

---

terms i use (going down the line) myway > providers > carers > clients

First of all that i would like to say i have found the myway people excellent, they have really helped with what we need even though we had very little idea coming into this.

my suggestion would be to create a online database for clients updated by providers, so they can see/check how much of their plan has been used and also double check what the carers submit for their hours/travel/expenses.

at the moment there is very little or none communication in this area between the provider and the client, i believe this opens up a potential for the carers to write down more than what they have actually done and there is nobody to say otherwise.

obviously there will be some clients who make mistakes or can't remember, but if a client finds there is a problem with time submitted, he/she could ask for a time/expenses/travel sheet that is filled in (log book) and initialed by carer before the carer leaves.

i personally would have liked some of the pay rates (i understand we are not allowed to know most of them) but i mean things like - time is calculated quarterly/carers can claim travel distance and time with client/what happens for cancellations by the client. my provider was happy to provide this information, but it would have been a lot easier right at the beginning.

thankyou for the consideration