

# Case study: Connected Care CareClip™ - Lone Worker Case Study

# Motech<sup>®</sup>

## 1. Can you briefly describe your job?

I care for children with life limiting conditions across acute and community settings. The children I care for can be in their homes or in hospital for periods of time depending on their needs. I act as a link worker between all involved in the care of these children.

## 2. What kind of territory do you cover, rural/urban?

I cover two large regions both urban and rural with a lot of homes in very isolated areas.

## 3. Please can you describe your average day?

Due to the nature of my job and the changing needs of the families and children I care for, every day is very different. I visit children in their homes and in acute care settings, supporting families and professionals to provide the best care. My work also involves end of life care.

## 4. Approximately what percentage of your time is spent delivering your service on your own?

Every week is different. I can spend up to 100% of my time in a week on the road, basically working alone.

## 5. Why were you supplied with the CareClip by your employer?

Because my colleagues and I are working on our own and in isolated areas we were given the CareClip to protect us in the community.

## 6. What reassurance does the CareClip give you when you are working?

Unfortunately, due to the nature of our work, we are sometimes in highly emotionally charged situations. Although no one ever means us harm we are in the front line in a family home on our own, and can take the brunt of anger.



## 7. Do you carry the CareClip with you at all times during the working day or only for specific call?

I have the CareClip with me all the time. My day often changes and I may need to leave an acute care setting at any time to visit a family at home and sometimes in an isolated area.

## 8. Are there any features about the CareClip that you find particularly useful?

Some of the rural areas I cover do not have a good mobile signal and some areas have no signal. I feel more confident that if I had an accident or went off road, especially in winter months, I would be able to contact the call centre if I needed help.

## 9. Have you ever used the panic button?

Thankfully I have not needed to use it but I have set it off accidentally a few times. I was reassured by how quick the reply was.

## 10. Would you recommend the CareClip to other people who work in a similar profession as yourself?

Yes, often it can just be a deterrent. Also, as I said, it's reassuring if I was involved in an accident or needed help.