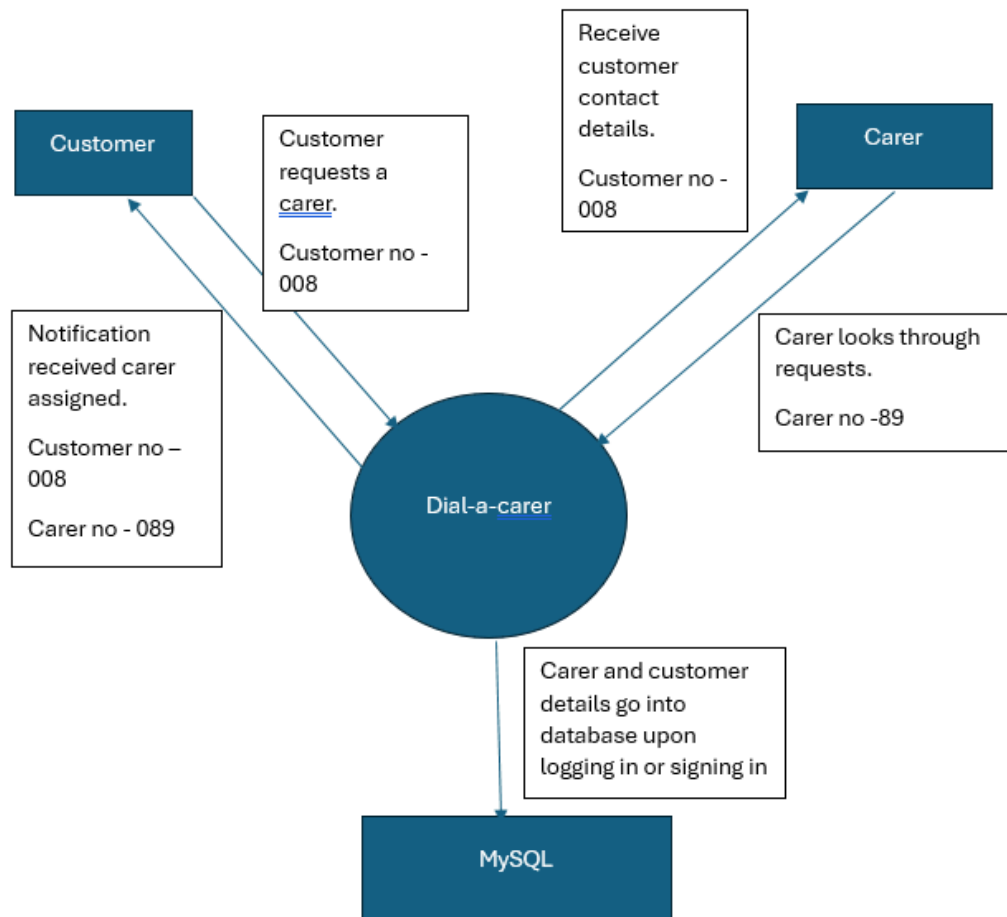<u>Dial - a - carer</u>

Our company aims to provide a service for elderly people in need of high quality carers, that will cater to the specific needs and requirements for the wellbeing and comfort of the targeted customers. Through the website that we are designing personalised care plans will be in place as well as having access to trained professionals so that customers will be able to access their required desires.

<u>Context Diagram</u>

Receive customer contact details.

Customer no - 008

Customer

Customer requests a <u>carer</u>.

Customer no - 008

Carer

Notification received carer assigned.

Customer no – 008

Carer no - 089

Carer looks through requests.

Carer no -89

Dial-a-carer

Carer and customer details go into database upon logging in or signing in

MySQL

<u>Business rules</u>

The most important business rule that we looked at first is the qualifications of carers. All carers that are provided by the company must possess relevant qualification and certification in caregiving, nursing, or a related field. In relation to this background checks are a must to be conducted for all those that are potential carers.

Prior to providing care services, customers who are looking for a carer must thoroughly provide details of the needs and preferences that must be conducted for them. Through this assessment of their needs we are able to simply display to the carers what the customers' needs and wants are and outline any specific task or preference of the client.

A huge aspect of our business will be confidentiality and privacy. Carers must respect the confidentiality and privacy of clients and their respective families, this includes refraining from disclosing any and all personal and sensitive information without the consent of the client. All electronic information of both the client and the carer will be stored in a safe and secure location which will have a whole team monitoring the safety of our users information.

Regular communication is encouraged and expected of carers to the client and their families, it is essential to provide updates on the client condition and this will be done through means such as the client and carer having phone numbers and contact details of one another to retain good communication. This also underlines that if there is an incident a procedure to report it must be followed.

We expect a level of professional conduct from carers and will adhere to ethical standards in the interactions with clients, families and other colleagues. There is risk of potential conflicts of interest or ethical dilemmas if these were to occur they would be addressed promptly and transparently.

Lastly regular feedback from clients, families and staff will be collected and used to identify areas for improvement and implement necessary changes. This will mean that quality assurance measures should be in place to monitor the effectiveness of care services and ensure continuous improvement in service delivery.

Requirements

The first requirement of this business is the development of the platform we are going to use. This would include the user interface which would focus on how friendly the interface would be for carers and clients. Not only this but the users experience is also looked into to ensure smooth navigation of the website and efficiently work to match carers with clients seamlessly. Accessibility and mobile responsiveness are key to make the website adaptive to peoples requirements and facility various devices that are potentially going to be used to access the webiste.

The creation of registering as a carer and a client is important as well as the continuation of profiles afterward that can be accessed when necessary. Carers would be able to communicate their qualifications, experience, availability and services that they can provide. Clients then should be able to specify their care, needs, preferences and schedule.

A searching mechanism will be implemented where clients who are looking for specific traits are able to search for those that they wish to seek.

Communication and Feedback between clients and carers will be a requirement. This is so both client and carer can arrange details that they wish and clients can give feedback to carers if they are finding that something is not working to their liking.

Security and Privacy will be an important factor that will be thoroughly looked into when creating the final product that people will use. Measures will be put in place to ensure that the protection of data will be secure and comply with relevant data protection regulations such as GDPR or CCPA.
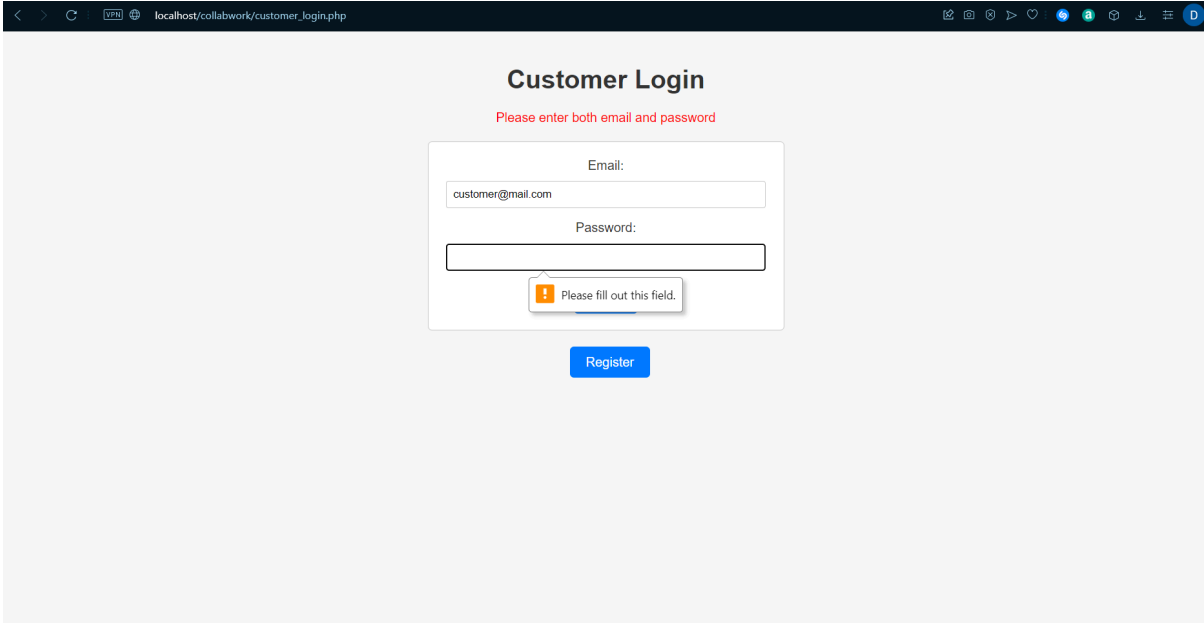
We will ensure that legal and regular compliance with governing home care services such as licensing, insurance and liability requirements shall be met. Policies will be in place to ensure that responsibilities of all parties involved will contribute and be aware.

The website will be made to accommodate room to grow and expand allowing for new features and services. This may open opportunities for potential partnership with healthcare providers and insurance companies to broaden the scope of services offered.

By addressing these requirements, the business can create a comprehensive platform that meets the needs of both carers and clients while ensuring efficiency, reliability and security.
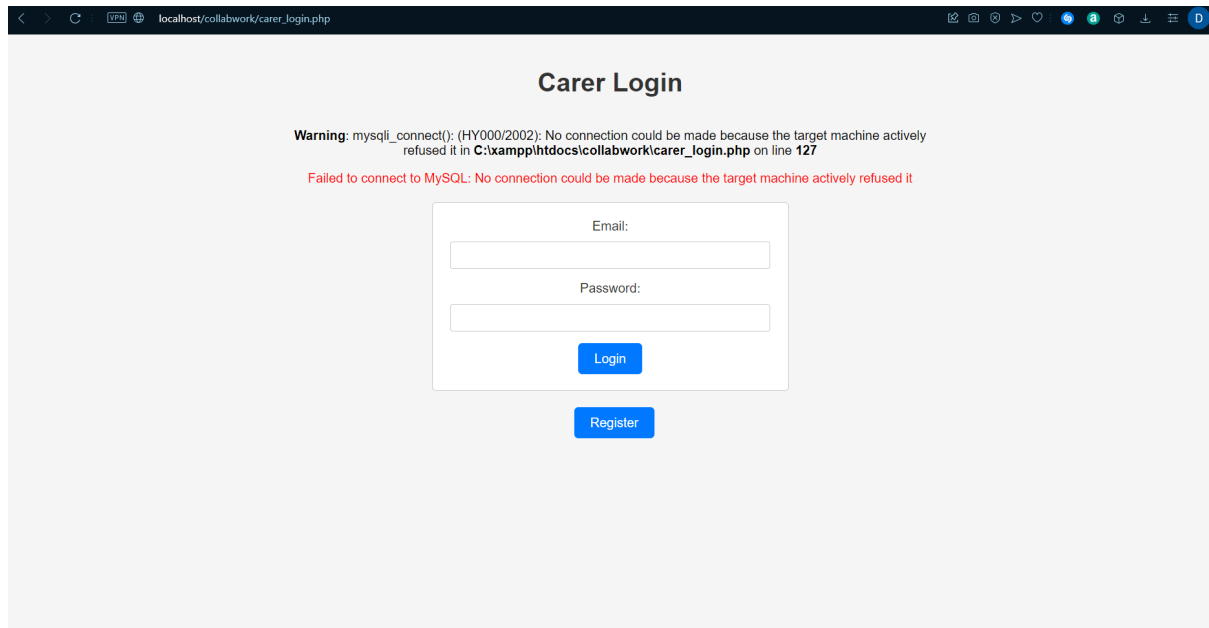
Functional testing and Collaboration

Throughout the progression of the website we have ensured to consistently test our site to ensure the things that we are implementing are working and to the standard that we wish them to be presented. With this we faced some hardships but not only that we had some very successful outcomes that helped us to further improve our site and functionality for users. In doing our testing it helped the team to be more aware of what each other was doing as well as further improving our communication skills to raise concerns or compliment the work that they had achieved.

From working with the web developers we were able to test areas of the website to make sure that it was functional for users and did exactly what we intended. This test was to ensure that an error message would occur if you press sign in without filling out both boxes worth of details. This also ensured that our security analysis was working with the web developer to ensure a safe and usable environment for our customers.

Carer Login

Warning: mysqli_connect(): (HY000/2002): No connection could be made because the target machine actively refused it in **C:\xampp\htdocs\collabwork\carer_login.php** on line **127**

Failed to connect to MySQL: No connection could be made because the target machine actively refused it

Email:

Password:

Login

Register

There were some setbacks when creating/ testing the website as our host server for the website would not always be available at convenient times for us to continue our work towards our MMP. However, this meant that we did more testing to ensure that the website would work and that this is just to enlighten on the troubles that we faced even while testing.

Conclusion

In conclusion, Dial-a-carer presents a promising venture in the ever evolving environment of eldercare services. Through meticulous analysis, it is evident that the business holds significant potential for growth and societal impact online. By leveraging innovative technology and a great team the site stands poised to compete against other sites and helps how elderly individuals receive personalised care in the comfort of their own home.

With a comprehensive understanding of market dynamics and consumer needs, coupled with the strategic partnerships and a commitment to high standards, the website is primed to not only meet but exceed expectations. As the demographic we aim to please continues to grow the demand for reliable and accessible care solutions will only intensify.

To summarise the business model we have created demonstrates resilience and adaptability in meeting the challenges of elders care. With a growing dedication to quality service and client satisfaction the website we have made is ready to make a lasting impact and hopes to indulge the lives of both caregivers and care recipients.