



Transformation Roadshow

During the autumn period, CM2000 hosted a series of road shows throughout the country. These one day events were aimed at helping Councils address the radical change demanded by the personalisation agenda and featured contributions from The London Borough of Havering Transformation Team, CSED and ESPO.

Delegates attending the events were introduced to the benefits of using CM2000's CallConfirmLive! electronic monitoring solution to drive service quality improvements, efficiency gains and customer satisfaction in a transformed market place. CM2000 introduced their new commissioning tools including brokerage and resource directory options, designed to assist Councils meeting their obligations under Self Directed Support and Individual Budgets.

During the event Nathan Downing from CSED addressed how to develop a business case for monitoring, identifying key drivers, anticipated business benefits, and the most appropriate model (i.e. centralised) for introducing monitoring to both in-house and external providers.

Mark Thomas, Commercial Director comments:

"The events were designed to provide a forum for Councils to explore their thinking and plans for procuring Electronic Monitoring within the context of personalisation and the 2011 Personal Budgets targets. CM2000 has been working with a range of Councils to develop a personalisation toolkit which includes TDM Visa payment cards for Service Users, a brokerage solution for Councils and contracted Providers, and resource directory for Service Users and their families which will allow services to be booked and paid for on-line."

Over 50 different Councils attended the events and due to the overwhelming success, we will be holding further road shows in the spring.

CallConfirmLive! featured in Guardian

On the 21st October 2009 The Guardian Newspaper published a half page feature about the use of **CallConfirmLive!** in the London Borough of Havering.

Appearing in the Adult Social Care special supplement published at the annual NCASC conference, the article highlights the experiences of Service Users and the benefits gained by the Council and Service Users alike of using CM2000's integrated scheduling, monitoring and Visa card payment solution. The article also describes how Havering is using the system to deliver it's objectives around personalisation.

A copy of this article is available at www.cm2000.co.uk under our news section.

London Borough of Merton – Case Study

London Borough of Merton (LBM) provides care services to approximately 1019 Service Users. This care is delivered through 10 external providers, mainly on block contract, with some spot. The largest of these providers carry out up to 200 visits per day. Merton's in-house team is a newly established reablement service delivered by approximately 36 Care Workers and focuses on delivering short term care to clients who have recently returned home from hospital.

LBM implemented CM2000's monitoring system CallConfirmLive! in August 2006 to monitor the external provision. In 2008 Merton started using CM2000's Finance Manager module to deal with Provider invoicing. Currently the Providers use the visit data gathered in CallConfirmLive! to create an invoice within Finance Manager. From this, Finance Manager calculates the variations between what was commissioned and what was actually delivered and exports this information into Merton's Client Index System, OLM's Carefirst, for client billing.

Merton has recently purchased CM2000's scheduling system for use within the in-house team and is looking at incorporating Finance Manager to deal with the hours of care that they are delivering.

Tina Pickard, Merton's Monitoring Officer, is responsible for overseeing the solution to ensure that it is working most effectively at all times. Tina's role is both financial and duty of care driven. It is her responsibility to manage the external providers and to ensure an excellent standard of homecare is delivered across the borough.

The key drivers for implementing CallConfirmLive! in LBM were:

- **Efficiency savings** (the Council only paying for care delivered)
- **Quality assurance**
- **Service User and Care Worker safety**

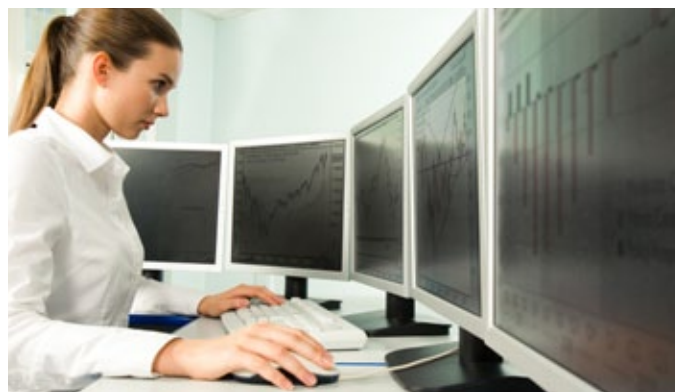
“The way I see CM2000 is that it has two functions. It takes control of the finances but it also gives you duty of care information. That's the biggest benefit for me.”

Tina Pickard
Merton's Monitoring Officer

Tina uses the system to set and measure performance against a range of mutually agreed Key Performance Indicators (KPI's). In Merton, Care Workers can only log their visits using the AURA (Advanced Unanswered Ring Back Application) method. Retrospective call logging is not available to Care Workers and where an AURA call can not be made, for example the Service User does not have a land line telephone the visit can be logged by the care manager at the providers office. Tina has set AURA compliance at 90% and use of software calls at 10%. Currently, operating under these rules Merton's external providers are achieving between 90% and 92% AURA compliance. Tina says:

“Compliance does vary. When AURA compliance starts to fall, it is usually indicative of a provider going through some sort of turmoil. For example, they may be short of resource. If they go from 90% to 70% I know they have a problem and will contact them. Similarly with software calls, if an agency needs more than 10% in a month I investigate why. Everything is evidenced in **CallConfirmLive!** and reasons for software calls are documented.”

To ensure that these tolerances are met, Merton has related performance to provider charging and will reduce a providers invoice if they are not performing. Tina says: “If a Care Worker is continually not logging via the AURA method and there is no given reason for this, then we will not pay for the visits as we see it as a failure of service. In these cases the service is not being carried out to the standards required in accordance with the contract.”





“I can’t fault CM2000 on a working partnership with LBM and hope the experience of the Council can assist others when taking monitoring forward.”

Tina Pickard

London Borough of Merton utilises the alert functionality within **CallConfirmLive!** for those clients who are vulnerable or have critical visits. These alerts are set at 15 minutes for medication, 30 minutes for personal care and 45 minutes for a housework call.

Merton makes extensive use of alerts, even for those clients without telephones. Tina comments, “we use these as a reminder to the provider to check with the Care Worker that a visit is taking place on time, it helps them improve punctuality of the visit, thus improving the quality of the service.”

Merton has seen many benefits since implementing CM2000’s solution. The biggest benefit for Tina is improved client safety. Tina says:

“You can see a picture of what is being delivered with CM2000 and things jump out at you in terms of punctuality and visit duration. If you want to protect clients as much as you can then you should be looking at getting this system because it helps prevent missed and late visits.”

Financially, Merton know they have made efficiency gains and saved money by only paying for actual care delivered, but it is difficult to calculate exactly how much. Carol Chandler, District Finance and CFA Manager for London Borough of Merton says:

“When I looked at the financial information for 2008/2009, across all contracts the cost of actual care provided was down against commissioned care by £966,000.”

Tina’s advice to other Councils looking to implement electronic monitoring; The contract is key and must be watertight. It is about establishing rules, expectations and targets. Tina sees a good Monitoring Officer as paramount to its success, someone who can take the visit data, analyse it and investigate further if needed. Tina says:

“There is no point investing in a system unless you use it to its maximum potential. The processes and the contract are the anchor to its success. You then have to make the system work for you.”

Tina can’t fault CM2000 on a working partnership with LBM and hope the experience of the Council can assist others when taking monitoring forward. Tina says:

“I couldn’t have done it without CM2000 and I have absolutely no concerns at all about the backup Merton receives from them. As a company for support I think they’re second to none. Every time I come up with a suggestion they have been fantastic and say whether it can be done. It is great that some of the improvements instigated at Merton have been made available to other Councils using the CM2000 system.”



South Gloucestershire “Touch & Go” with RFID

On the 1st September 2009 South Gloucestershire Council went live with ‘Touch and Go’ RFID based monitoring for their in-house service. The Council’s in-house service currently has 170 Care Workers and has purchased 180 mobile phones, one for each Care Worker and their team managers.

CM2000’s “Touch & Go” RFID solution utilises an NFC enabled phone and a RFID (Radio Frequency Identification) Tag. On entering and leaving the service users home, the Care Worker passes their mobile phone over a tag, which South Gloucestershire Council has placed in the clients care pack, this then records the date, time and duration of attendance.

South Gloucestershire has already seen many benefits from utilising this solution. The mobile phone package includes free inclusive calls and has therefore reduced office costs as they no longer have to pay for calls between Care Workers or between Care Workers and the office. As each Care Worker now has a mobile phone, South Gloucestershire is able to text individuals, teams and all Care Workers through **CallConfirmLive!** This has improved efficiency as messages are delivered and actioned much quicker. The Council has also purchased CM2000’s scheduling solution for their in-house team and plan to send the Care Workers schedule out to them via their mobile phone every time it is updated.

New Customers

2009 has been an exceptional year for CM2000. Seven new Councils and 56 additional Independent Providers are now using CM2000’s **CallConfirmLive!** monitoring and/or scheduling services. New Council customers include:

- **Bolton Council**
- **Gateshead Council** (Pilot under ESPO Framework)
- **Rhondda-Cynon-Taff County Council**
- **Rutland County Council**
- **South Gloucestershire Council**
- **Sunderland City Council**
- **Slough Borough Council**

In addition, following a full re-tender exercise, Wakefield Council renewed its three year contract with the Company to provide monitoring across the borough.

New Branding for CM2000

Following the successful re-branding of the CM2000 website in April, the Company is now rolling out the new branding across all its promotional material and literature. Peter Longman Managing Director comments, “The new CM2000 branding will be used on our exhibition stand, in presentation material and across our growing range of promotional literature. Created by partners, Essence Design and Reflection Marketing — the new look gives all our promotional materials a consistent and contemporary feel while having the flexibility to accommodate our increasingly diverse range of services”.



Care Monitoring 2000 Limited
Four Oaks House
160 Lichfield Road
Sutton Coldfield
West Midlands
B74 2TZ

Enquiries

Tel: 0121 308 3010

Fax: 0121 308 3030

Email: service@cm2000.co.uk

