
1. Carer



Lorraine

Age: 31

Occupation: Carer

Location: Newry, Northern Ireland

Education: GCSES

Status: Single

Bio

Lorraine is carer for elderly people in the community. She was raised by her grandmother and grow up in London. She moved to Northern Ireland 7 years ago. She has lived in Newry with her two dogs and enjoys walking them in the local area. From an early age she has always been good socialing and caring for older people.

Interests

- caring for elderly people and supporting them to live in their community.
- Chatting
- looking after her pets and taking them on holidays to see family members in England

Influences

- Growing up with her grandmother
- Spending time sociaising with her grandmothers friends
- Family Pets
- Friends

Goals

- Supporting service users to be involved in choices
- Ensure privacy is respected
- Record and document tasks
- add signatures
- Communicate with line manager and family

Needs & Expectations

- Ensure privacy is respected
- User friendly
- Provide personal care support
- clear
- not too time consuming

Motivations

- Loves helping people
- Likes providing community care imposed to hospital based
- she undertands that service users enjoy living in their home enviroment as long as possible

Pain Points / Frustrations

- The needs to familise herself with how to use the app efficently.
 - loading time of the app
 - tracking her progress
 - trying to find information quickly and easily
 - getting use to inputting information taking time away from caring duties
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