



SUCCESS STORY:

Perth CCC care worker says
AlayaCare mobile app is a life saver



Perth Care & Companion Company (Perth CCC) is a niche aged and community care provider. It was launched in 2019 by Registered Nurses-turned-entrepreneurs Carole Bain and Julie Arnould. Perth CCC specialises in long-day, overnight and 24/7 live-in care as an alternative to nursing homes. They also provide tailored care and companion services to help busy Perth residents regain quality time with their loved ones.

The Challenge

In their first six months of operation, Carole and Julie recognised inadequacies in their manual systems. One critical area that needed addressing was having a software system that connected their clients and their staff, and that connection needed to be in real time.

They needed a software system to replace manual processes that were causing headaches for tracking the care being provided.

The new system must give care workers transparency and support in the field, away from the office.

It must enable the care workers to know everything they need to know about the client.

Perth CCC care companion Charmaine Grogan says “Only having paper contact isn’t beneficial for either the client or the worker. If something changes, we’re not aware immediately which can cause some grief between the care worker and the clientele.”

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The Solution

After looking at about five different software systems, Perth CCC chose AlayaCare Cloud and mobile app. It's a complete care delivery solution.

Director Carole Bain said, "We believe it's (AlayaCare Cloud and mobile app) the most efficient user-friendly system that is available for an organisation either small to medium, or large"

The Result

The home care mobile app gives care workers real time access to client data, schedules, route details, billing, safety, time tracking, form reporting, progress notes and more; all the back office information about a client and any changes that happen.

The app allows them to clock in, read about the client and their progress, check for any risks associated with the visit (such as peanut allergies), enter mileage, do reports, add any observations in the progress notes, and more.

Care Companion Charmaine Grogan says "the AlayaCare mobile app has really helped with the management of my workload. The map system which is directly linked to my phone is very simple to use."

"AlayaCare has really helped me with my work life. It's really efficient. I can just get onto the app and find any information about any client that I need to. I can see when my next scheduled appointment is with that particular client. If they have any worries or issues, they know that someone will be there for that day. It's so simple to use. You just press the button and you know exactly who you're seeing on that day," says Charmaine.

Director Carole Bain says "the mobile app has helped care workers actually get to know the clients before they even meet them. It increases the care workers' safety and also the customer experience from their end. If they're filling in, they know about the client before they go in and know what they're going in for, so there are no surprises."

Director Julie Arnould says "It's been really good for them (care workers) to have the confidence to put in their client mileage, their expenses. They can track automatically the distances between the clients, so they don't have to worry about it being wrong or trying to record that on their own."



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Care Worker Features

Real time technology that manages the care worker's workload

AlayaCare's mobile app is a must have for care workers. It's a portable back office that is simple to use, operates in real time, and makes their job easy and enjoyable. It provides the care worker with real time access to all client data, schedules, route details, billing, safety, time tracking, form reporting and more. Works on both smartphones and tablets.

Key advantages include:



Intuitive



Feature-rich



Real time access



Responsively designed



Easy access to a client's care plans and history



Free your hands with voice memo and progress note updates



Digitally sign-off on documentation with eSignature



No more schedule delays as staff are able to upload information immediately from the field



Higher job satisfaction for care workers, helping reduce employee churn



I would definitely recommend it (AlayaCare mobile app) to any carers out there who are thinking about using AlayaCare. It's just such a lifesaver. It really does save time and confusion on when we have our next client.

Charmaine Grogan
Care Companion, Perth CCC

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