

The Monitor

The Newsletter of CM2000

December 2008

FREE ESPO Framework Seminars

Following the launch earlier this year of the ESPO (Eastern Shires Purchasing Organisation) framework for the procurement of Electronic Monitoring, CM2000 and ESPO have been staging a road show of free information seminars.

The framework is open for use by all Public Sector organisations and is the result of a collaboration between ESPO and the Care Services Efficiency Delivery programme (CSED).

The framework offers fast-track procurement for electronic monitoring which is increasingly seen as a key element to helping Councils meet their commitments in relation to the personalisation agenda.

Following results of a tender process completed in April this year, CM2000 is one of only five suppliers to be included in the framework and one of just three offering a fully-hosted monitoring solution. Cont\..... (back cover)

Care Workers Achieve New Heights

Since the May edition of The Monitor, CM2000 have presented a further seven prizes to the top performing Care Worker each month. The latest 'Care Worker of the Month' winners are:

- Lesley McCutcheon, Seva Care, Banbury (May)
- Misty Bell, Bright Yellow Solutions, (June)
- Michelle Hartwell, Enara Merton (July)
- Jill Cullen, Care UK, Stoke and Cheshire (August)
- Angela Brundrett, GP Homecare, Stoke (September)
- Julie Burgess, Primary Healthcare (October)

Competition for the top spot each month has been fierce with winners achieving greater than 98% compliance across a range of criteria.

Peter Longman says, "Care Worker of the Month has been a huge success with many providers staging special presentation events for winners. The incentive programme was designed to reward the commitment of Care Workers and give recognition to those who are doing an outstanding job, as well as promote and encourage others to do the same. In January we will be making a special award to the provider whose carers have consistently achieved the highest levels of compliance during 2008".

Monitoring for Care Homes

CM2000 have recently launched an RFID (Radio Frequency Identification) based monitoring solution aimed primarily at Care Homes.

The system uses a small electronic tag placed inside residents rooms which is then scanned by a special mobile phone each time a Care Worker checks on a resident or provides them with help.

The system is used to provide a care audit trail and is already being used successfully by Merton based Home from Hospital.

For more information contact Mario Jayawardena.



Jill Cullen receives a cheque for £100. Pictured from left to right; Paul Smith Care UK, Simon Rider CM2000 and Jill Cullen.

Case Study

London Borough of Havering

The London Borough of Havering have been faced with a number of challenges in modernising and transforming its' home care services.

The challenges faced by Havering included:

- how best to focus attention on issues of home care quality
- how best to provide accountability and ensure value for money.
- how to capture reliable and verifiable data
- how to best change the system to position home care within the future transformed market of personalised budgets.

At the time changes were first contemplated the system was in need of serious attention. It was paper driven, there was poor accountability and commissioners and providers were not working to the same agenda. Corporate relationships within the Council were strained due to an inability of such an antiquated process to deliver accurate financial forecasts. Additionally there was a requirement to move toward reablement.

It became evident that the new system must accomplish the following outcomes:

- position the authority for the transformation of adult social services and provide a solid foundation for the personalisation agenda
- provide for an end-to-end electronic solution that was effective, efficient and provided accurate data which must include measures of quality and performance
- provide for a program shift toward reablement.

Under the leadership of Project Sponsor, Chris Haynes, project managers Ken Ashong and Rachel Boston were assigned the tasks of developing the electronic solution and ensuring it was synchronised with the planned program changes. They found themselves in a fortunate position that earlier work had tested three different types of electronic monitoring systems and CM2000 was judged the best solution. Chris Haynes comments, "CM2000 was the clear leader in the field and were head and shoulders above the competition".

The key challenge was to introduce a system which would be compatible with personalised budgets. Ken and Rachel recognised that if Service Users received individual budgets providers would require a mechanism to receive payment directly from Service Users, while the Council would still require an accountable audit trail to track spending. Rachel and Ken identified a Transaction Data Matching (TDM) system being used in Kent as a good fit. It also provided for the possibility of a pre-loaded visa card being utilised for Direct Payments and Individual Budgets.

In practice this meant, improving and automating as far as possible Haverings internal systems with an end-to-end solution from care assessment to paying providers and charging Service Users for the care they had received.

Rachel comments, "at the start of the project we had seven databases plus SWIFT when what we needed was one central database in SWIFT to run the ledger. We then had to tie CM2000 into the process which included using CM's Finance Manager Module so that we could

charge service users and pay providers based on actual care delivered. At Havering we use a banding system".

The Royal Bank of Scotland was Ken and Rachels preferred supplier to handle automated payments and billing using their TDM system. With an eye to the future they realised that RBS were also a supplier for pre-paid visa cards.

Havering have adopted a centralised model for their home care monitoring, meaning they have total access to the monitoring data recorded across all non specialist home care provision. The Council are therefore able to fully automate the payments / charging system for service users and providers. They are also able to extract the full range of management information for the efficient running and quality assurance of the home care they provide.

From Havering's perspective the end-to-end process is best described as follows:

SWIFT contains details of each Care Package and that information is put into CM2000. The providers then input their rostering information so the Council gets a full picture of what is commissioned against what is rostered. As Care Workers log visits, variations between commissioned, rostered and actual care are identified. Providers are paid based on the actuals after making sure the information is reconciled. CM2000's Finance Manager Module generates the invoice. The invoice is then uploaded to and authorised in SWIFT. It is then automatically downloaded into the banking system for payment to the Provider. The file then comes back into the Councils general ledger system.

In the course of introducing the new process, the relationship with Havering's providers was transformed. The process for triggering that change was full involvement in the implementation process itself with regular forums and separate working groups.

To assist the roll-out process, four of Havering's providers volunteered to test the CM2000 system, Rachel recalls, "they said they weren't ready but we had them work very closely with CM2000 and I have to say the project team at CM2000 were fantastic".

Chris Haynes says, "the one thing that made this project work was, strong leadership from the top in Councillor Steven Kelly who oversees the whole of Adult Social Care and is Deputy Leader of the Council. He really owned the modernisation project and championed its various elements.

Implementation took place within six weeks. One of the providers said that in the first four weeks of implementing the system she had never experienced so much pain, but if you see them now they are so enthusiastic. They come into meetings now and say "it's brilliant, do you know what the CM2000 system can do".

The ultimate beneficiary of the new process is the Service User, as quality has improved, resources are extended to provide more care and systems have been put in place to facilitate both choice and independence.

The major outcomes for Havering are:

- an accountable and transparent home care system that provides accurate and up to date information
- a system which provides the foundation for individual budgets and direct payments as part of the transformation agenda
- an ability to track, monitor and measure quality improvements
- improved relationships with the

providers who now understand the future direction of transformation and feel partners in the journey

- improved corporate relationships within the Council as colleague officers feel they have been involved in the process and reap the benefits of reliable financial data.

Havering's external providers have also benefitted. They now have much more information to help them manage their business efficiently. In terms of efficiency the new processes will allow payment to providers and the billing of service users to be done within seven days of service delivery.

Chris is now busy working on the next steps of developing individual budget pilots and introducing the next stage of a pre-loaded payment card. As part of transformation activities the borough is also reviewing its day opportunities for vulnerable adults and building day opportunities around Service Users wishes as opposed to the bricks and mortar approaches of the past. Chris comments "We realised that we can use CM2000 to monitor and pay for our day opportunities delivered in a

new community context. CM2000 is proving to be our stable platform on which to build the changes government requires for the future-a true tool for transformation".

Rachel and Ken's advice to Councils:

- **keep a small implementation team**
- **understand and where possible simplify processes**
- **be clear about the desired outcomes and where monitoring should add value**
- **involve key people and stakeholders from the beginning of the project**
- **get full buy in and leadership from senior decision makers / management such as your finance director**
- **identify and understand key risk areas so that these can be proactively dealt with and managed e.g. system interfaces.**



From left to right: Rachel Boston, Councillor Steven Kelly, Chris Haynes and Ken Ashong.

FREE ESPO Framework Seminars

(Continued from Cover)

So far 20 Councils across the UK have attended the free seminars which provide the opportunity to:

- understand from ESPO how the framework can save money and accelerate the procurement process
- hear from one local authority how CM2000's monitoring service has supported an end-to-end solution for managing homecare delivery
- see a comprehensive demonstration of CM2000 services.

Two seminars are planned for January:

London 27th January
Glasgow 30th January

With more events planned for later in the year.

To book your place please ring Chris Ryan on 0121 308 3010 or e-mail chris.ryan@cm2000.co.uk



New Look for CM2000 Website and Carer Cards

During January, CM2000 will launch a new corporate website. The new website is designed to be easier to navigate and will feature a broader range of information about CM2000 our services, case studies, commercial partners and a new 'customer only' area for downloading training and support materials. Peter Longman comments, "The Company has more than doubled in size over the last couple of years so we wanted a website which reflects this change and which is capable of growing with the company and the needs of our customers"

New credit card style personalised Carer Cards will also be in use from January. Made of tough printed plastic they should provide a more professional 'look and feel', as well as being considerably more durable than the existing cards.



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