



Introducing Carer Connect



Carer Connect is a new 24/7 digital approach supporting unpaid carers designed & built in partnership with carers



Our mission is to provide unpaid carers with a service they want, one that will support them in their caring role. Key to this is trusted, up to date information, advice and guidance - in one place, accessible in any language, on any device, 24/7 - but also services like planning respite care, local events, carer discount schemes and the ability to share their story with ease.

THE NEED

PROBLEMS WE ARE SOLVING



24/7 Trusted Support

By using WhatsApp, Carer Connect is an always available support for unpaid carers available at the touch of a button, supporting them in how to use equipment, where to find support, who to contact in a crisis, what benefits are available to them - and so much more



Equitable Access for All

Carer Connect is widening access to key carer services, and providing information & advice in any language via voice or text



Helping Carers Navigate the System - in their own time

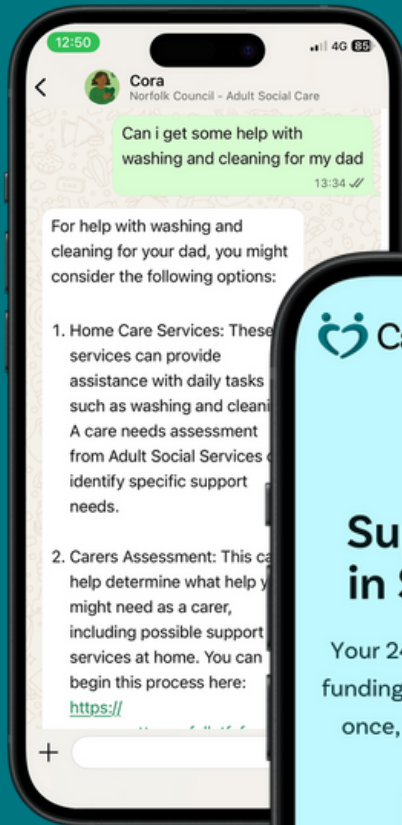
Young carers, parent carers, family carers each have a different situation, often time is valuable and being able to return to their research or conversation with ease, if proving valuable to them



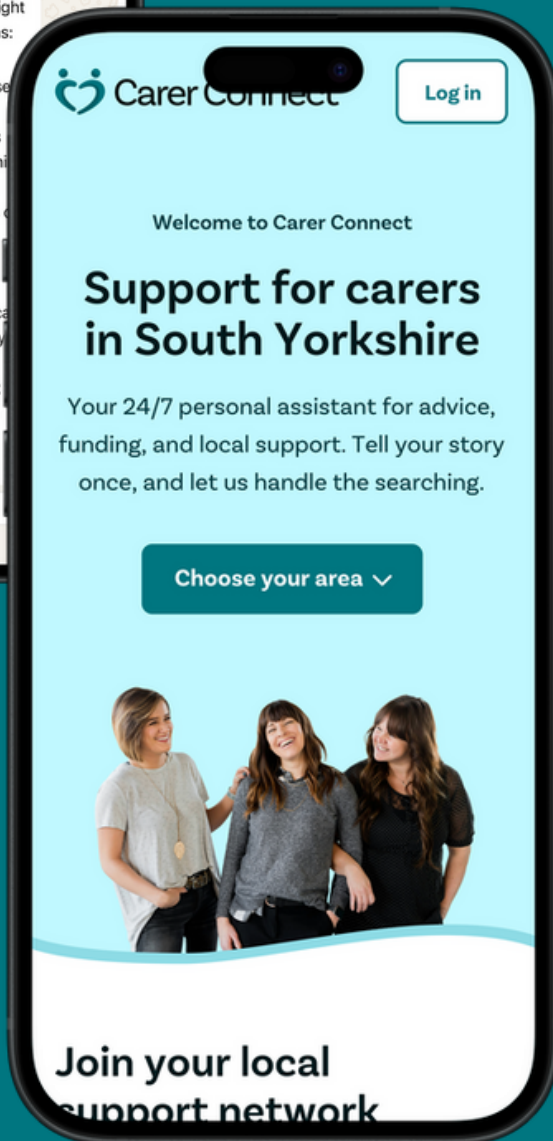
Key Carer Focused Services

Carer Connect brings together key services, improving their understanding and access. These include local & national carer discount card schemes, respite care services, comprehensive local events & services - and more

Live chatting
on WhatsApp



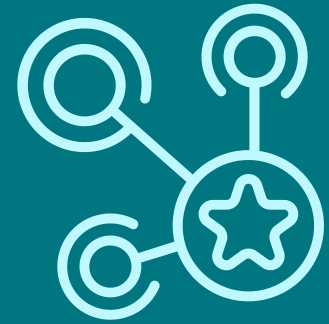
Personalised
information,
advice &
services
online



Introducing Carer Connect

Carer Connect has been co-produced, tested and led by unpaid carers in South Yorkshire. It blends accurate, trusted & up-to-date information & advice, with local services, meet up opportunities as well as core services such as access to respite breaks and cover, local & national discount schemes, local events and groups as well as the ability to 'share their story' securely and easily with health & care professionals. Carer Connect brings together the power and popularity of WhatsApp with the security of a web based carers account, to give carers easy, secure access to services.

CARER CONNECT KEY FEATURES



Share My Story:



Tell your Story once

Sign up to build your secure Carer Profile. This 'My Story' tool saves you from repeating yourself to different departments.

Carers talk about having to 'repeat their pain' every time they access a new service. Carer Connect brings together all the key information about them and the person they care for, with the ability to safely and securely share it with health & care professionals.

Widening Access to Respite:

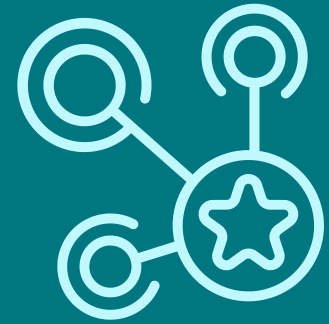


Respite Breaks & Care

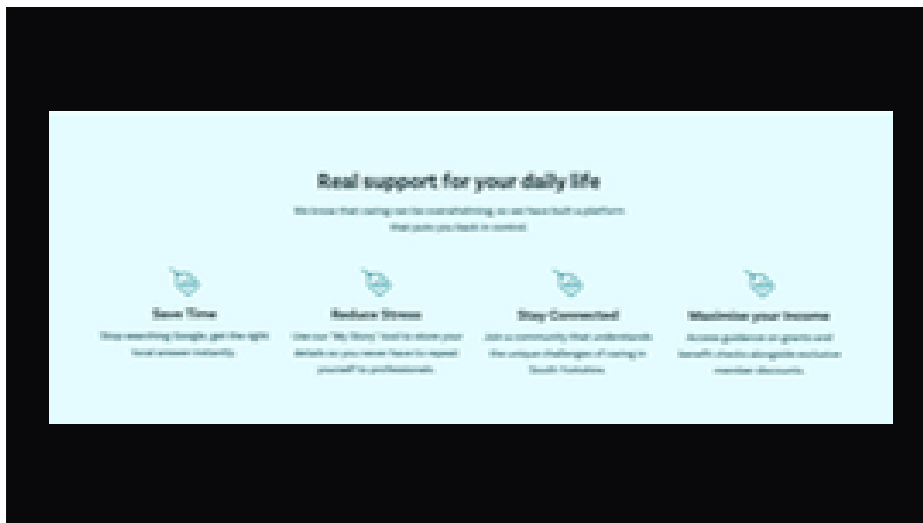
Options around respite breaks and how to arrange cover for the person you care for

Accessing respite breaks and cover for the cared for can be difficult, often carers don't know what is available or know how to access respite offers. Carer Connect brings together respite opportunities and helps people understand what options are available as well as how to book them.

CARER CONNECT KEY FEATURES

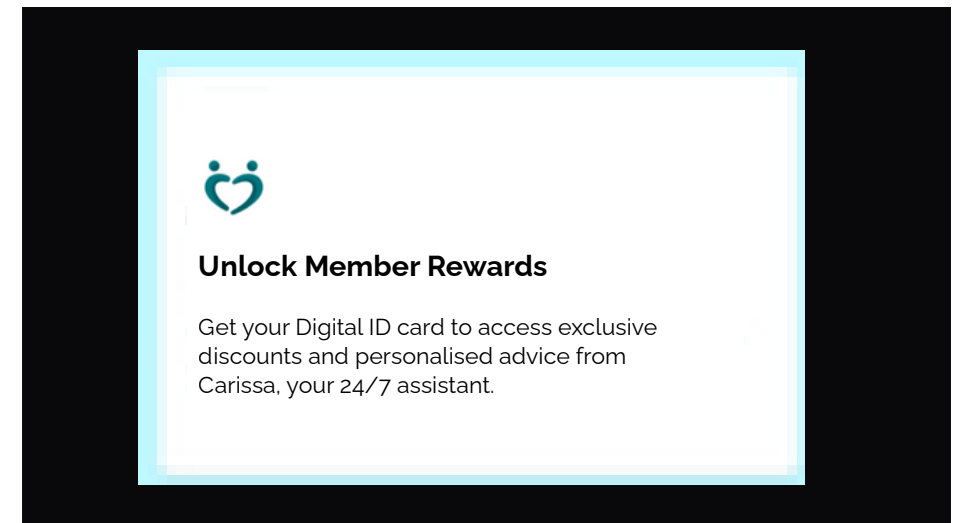


Person & Place:



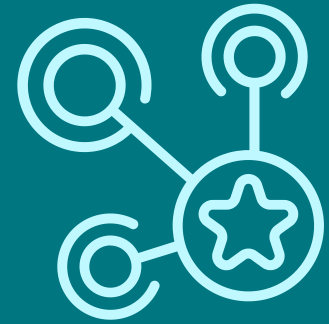
Many carers live in one area and care for someone in another and council boundaries don't map to the real world. Carer Connect allows carers to see available events and groups across boundaries, whilst ensuring information & advice is accurate to their location.

Carer Discounts:



Many councils have carer discount cards, and there are a wealth of national discounts available to unpaid carers. Knowing what is available and how to apply for it can be hard to understand, Carer Connect brings all the schemes together in one place so people can work out what is most useful to them, how the schemes work as well as helping them apply.

CARER CONNECT KEY FEATURES

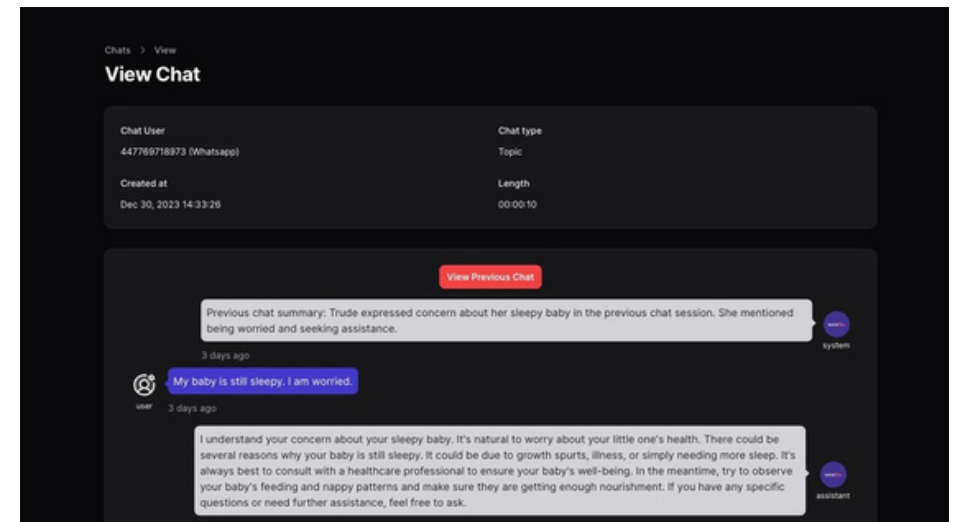


Co-designed with Councils:



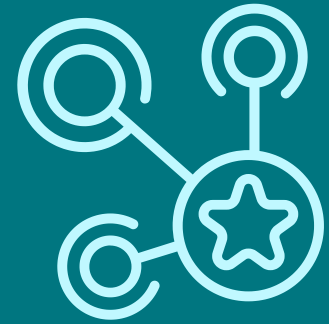
Carer Connect has been co-designed with 100s of unpaid carers across South Yorkshire, and is the result of a 2 year collaborative project led by experts at Barnsley, Doncaster, Rotherham & Sheffield Councils. With resulting evidence, impact & business case.

Live Dashboards:



Capturing every conversation, summarising & where appropriate auto-translating all conversations, as well as comprehensive metrics.

CARER CONNECT KEY FEATURES



Safeguarding:



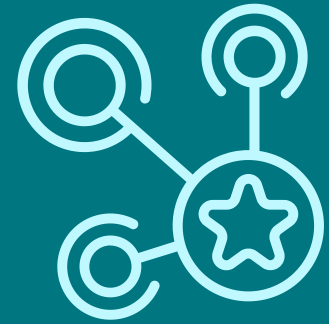
Active multilingual monitoring layer to capture conversations with unpaid carers that may raise safeguarding issues, and proactive alerts, messages and internal workflows to manage issues both in and out of working hours.

Comprehensive Cyber and IG Approach:

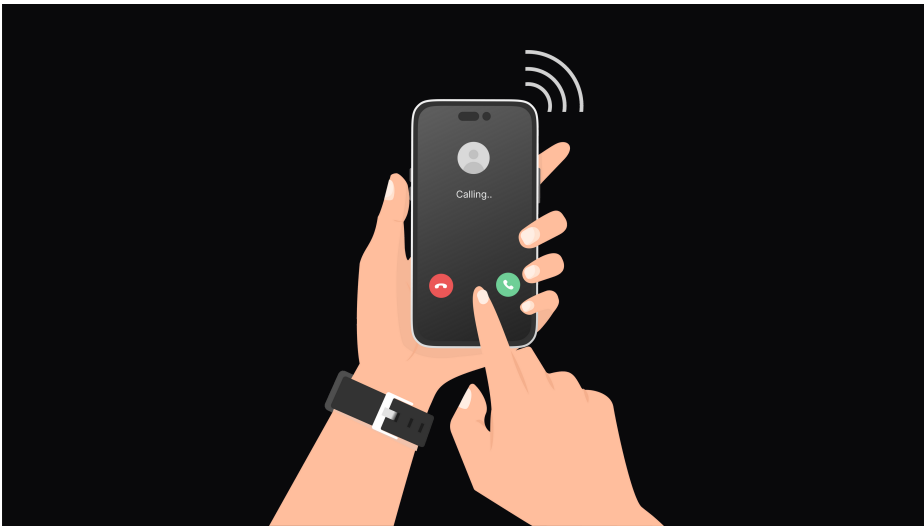


Alongside ISO 42001, Carer Connect benefits from a comprehensive cyber pack answering all IT & IG questions.

CARER CONNECT KEY FEATURES

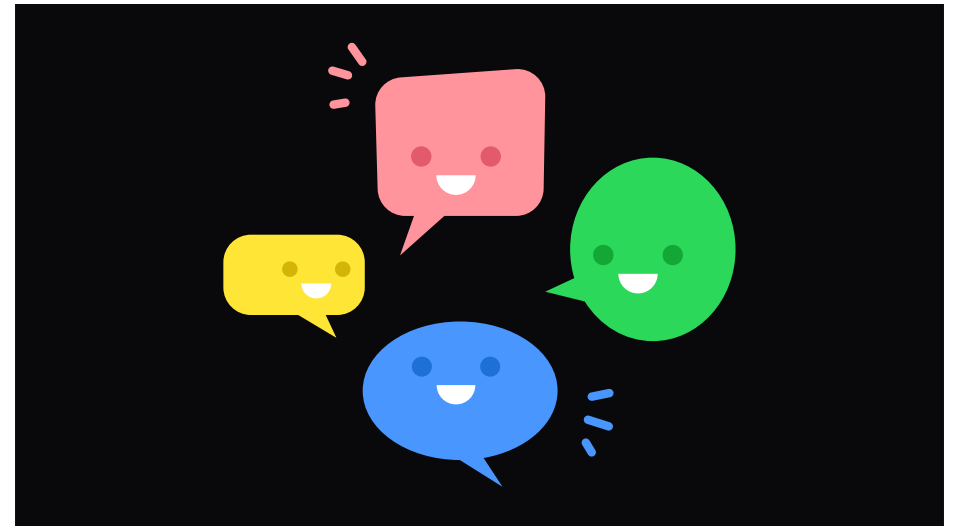


Live Directory Calls:



Carer Connect is able to bring relevant local services and listings into the conversation from your Care Directory or Local Offer, this is achieved via a live callable function.

Expanding Resource:



Carer Connect is able to manage 100s of conversations simultaneously, helping carers with their enquiries confidently, kindly & clarifying questions where required.

USER ENGAGEMENT CARER CONNECT

WHAT UNPAID CARERS ASKED FOR DIRECTED WHAT WE BUILT...



“Everything in one place easy to find”

“To know the information is correct and up to date”

“Contact details for all organisations and what they actually do”

“Being able to access advice and help 24hours a day”

“One centred place, rather than being passed around like a library book”

“Clear information and guide to support available”

“Live chat function to ask questions regarding processes and seek guidance”

“What is available locally such as respite and things to do where I could take my cared for loved one to as well”

“Access to guidance and support about navigating benefits, allowances and entitlements”

“To be able to get advice and support that is appropriate for someone like me who works full time Mon- Fri”

“WhatsApp”

“A section where you can ask questions, get digital help, it could signpost you, very quickly, not waiting 3 weeks for a response”

“Local groups and information where I live”

“AI advice chat”

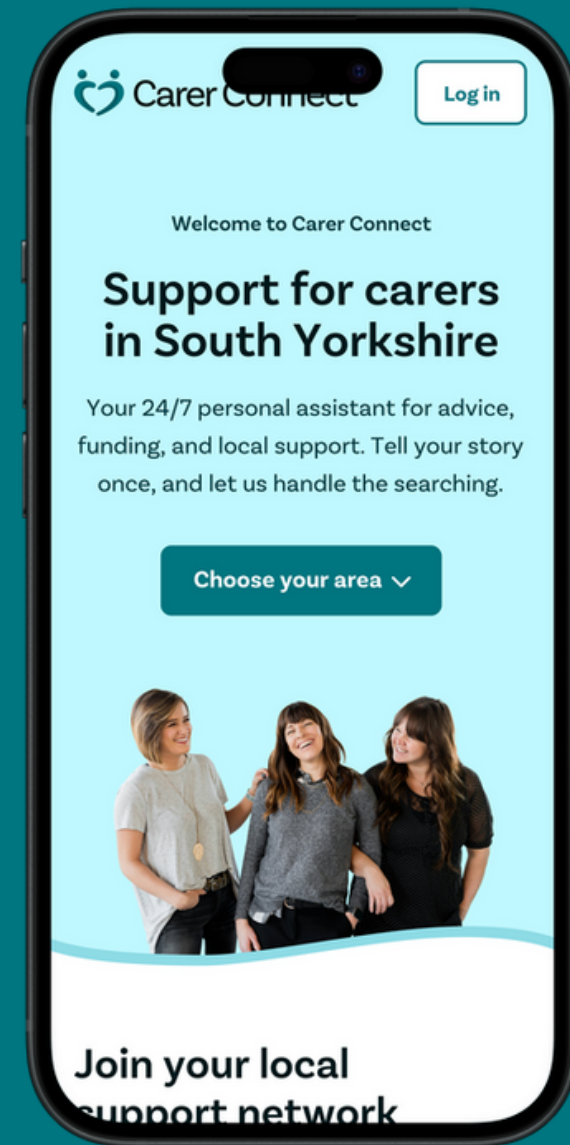
“To be able to get answers promptly”

LIVE DEMO

CARER CONNECT

Get in touch to arrange a customised demo:

info@cc2i.org.uk





GET IN TOUCH

For more information, please don't hesitate to contact us:

info@cc2i.org.uk

