

Isle of Wight Council's partnership with CareFor to transform their reablement service

INTRODUCTION:

The Isle of Wight Council partnered with CareFor in early 2022 to support its reablement care service. Reablement is a service which supports people in the transition from hospital back into their own homes, with the goal of the person gaining a good level of independence. The care and support package is typically for 6 weeks and culminates in no further support being required or an ongoing care package being put in place.

ABOUT CAREFOR:

CareFor is a rostering and care management system, with a mission to clear away the burden of paperwork and everything else that gets in the way of delivering excellent and personalised care. CareLineLive's recent acquisition of the business behind CareFor and Ulysses (UDMS) will strengthen CareFor's continuing product development cycles.

The Isle of Wight implemented CareFor for something of an unusual purpose. As well as the usual rostering and care management functionality, it uses the app to help carers pick up company cars to use for their visits. The easy-to-use mobile app allows the carers to easily book visits and cars.



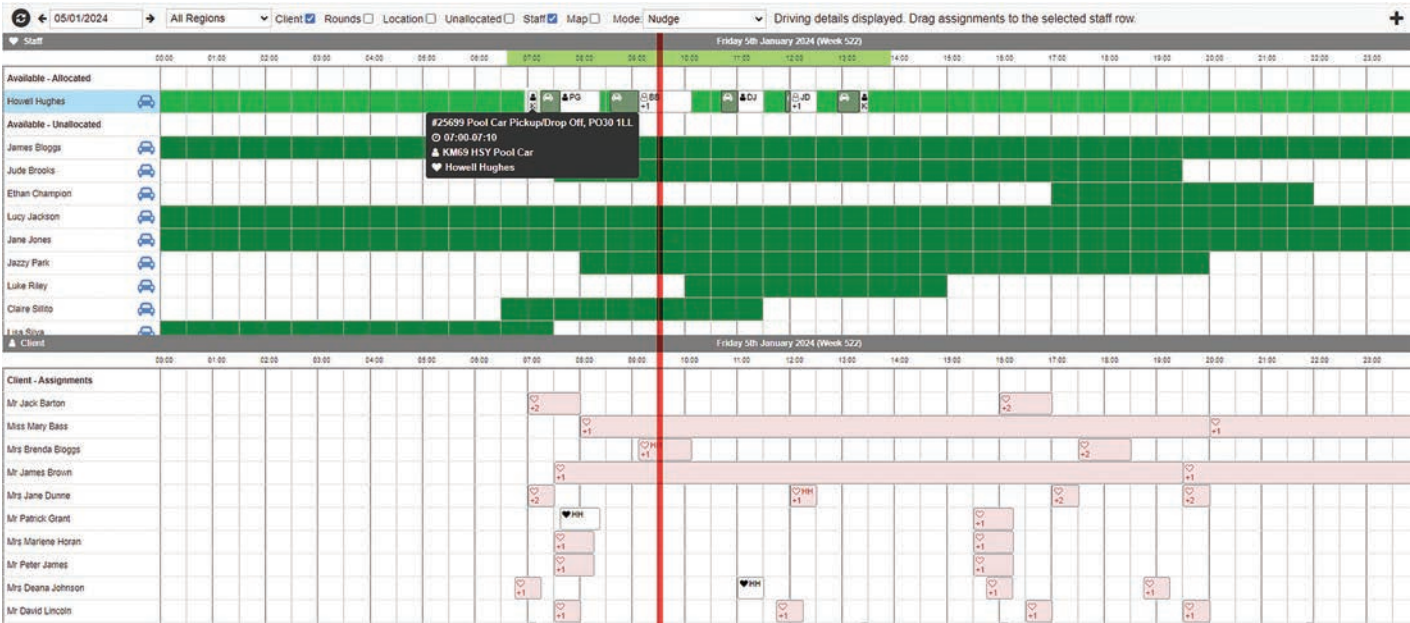
Within the Isle of Wight reablement service, CareFor is used by 33 staff, 76 carers, and 136 clients/service users.

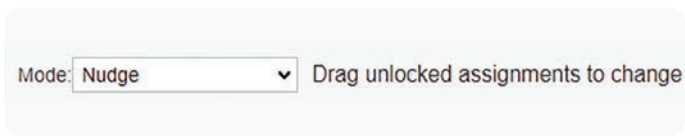
In system terminology Staff are the back office administrators and co-ordinators who have access to the CareFor desktop system but who can also attend calls. Carers are support workers who are working out in the community utilising the mobile app to deliver care to Clients or Service Users.

The Isle of Wight’s service capacity has largely been increased through further investment into CareFor to increase the workforce. Capacity has mostly been realised in the processes around how visits are initially set up, where they are allocated and how visits are managed in absences.

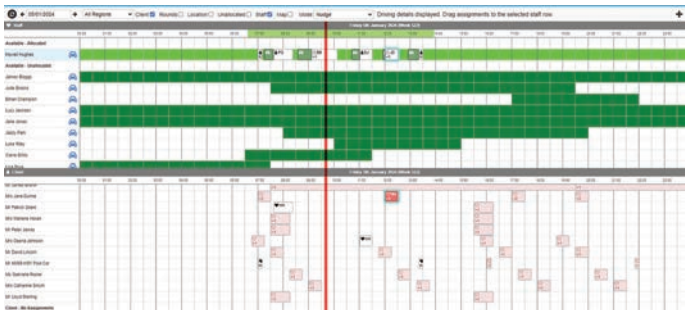
The contract was signed in January 2022, with the project set live in May 2022 and the procurement of CareFor has equated to cost savings of several thousand pounds in comparison to the previous system used.

The Isle of Wight currently utilises the ‘Pool Cars’ feature of CareFor. This feature shows each carer’s schedule of calls, including pick up and drop off of a pool car. A map detailing the route and journey time is also available.

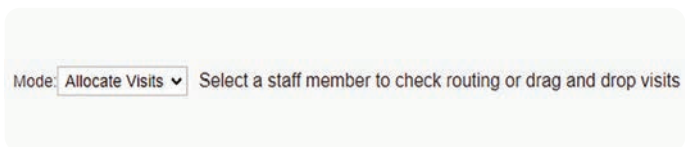




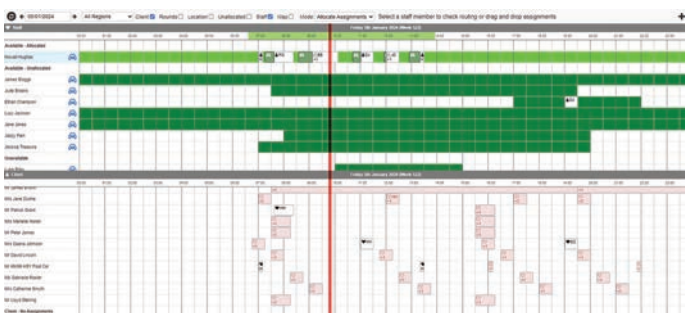
In 'Nudge Mode' Pool Cars, users can reschedule calls for earlier or later in the day. Nudge mode is part of the functionality on the 'Wall' where any visit types (including, but not limited to pool cars) can be moved forward or back in time by sliding the visit left or right, making it a very easy to use and visual feature.



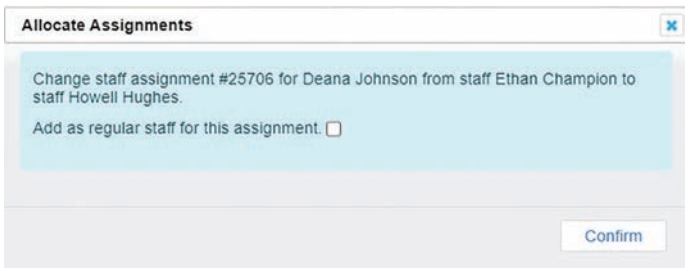
You can select a call to move the scheduled time earlier or later by moving the block left or right along the row.



In 'Allocate Assignments Mode' users can reassign a client to a different carer.



You can drag a block representing a customer assignment from one member of staff to another. In this example, I dragged the 19:00 call for client DJ (the client's initials) from Carer One to Carer Two.



Once the user does that, they can confirm the action and can directly edit regular care plan assignments for the week if they choose to do so.



It is also possible to view unallocated assignments on the Wall and either allocate assignments (drag and drop) or nudge (earlier or later) these assignments as needed.

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“We have been working with 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 it to be very easy to work with. We initially had monthly meetings when we first introduced the system and nothing was too much trouble to resolve if we had any issues.

We have always found CareFor keen to listen and quick to act if we raise a ticket or have an issue. We have also been very pleased with the ability of the product and the value it has provided us. We are pleased to be working with CareFor.”



MARTIN GARBETT

Former Registered Manager - ASC Community Reablement and Outreach for Isle of Wight Council

“As a Reablement service that has years of experience using different rostering systems with different suppliers I can say from my professional experience as well as from looking at it from a business continuity point of view that the CareFor Support Team has been exceptional. Their customer support team are always quick to respond and will deal with issues appropriately from a customer’s point of view, understand the impact the issues raised have on service delivery so will make every effort to respond and try to resolve them as swiftly as possible. When using big ICT systems there are always challenges but the customer support team is always transparent in the timeframe and ability to deal with issues that are raised with them and is more than willing to speak over the phone or offer additional guidance/support via teams if necessary to get the issues resolved.

As part of their improvements around customer support, it is good to see that CareFor always asks for our feedback with issues they can or cannot resolve to help them drive improvements in their customer service which I feel as a Business Support Manager is vital in building and maintaining a professional relationship of trust. CareFor support certainly has excelled in the time it has been our supplier.”



DARREN DONKERSLEY

Business Support and Projects Manager (ASC Provider Services) for Isle of Wight Council

To find out more about CareFor and CareLineLive’s work with public sector customers go to:

 carelinelive.com/public-sector

If you would like to book a demo:

 03300 885 767  carelinelive.com/demo