

MOBILE WORKING FOR FRONT-LINE CARE WORKERS



inTOUCH is an innovative mobile working solution for front-line care workers.

It removes the need for paper rosters and timesheets, facilitates electronic monitoring and provides lone worker safety features.

Clearly presented information and constant electronic communication with co-ordinators make inTOUCH an intuitive, indispensable tool for staff working in the community.

Designed by care workers for care workers, inTOUCH has been praised for its user-friendly, robust functionality and its suitability for community care services. inTOUCH is used by numerous Local Authorities and Independent Providers across the UK and remains the most innovative and highly functional mobile working product in the market.

Key Benefits

- Lone worker safety
- Electronic schedules
- Proof of care delivery
- Client outcomes capture

inTOUCH has generated major operational efficiencies simply by delivering work schedules and timesheets electronically. Staff now find their inTOUCH devices to be essential tools in providing care across the county.

ANNE GODLEY
Service Manager,
Regaining Independence Service,
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Example inTOUCH device

INTOUCH FUNCTIONALITY

Dynamic Roster

- Electronic delivery and visibility of planned roster
- Real-time changes and updates
- Care worker definable visit schedule and return visits

Electronic Monitoring

- Real-time audit of visit progress, including care time start/end and travel time
- Visit verification using client signature and/or Near Field Communication (NFC) scanning
- Tight coupling with CACI's Cygnum scheduler

Lone Worker Protection

- Panic button
- User definable process alarms, including missed visits, shift start and unexpected travel time

Security

- Device independent login and pin-code
- Encrypted data on device (to Triple DES standard)
- Additional 'in application' pin-code access to sensitive information

Flexible Tools

- Seamless offline working while out of signal
- Flexible data capture at point of care, for example outcomes, assessments and feedback
- Event-specific touch dial phone book
- Mileage capture
- Notes and messaging functions

INTOUCH BENEFITS FOR...

Clients

- Efficient, right-first-time care delivery
- Informed care workers
- Quality care

Care Workers

- Improved communications with office and client
- Reduced administration
- Enhanced lone worker safety
- Greater pay accuracy

Commissioners

- Proof of service delivery and quality
- Confidence in billing accuracy
- Demonstrable statutory compliance

Service Providers

- Reduced administrative costs
- Real-time service visibility and management
- Improved flexibility and response
- Accurate billing and pay
- Accurate proof of service delivery