



 Ife Okeke
1h

 Arrived





Checkout note

Alfred went to his granddaughter's wedding at the weekend and had a fantastic time. He had lots of stories from the day and kept talking about how much fun he had.



Empty and take out the bins
10:00 - 11:00, Fri 21 (Morning)

✓ COMPLETED

Better systems mean better care

Introducing the CareLineLive family of software

Improve your efficiency, capacity and compliance by digitising your workflows and automating processes

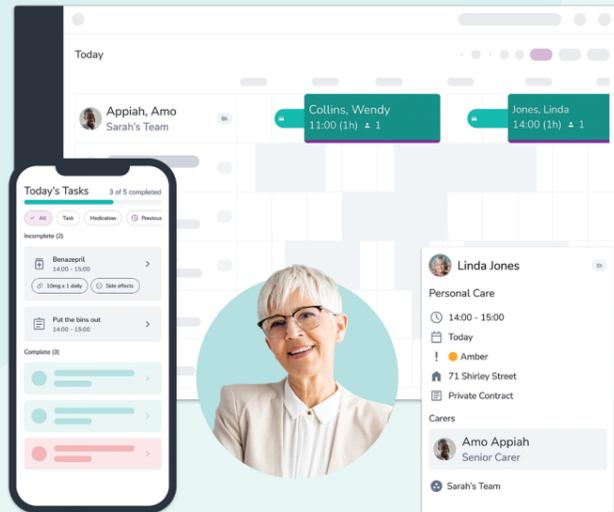


CareLineLive



Carefor
Software For Companies That Care

Ulysses
SOFTWARE THAT CARES



Carer Companion App

Provides carers with the tools and real-time information they need to work efficiently and provide truly person-centred care.

Management Platform

Enables integration of rostering, client and carer management, capacity planning, invoicing, payroll and real-time call monitoring. All this information is connected and can be interrogated to produce KPI and commissioning reports for regulatory bodies.

Care Circle Portal

Provides service users' family and friends access to carer notes, observations, administered medication and visit information. One-off access to emergency services can also be enabled.

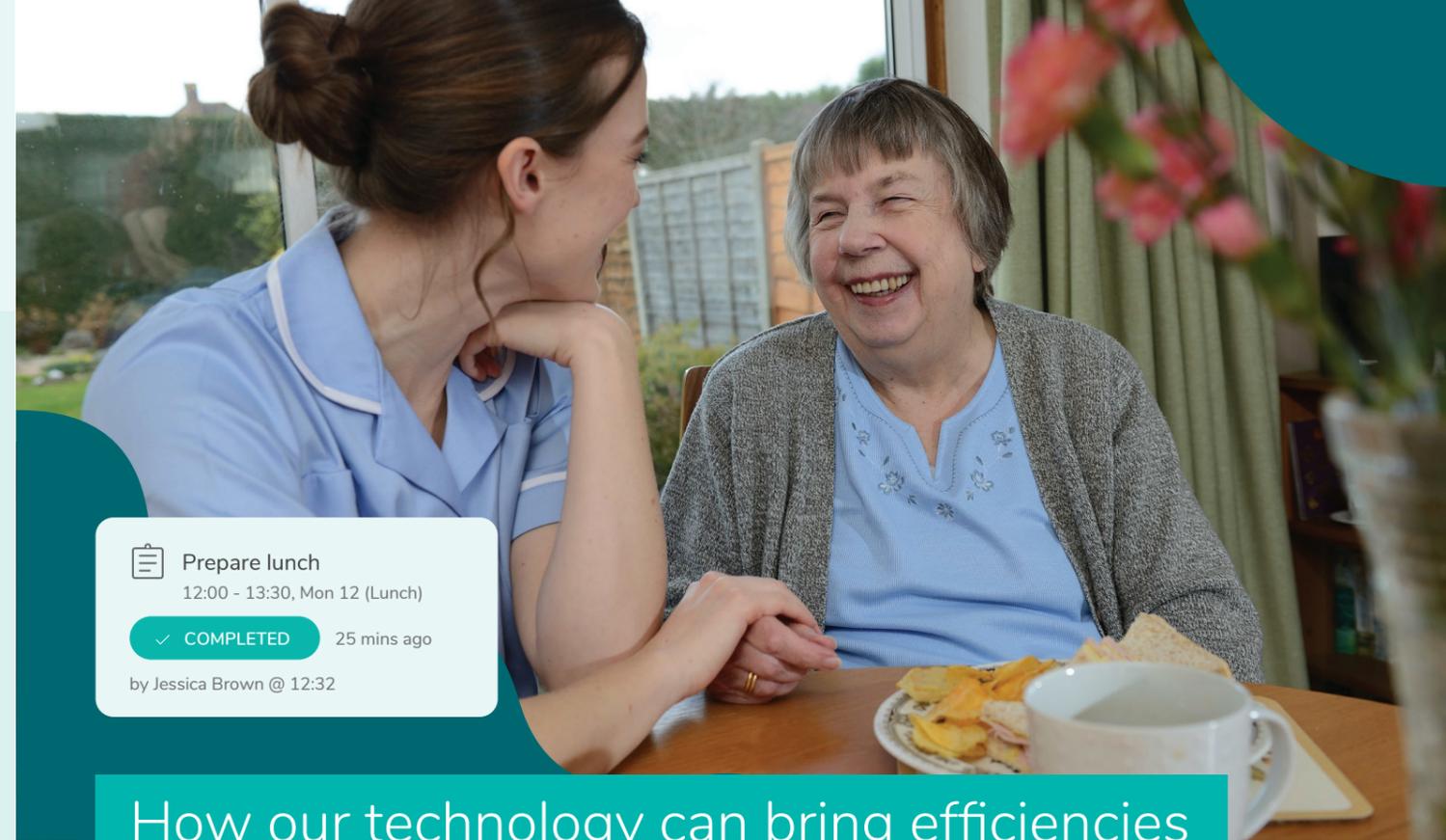
Your key to managing ever increasing demand, dwindling resources and chronic understaffing

Amidst a demographic timebomb it is clear that the UK is under resourced in terms of health and social care provision both by way of staff and other resources. There is, however, an opportunity for technology to do the necessary heavy lifting to achieve unprecedented efficiencies with more effective resource utilisation and increased capacity gains.

Technology is very capable of accomplishing this. The South Eastern Health and Social Care Trust, based in Northern Ireland partnered with CareLineLive and created an additional 3,919 hours of capacity (a £73K value) with no additional recruitment of agency staff hires. Admin time for rota management was reduced from 17 to 12 hours per week – with a capacity gain of 30% – and 87% of service users reported better service delivery. There was also a 96% reduction in missed calls from 287 to 11 in one year.

The deployment of such technology does not have to be expensive; SE Trust found that it paid for its software solution from the savings made on postage costs alone.

The partnership with the South Eastern Health and Social Care Trust won Building Better Healthcare's Best Healthcare Software award in 2023. The award category highlights software products designed specifically for use by health and social care staff that help improve processes and bring about operational efficiencies. CareLineLive also won the prestigious Patient's Choice award for 2023.



How our technology can bring efficiencies

The more efficient a system is, the better equipped your staff are to deliver upon their person-centred care and support requirements. Both the CareLineLive and CareForIT platforms perform well on the following requirements:

- ✔ **Dynamic scheduling** on cloud-hosted applications leading to greater efficiency and flexibility, including optimisation of travel time, staff resources and whilst providing a huge benefit of real-time synchronisation of data between the office and the field staff
- ✔ **Supporting the mobile reablement and the care in the community workforce** through fully integrated apps for remote working, workflow management and real time updates
- ✔ **Real time data** on service delivery plus alerts for delayed visits and medication, providing safeguarding benefits for both service users and staff
- ✔ **Digital care plans and medication plans** created in the scheduling system and delivered securely to care workers via their mobile app where they then provide updates
- ✔ **Efficient handling of referrals to the care service** - supporting smoother and more efficient fulfilment of care packages through a comprehensive set of imports, exports and reports, combined with secure access to the customer's data at all times
- ✔ **Support continued compliance requirements** by structured care planning and monitoring of care delivery, with reporting on KPIs and by client care package
- ✔ **Support for the new CQC single assessment framework**
- ✔ **An integrated approach to managing care services**, supporting the ICS initiative by integrating with social care systems, and empowering family members via portals
- ✔ **Financial outcomes by digital exports** - gross pay, expenses, billing
- ✔ **Integration with third party software** such as Sage, Xero, CM2000, social care systems and ContrOCC as well as generic CSV file exchange options
- ✔ **Fully GDPR compliant**
- ✔ **Compliance with ISO 9001 - Quality Management and 27001 - Information Security Management certification, NHS Data Security Protection (DSP) Toolkit, and Cyber Essentials Plus**
- ✔ **UK-based secure hosting with high availability**
- ✔ **UK Help Desk**



Reablement

CareForIT has additional, particular deep functionality in:

- ✓ **Automated rota optimisation** - our AI-powered CAREBooster which optimises resources to maximise visit capacity when assigning carers to clients each day. This can be geared towards maintaining continuity, minimising travel time or minimising the time to complete a set of bookings.
- ✓ **Azure Active Directory integration** enabling SSO (Single Sign On)
- ✓ **Customisable eForms** created within the CareForIT care planning feature in the management portal and accessed for completion by care workers using integrated mobile apps
- ✓ **2-way messaging** between office staff and care workers and between office staff (e.g. visit notes and feedback)

CareLineLive brings another range of options that could be crucial to any customer requirements:

- ✓ **NHSx Assured Supplier of Digital Social Care Records (DSCR) systems**
- ✓ **GP Connect integration** is in the development pipeline together with an API that will help inter-operability with other 3rd party systems
- ✓ **Multi-factor Authentication (MFA)** available with CareLineLive for an additional layer of login security, without having to use Active Directory
- ✓ **Customisable client observations** created within CareLineLive and accessed for completion by care workers via the Carer Companion mobile app
- ✓ **Client assessments and customisable client forms** created and updated within CareLineLive and published for care workers to view via the Carer Companion mobile app

What to look for beyond functionality:

- ✓ **Crown Commercial Services G-Cloud 13:** C4 Ulysses Ltd is a G-Cloud 13 framework supplier

A better way to manage reablement care runs and rotas

Reablement care is mostly short-term with service users constantly joining and leaving. This makes carer runs and rotas hard to manage and control manually, especially with more traditional systems which rapidly waste time and money.

Care workers find these inefficiencies frustrating with bottlenecks of calls impacting on their travel time and also on their working relationships with the service users. They know their time could be better spent than driving between disjointed appointments.

Technology such as CareLineLive and CareForIT gives you a way to rapidly update service user details and visit requirements, and then instantly publish optimised runs and rotas. With one click you could produce runs for each staff member that incur optimum travel time and mileage, without compromising the quality of the care delivered or the outcomes achieved.

Future proof your care with our proven technology

With an ageing population and better integrated health and care services, demand for reablement care is growing.

The CareForIT CAREBooster feature (for scheduling visit by visit) and CareFor Rounds Builder feature (for working in Runs or Rounds) from C4 Ulysses will help you take on more service users without a proportional increase in staff. These features also produce immediate savings in mileage costs.

One authority that adopted the CareForIT solution saved £2000 per month on travel costs alongside significant savings in travel time. CareForIT's CAREBooster is probably the ultimate in self-funding technology. It's also fully secure and compliant with GDPR.

The Mid and South Essex NHS Foundation Trust used CareLineLive within its reablement service which resulted in the freeing of 60 hospital beds per day. The partnership was shortlisted for a Laing Buisson Public Private Partnership award.

"CareLineLive has helped us take our service into the 21st Century. It is a fantastic electronic record solution for any service that has a need for remote patient care in the community. It enables staff to work remotely, document remotely and be scheduled electronically. It has enabled us to improve efficiency, capacity and reimagine patient care.

CareLineLive is a great solution if you want to be more efficient, transform your services and future proof your ways of working and delivering patient care. It helps services be more sustainable, be more GDPR compliant and mitigate against data issues. It is also scalable and functions in real time so we always have an up-to-date assessment of what is happening with each patient."

John Walter, General Manager of Integrated Care at Mid and South Essex NHS Foundation Trust

CareLineLive eBrokerage

Social care commissioning and brokerage simplified. eBrokerage is a simple way for commissioning bodies, care brokers/care arrangers and care providers to collaborate and work more efficiently so service users experience better care and improved service.

eBrokerage

Your solution to efficient care brokerage. No more spreadsheets, local databases and emails that add complexity and data security risks. eBrokerage is a secure cloud-based online platform. All transactions and data transfers take place within one system built with industry leading standards of encryption and security.

- ✓ Brokers/commissioners/care arrangers post new care packages on the portal and broadcast to approved providers
- ✓ Providers bid for the packages they are best able to fulfil
- ✓ The broker reviews the bids and awards care packages within a few clicks
- ✓ Delivery performance data is reported online in a consistent format
- ✓ Payment data is reported automatically
- ✓ Management reports provide comprehensive KPI performance data, in various formats from an overview to a detailed drill-down

Speed and simplicity

Approved providers are automatically notified when new care packages are entered onto the system. They then respond to confirm whether they can fulfil the package. The broker can immediately see which providers are able to take on the package and make a selection using the simple and intuitive user interface.

Consistent reporting

Delivery and compliance are easily tracked through comprehensive reporting modules that can be customised to suit individual needs, for instance:

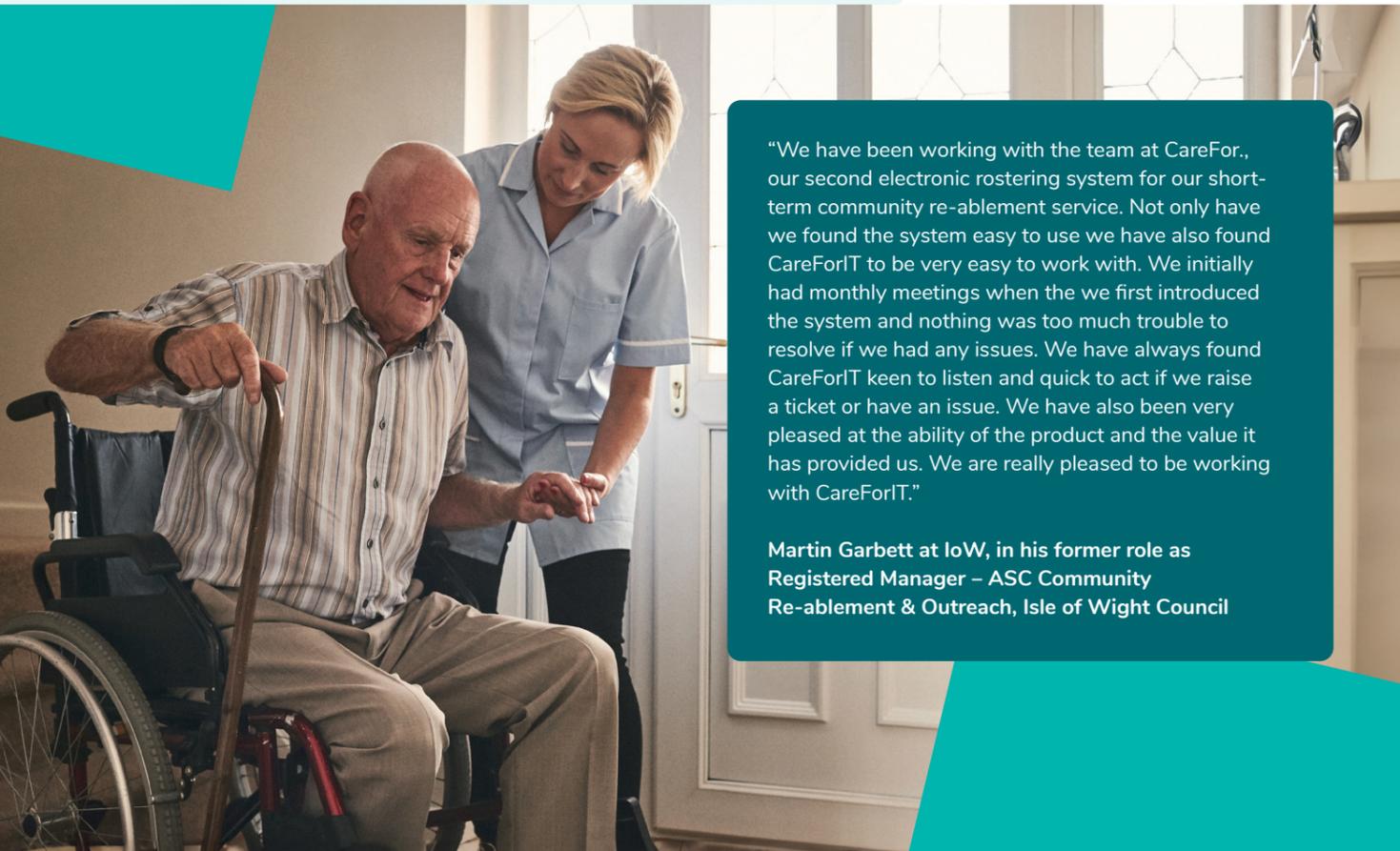
- ✓ Care hours awarded
- ✓ Care hours delivered
- ✓ Care hours delivered that didn't match a commissioned package

CareLineLive eBrokerage ensures that brokers receive performance and compliance data in a consistent format, without a need for further processing. Instead of wasting effort dealing with multiple feeds there's more time to analyse the data for trends. Any potential performance or non-compliance issues are quickly highlighted. Management reporting can be viewed with any level of detail required so you are always fully informed and fully in control.

Why eBrokerage?

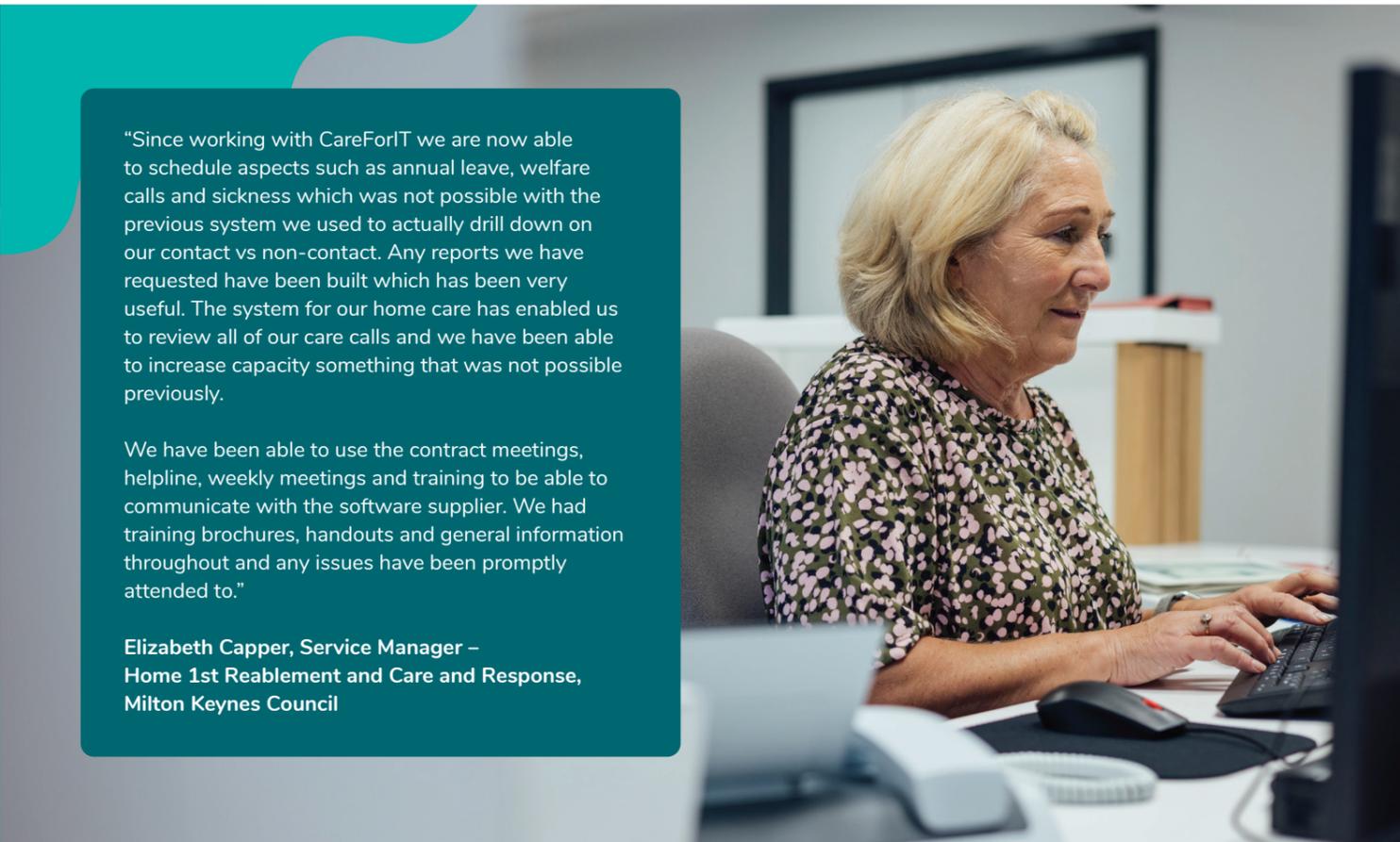
Where eBrokerage is in use, care providers are more likely to bid for care packages. This is partly because the packages that providers are offered are already appropriate (the right type of care/skillset required, in their territory), they receive automated notifications and can instantly see the location of the service user on a map. The portal is user friendly and provides an efficient platform for viewing and replying to packages.

If individual care packages become uneconomic for a provider there's a configurable facility to trade packages through an online marketplace controlled by the commissioning body.



"We have been working with the team at CareFor., our second electronic rostering system for our short-term community re-ablement service. Not only have we found the system easy to use we have also found CareForIT to be very easy to work with. We initially had monthly meetings when the we first introduced the system and nothing was too much trouble to resolve if we had any issues. We have always found CareForIT keen to listen and quick to act if we raise a ticket or have an issue. We have also been very pleased at the ability of the product and the value it has provided us. We are really pleased to be working with CareForIT."

Martin Garbett at IoW, in his former role as Registered Manager – ASC Community Re-ablement & Outreach, Isle of Wight Council



"Since working with CareForIT we are now able to schedule aspects such as annual leave, welfare calls and sickness which was not possible with the previous system we used to actually drill down on our contact vs non-contact. Any reports we have requested have been built which has been very useful. The system for our home care has enabled us to review all of our care calls and we have been able to increase capacity something that was not possible previously.

We have been able to use the contract meetings, helpline, weekly meetings and training to be able to communicate with the software supplier. We had training brochures, handouts and general information throughout and any issues have been promptly attended to."

Elizabeth Capper, Service Manager – Home 1st Reablement and Care and Response, Milton Keynes Council

Better

together for

care providers

The CareLineLive family of software solutions includes CareLineLive, CareForIT, Ulysses (UDMS) and eBrokerage. This represents a formidable portfolio of product solutions for local authorities looking to tender their home care, reablement and supported living/building-based services.

These platforms all have strong credentials which provide a comprehensive range of solutions for care providers from small domiciliary care providers to large public sector organisations

[Find out more about our home care management system](#)

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