

TandIM VestiGO Case File: Carers Card

About the George Hardwick Foundation

Based in the North East, the George Hardwick Foundation supports the thousands of local people who care for a relative or friend. It runs three centres for carers at Middlesbrough, Stockton and the University Hospital of North Tees. Its patron is Jennifer Hardwick, widow of football legend George Hardwick

The Carers Card

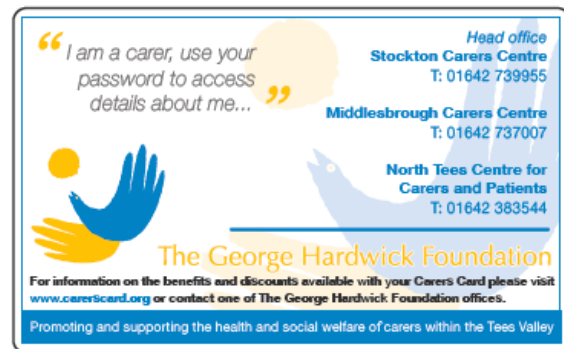
The unique Carers Card is credit card size and includes a photograph of the holder. It provides vital information relating to the person cared for, including next of kin, medical information, plus details of other relatives and friends to call upon in an emergency. It also acts as a discount card for goods and services purchased locally in participating stores. It is issued free of charge to all carers served by the Foundation.



Name: _____
 SSD: _____
 GHF No: _____
 Expiry Date: _____



The George Hardwick Foundation
 For information about this carer log on to: www.tandim.com/ghf



“ I am a carer, use your password to access details about me... ”

Head office
Stockton Carers Centre
 T: 01642 739955
Middlesbrough Carers Centre
 T: 01642 737007
North Tees Centre for Carers and Patients
 T: 01642 383544

The George Hardwick Foundation
 For information on the benefits and discounts available with your Carers Card please visit www.carerscard.org or contact one of The George Hardwick Foundation offices.
 Promoting and supporting the health and social welfare of carers within the Tees Valley

The Brief

Having developed the concept, with no system in place and looking to outsource, the Foundation approached TandIM VestiGO to develop its Carers Card. It needed to prove the identity of its carers at different locations – for example, at a hospital or in a social services department. The card design had to be flexible, easy to renew, update and, of course, tamper proof.

With the need for an infinite number of geographically spread locations being capable of accessing the information, the initial plan called for expensive card readers making the system capital intensive.

The Response

TandIM VestiGO responded by designing a complete system providing access to the information from a standard PC found on any desk in any office, whilst at the same time maintaining the highest level of encrypted information and data protection.

The photo Carers Card is a standard card layout accommodating variable content entered at the time of ordering via a bespoke user interface designed specifically for the George Hardwick Foundation. No special equipment was required so the Foundation had no capital expenditure.

Finger Tip Information

Most importantly for the Foundation, the system provides meaningful, accurate and verified data stored centrally, with reports available to both management and users. It puts the Foundation in total control of the whole process.

Advantages

- No capital investment
- Administered from a standard PC
- No special training required
- Comprehensive management reports
- Total security
- Designed specifically in accordance with the user's needs

Quotes

Andy McMann, strategic manager at the George Hardwick Foundation: "The introduction of the Carers Card has resulted in real, measurable outcomes. It has increased use in leisure and adult education and provided peace of mind in an emergency."

"Health and well being has been enhanced and financial savings made averaging £300 per annum. Most strikingly, ninety-six per cent of carers using the card have reported that they feel reassured that their loved one would be cared for by someone they know in an emergency."

"Importantly the system also meets the Government outputs target indicator AO/C62."

Howard Gould, TandIM VestiGO: "This was a particularly rewarding project that took full advantage of the skills and resources that TandIM VestiGO has to offer. Designed in full consultation and collaboration with the foundation, it delivers real social benefit using the latest and best system technology."