FIELD NOTES · CARE / DOMICILIARY CARE

Five places care teams quietly lose hours

When the care happens across dozens of addresses and the coordination happens in one office, the gap between them is where the rota falls apart.

01 Rebuilding the rota every time someone calls in

A sick call with the first visit twenty minutes away means a scramble through who's near, free, and not already stretched.

02 On-call carried by whoever picks up the phone

The out-of-hours phone gets answered by whoever has it that week, often without the case history in front of them.

03 A new area added on top of the one already running

Growth usually means another postcode or contract layered on, and the coordination built for one area gets stretched across two.

04 Spot checks that fall behind as the client list grows

Supervisors are meant to see every carer regularly, but the round only gets longer. Whoever's easiest to reach gets seen first.

05 One person holding the whole rota in their head

The coordinator who built the system knows every exception to it, right up until they're on leave.

AND TWO YOU SHOULD LEAVE ALONE

The care visit itself. What happens in someone's home is a relationship, not a task list, and software shouldn't try to script it.

A difficult conversation with a family. When a care plan needs to change, that's a person on the phone, not a notification.

The next page: what a fix looks like.

02
THE FIX

What good looks like

Matched to the numbers on the previous page. This is the shape we'd build toward, not a specific product.

WHERE IT SLIPS	WHAT GOOD LOOKS LIKE
01 Rota, call-ins	Cover comes from a ranked list of who's near, qualified, and free, not a round of phone calls.
02 On-call	Whoever's on call sees the same case notes and history everyone else does, so the decision doesn't wait for morning.
03 New areas	Every area runs on the same coordination structure, so adding one doesn't mean rebuilding it from scratch.
04 Spot checks	Checks get scheduled by who's overdue, not who's easiest to reach, and the record shows it either way.
05 One person	The exceptions live on the record, not in someone's head, so a holiday doesn't stall the rota.

IN PLAIN TERMS

This is the shape, not the software. What you'd actually build depends on how your team already works, and some of it might not need software at all.

WHICH ONE HITS CLOSEST

Reply with the number from page one, and I'll tell you which of these you're probably already close to, and which is worth a look first.

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