
1. Family Member



Annette

Age: 59

Occupation: Midwife

Location: Newry Co Down

Status: Married

Annette

Annette is the eldest of May's Children. She is married, works as a community Mid-wife and has 5 children of her own. She is main point of contact with her mothers care in the community. She would love an app to keep her fully up to date with her mum's care in the community at the touch of a button. She communicates with family members and arranges Rota's for night-time bed Routine. She enjoys walking her dog in her spare time.

Interests

- Spending time with her mum
- Spending time with her family
- Walking the Dogs
- Cooking

Influences

- Mother
- Family
- Sisters
- Brothers
- Teachers
- Nurses
- Women's Group

Goals

- Ensure her mother is provided with the best healthcare
- Ensure her mother is cared for in her own home environment for as long as possible.
- provide the family link for her mother's carers in the community

Needs & Expectations

- to be clear and specific when communicating information to carers/ her mum
- need to listen to mum/carers Regarding care plan and support.
- Need to communicate information to family members

Motivations

- Love of her mother
- repaying her mother for all that she has done for her throughout her life.
- sense of duty
- sense of responsibility
- wanting to do it

Pain Points / Frustrations

- not kept fully informed
 - time factor
 - not enough information
 - not enough hours in the day
 - confused
 - Doesn't know how to use app
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