

# Elevating care

The game-changing power of unlimited connectivity for ISSAC Care.



**Our patient needs are medically complex with wide-ranging notes. Nobody can carry around full dossiers or files – so we do it all through the mobile app. Without reliable, always-on connectivity, we wouldn't be able to deliver the type of complex care that's required, or be respected as an organisation.”**

Neil Johnson, Director, ISSAC

## **Seamless connectivity, unmatched dependability: Elevating care teams**

ISSAC is a mobile care-providing organisation based across the North East of England. The team caters to people with a wide range of needs – delivering everything from home care to enablement care and palliative care.

When ISSAC started out in 2018, it became clear that reliable connectivity was going to be crucial in keeping business efficient. Carers would have to frequently call the head office to request patient information, seek advice, and communicate with senior carers or members of the management team.

In an environment where patient needs can change on a daily basis, the ISSAC team started to use mobile apps for more efficient processes.



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# Business team support

Previously, ISSAC struggled with poor customer service from other connectivity providers and costly mobile plans that didn't deliver what the team needed. This changed when they switched to Three Business.

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Our account manager, Sean understood from our call and data requirements, and that our focus was on keeping costs low. That's the key differentiator with Three Business – I needed a price plan that was reflective of the data I needed, which Sean understood, and so he was able to offer a value-first solution.”

Neil Johnson, Director, ISSAC



## Effective admin on the go

For the ISSAC team, mobile connectivity also enables robust operational processes. This proves invaluable, especially in preparation for Care Quality Commission (CQC) inspections. The crucial data collected by ISSAC carers, including login data, medication administration records, and case notes, all play a vital role.

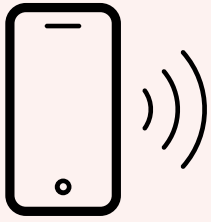
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Record keeping is enabled through the seamless connectivity. And it's absolutely critical. We have to generate copious evidence of what we're doing at all times and are subject to spot checks from the CQC. And you don't even have to be in the office to do it, you can audit from within an office, or you can even retrieve historical notes from a remote location.”

Neil Johnson, Director, ISSAC



# Quality connectivity for quality care



The support that ISSAC provides makes a real difference to people's lives. To work without disruption, the Unlimited\* calls, texts and data provided by Three Business has proven crucial.



**Without this unlimited connectivity, we could run into all kinds of organisational risks, such as the wrong dosage of medication, or instructions that aren't to the liking of a service user. It's all about keeping carers informed, able to operate in the safest manner possible, and to carry out the highest quality and calibre of service."**

Neil Johnson, Director, ISSAC

## Three Business: Your reliable connectivity partner

Healthcare organisations need a rapid and reliable connectivity provider. With 99% outdoor network coverage in the UK and as The UK's Fastest 5G Network\*\*, Three offers just that. With unlimited dedicated public sector plans and award-winning\*\*\* customer service, teams have the connectivity needed to deliver efficient and high-quality care.

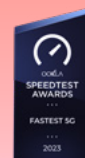
**For more information, visit: [Three.co.uk/business](https://three.co.uk/business)**

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\*\*Based on analysis by Ookla® of Speedtest Intelligence® data for Q3-Q4 2023. Visit [speedtest.net/awards/fastest-5g](https://speedtest.net/awards/fastest-5g) to find out more.

\*\*\*2022 European Contact Centre & Customer Service Awards winners: Best Customer Experience, visit: [2022 Winners | ECCCSA](https://www.ecccsa.com) to find out more.



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