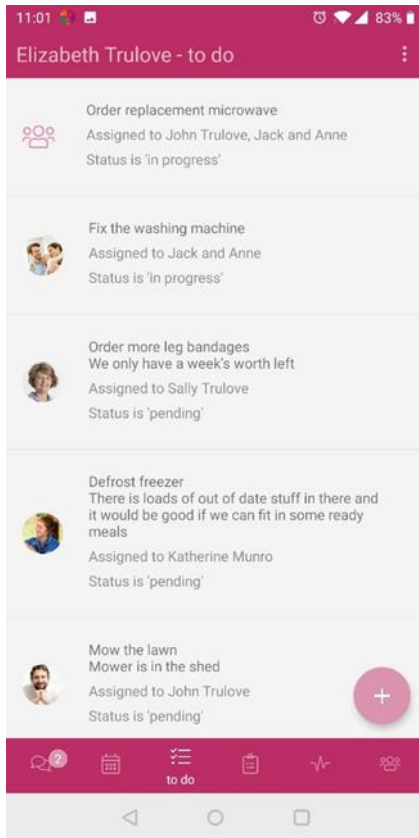
In notes, important information can be securely shared with relevant stakeholders. For example, key safe codes and food preferences.





## 2.6. Tasks

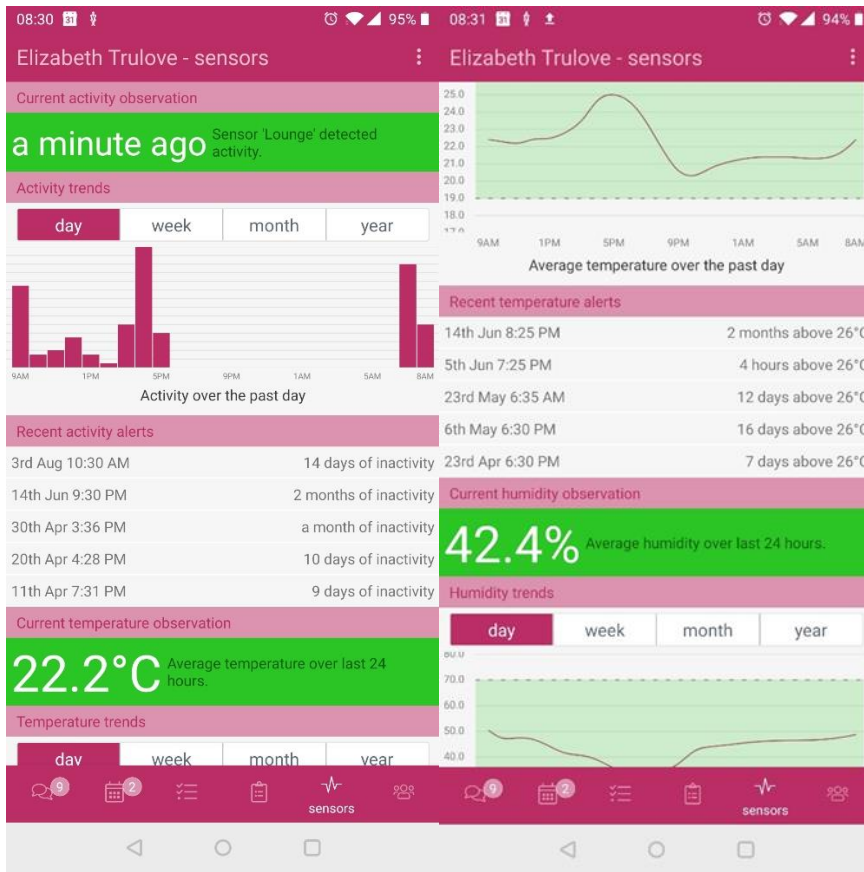
Tasks can be assigned and shared, and their progress tracked.



## 2.7. Sensors

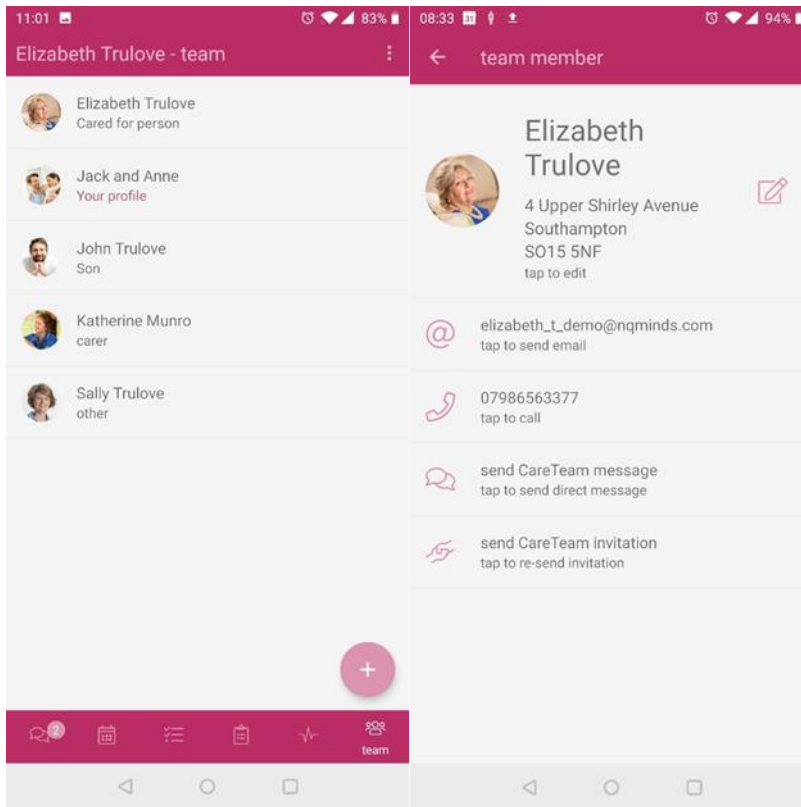
Discrete sensors installed in service users' homes allow motion, temperature, and humidity to be recorded. Invited stakeholders can view data and receive alerts when certain conditions are met, for example motion does not follow its normal pattern or temperature or humidity fall outside of acceptable thresholds. By allowing family carers to see that "everything is OK" it can provide peace of mind.





## 2.8. Team

Team acts like an address book – CareTeam members can view other team members and securely share contact details. New team members can be invited to join the CareTeam. They will receive an email and text message with simple instructions to download and signup to the app.



## 2.9. Notifications

Phone notifications can be set up to provide reminders of upcoming events and alerts for example when carers fail to start a visit, or sensors data suggests concern.

## 2.10. Transport/Location services

Transport requirements can be set up for calendar events. Lack of transport to important and social events can be one of the first things people need help with and can have a significant impact on independence. Transport requests can be shared with informal carers but also escalated to more formal transport providers such as community and voluntary organisations and also professional transport providers.

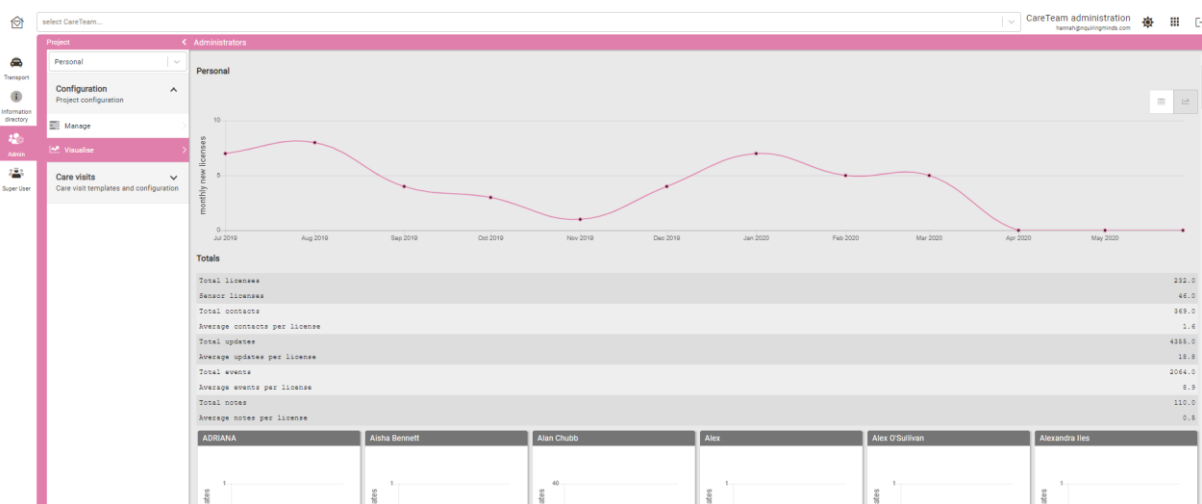
# 3. Web application

## 3.1. Multi-client platform

The administrator portal allows managers to administer accounts and see and overview of activity.

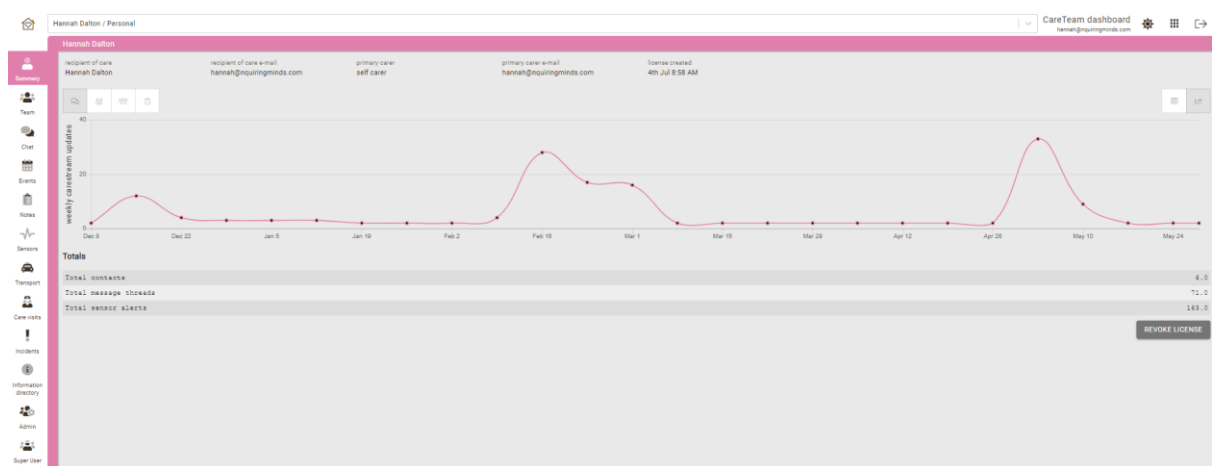
### System overview

Provides a visual of the total number of users and activity on the system.



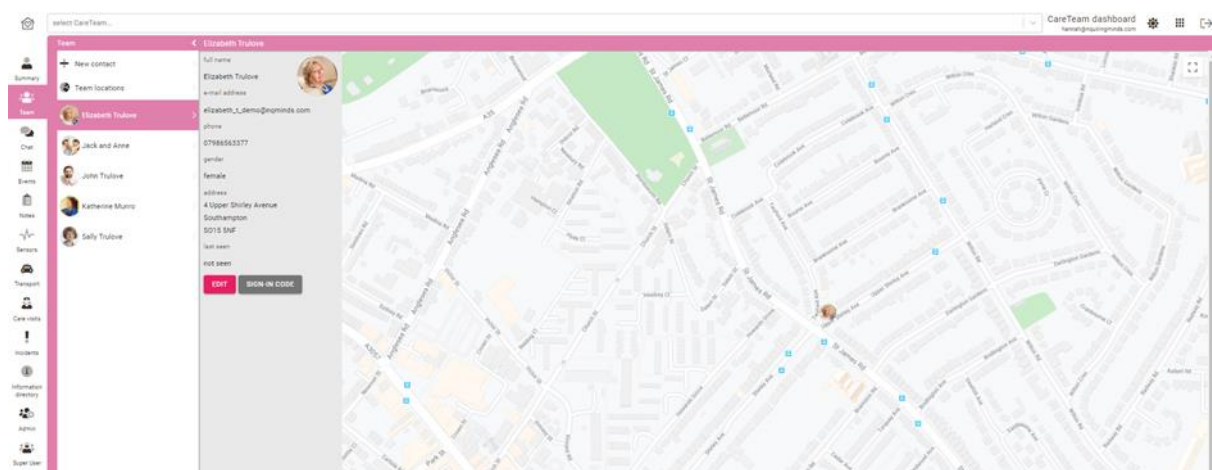
## Service user overview

Provides a summary and visual of a service user's activity on the system.



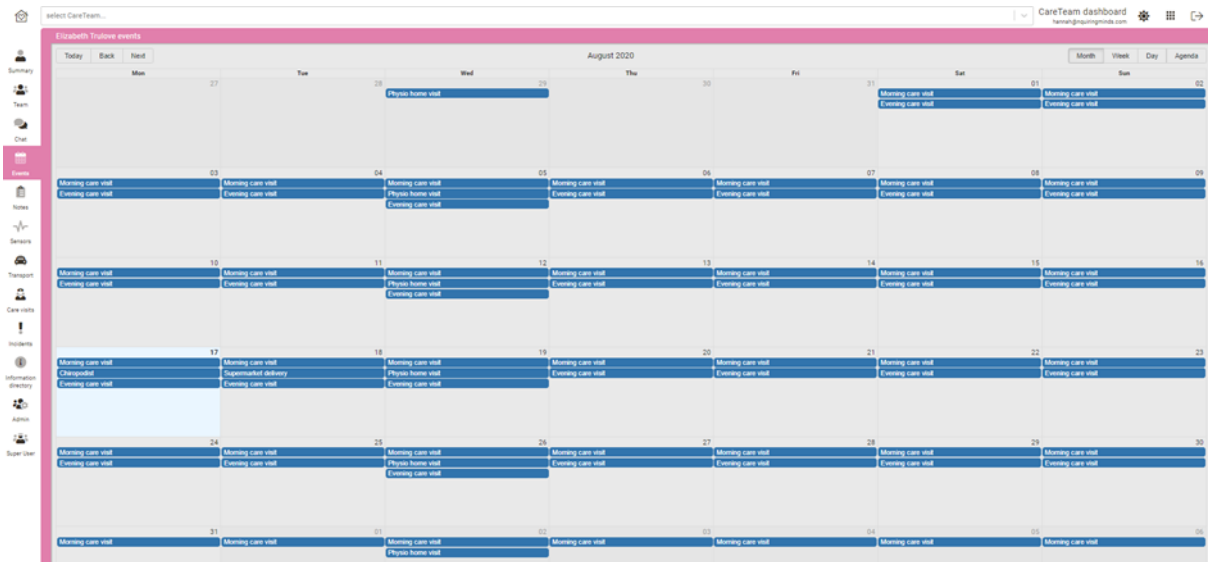
## Team

View team details, invite new users, access sign in codes and view team locations.



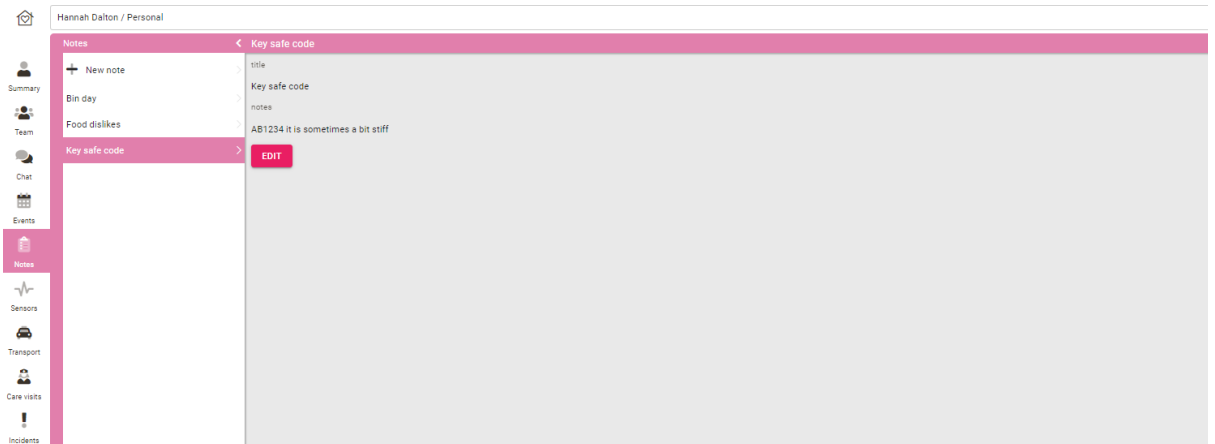
## Events

Overview of calendar and scheduled care visits.



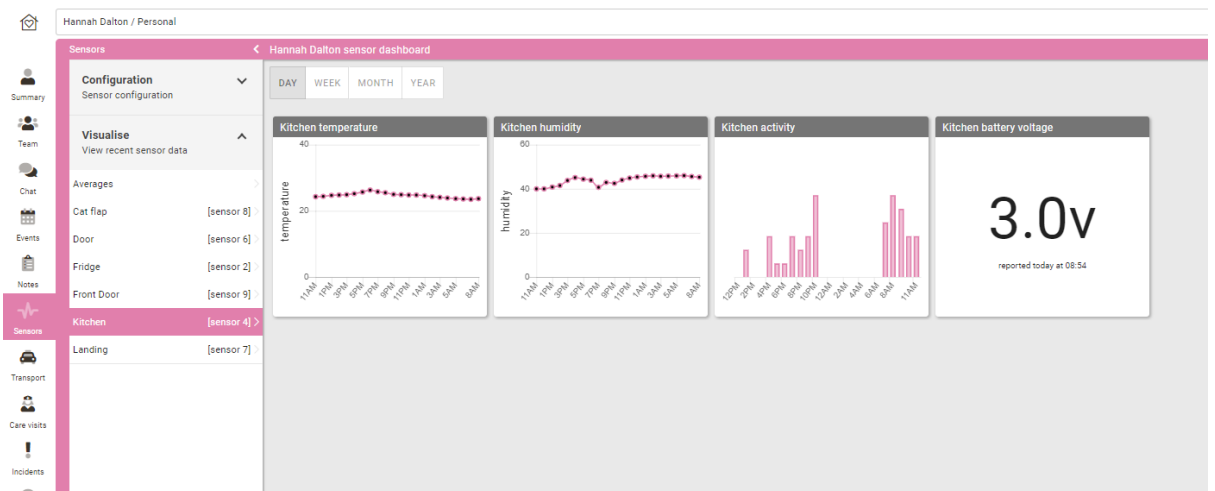
## Notes

View note details.



## Sensors

View more detail of sensor feeds including information on individual sensor readings and historic data.

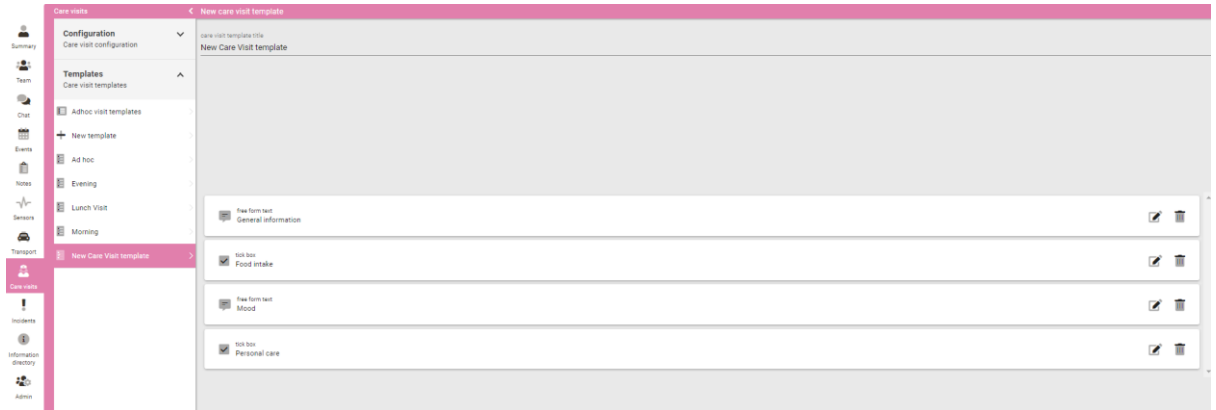


## Transport

Transport administrators can view and manage all transport requests.

## Care Visits

Here, templates can be set for both individual service users' and whole system care visits.



### 3.2. Service User Platform

The service user platform allows service users and team member to access CareTeam information via the web. It includes similar functionality to the multi-client platform, but without admin rights.

## 4. Demo account

For a demo account to explore the features described in this document please email [info@nqmingds.com](mailto:info@nqmingds.com)