



CallConfirmLive! V6 Released

System 'facelift' brings added efficiency and ease of use

CM2000 is launching a new version of the successful CallConfirmLive! monitoring and scheduling system. The look and feel of the system has been significantly enhanced making it easier to use with new icons, drop down menus and a more logical layout for some of the screens.

The greatest improvements have been made to the scheduling application where drag and drop technology makes visit allocation easy and a fully integrated mapping function allows planning and calculating travel time and mileage. The system now offers the ability to permanently allocate visits to a team or individual care worker based on a rolling shift pattern.

By using the system's planning and visit screens the user can see care worker availability, schedule visits and see at a glance how the service is performing in real time.

CallConfirmLive! Scheduling is dynamic in nature and allows users to allocate the most appropriate care worker based on a range of parameters including their availability, location, skill set and Service User needs. The system's unique visit allocation tool also enables users to deal with changes in

service user requirements quickly and easily.

Through the system, Care Co-ordinators are able to manage:

- Service User care packages and care patterns
- Care Worker availability
- double up visits
- change of Care Worker
- alteration of visit times

In addition, the unique 'OptiCare Inside' tool will automatically allocate Care Workers to Service Users and optimise visit schedules to maximise the efficient use of care staff making significant operational cost savings.

Technical Director Chris Jackson says "CallConfirmLive! V6 is a far more sophisticated and intuitive tool. Developed in consultation with users we're confident that the system gives increased functionality but remains easy to use."

CallConfirmLive! V6 is being rolled out with full support from our technical team over the next few weeks.

Devon County Council Case Study

Devon County Council made the decision to implement electronic homecare monitoring in April 2008. This was in direct response to the Inspections by CSCI and the Council's Internal Auditor both of whom identified a need to improve the monitoring of contracts and specifically to ensure Service Users were receiving the care the Council was paying for.

At the time the Council needed to improve record keeping and audit trails in order to demonstrate it was only paying for what was being delivered and to meet its obligations under Fairer Charging. In addition there were a large number of complaints and queries from Service Users and their families about the care being delivered by the Council's 16 providers.

Ian Lancaster of Landar Consulting was appointed by the Council to lead the procurement and subsequent implementation project. Ian's first task was to develop a business case which clearly identified benefits for all stakeholders and the financial savings the Council might expect from implementing a system.

The business case identified over a dozen key benefits. For a list of these please view the full case study at www.cm2000.co.uk.

Ian comments, "the Council had always paid on what was delivered but used timesheets that service users were supposed to sign and a banding system that meant the minimum visit paid for was 30 minutes in duration. The view at the time was that the time sheets were open to fraud with insufficient resource to properly check and process them and that a new more realistic banding system was needed".

Once the business case was accepted by the Council a detailed specification for the call monitoring system was developed which fully engaged all stakeholders including external service providers. A full OJEU tender process followed.

CM2000 won the tender on two counts:

- ✓ they provided the best overall responses in demonstrating how the system would meet the council's objectives
- ✓ they came top on price - providing the best value solution (in the tender evaluation price carried a 40% weighting).

"In compiling the business case we conservatively estimated that net savings of 2.5% could be made against the direct cost of delivering home care (i.e. what Devon County Council



pays its providers). In reality the savings in the first full year of operating the system have surpassed all expectations at around 10%, which for Devon County Council, equates to a £1m saving after the costs for operating CallConfirmLive! are taken into account. The new banding system for paying providers was a major contributing factor in achieving these savings" says Ian.

Devon is also now using CM2000's Finance Manager module to support provider invoicing and client billing. Finance Manager automates the provider invoicing process including arbitrating discrepancies between commissioned, planned and actual care delivery.

With external provision now fully covered by the system, the Council is now looking to roll-out monitoring to the internal service.

Ian's advice to Councils looking to implement homecare monitoring:

- ✓ develop a comprehensive business case
- ✓ get buy in from key stakeholders and management
- ✓ benchmark cost and performance so savings / improvements can be clearly demonstrated post implementation
- ✓ get providers on board, it will be much easier than trying to drag them behind you
- ✓ fully engage the finance team, there is a great financial case for electronic monitoring so financial colleagues should be easy to get on board
- ✓ appoint a dedicated project manager to see the project through on-time and to budget
- ✓ use the wealth of information that monitoring systems provide to maximise cost savings and improve service performance.

Ian adds, "the actual savings that will result from implementation of a homecare monitoring system will depend upon a number of factors including whether current payment is based upon commissioned activity or actual care delivered and the payment bandings that are employed, but, could be as high as 25%".

Monitoring supports spending review principles

October's long awaited Spending Review saw the Chancellor renew his commitment to protecting the most vulnerable in the community with an additional £2 billion for social care over the next 4 years. However, with an ageing population and cuts of 7% year on year to Council budgets there are still enormous challenges ahead.

CM2000 now works with 50 Councils and over 300 independent providers and your feedback shows that our systems save money. Devon County Council saved £1 million in their first year of implementing CM2000's award winning CallConfirmLive! monitoring system.

Key commentators in the sector know that councils have a tough job to ensure the extra funding announced in the Spending Review hits the front line. The United Kingdom Home Care Association's Chair, Mike Padgham said "Councils must prioritise spend on adult social care and cut their back-office costs to ensure that people receive the maximum support possible".

Peter Longman, Managing Director of CM2000 says "More and more of our customers are finding that implementing a complete end-to-end monitoring, scheduling and financial management system brings them the maximum cashable savings and efficiencies. Those who simply use CallConfirmLive! may be surprised to see the added benefits of using Finance Manager or scheduling with optimisation."

CM2000's commitment to innovation means we are constantly developing new services to meet the needs of the care sector.

Peter Longman adds "The Government is calling for reform and wants to cut administration. We're ready to help our customers achieve this."



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Peter Longman
Managing Director CM2000

Roadshows demonstrate savings

CM2000 are part way through a nationwide programme of events to bring together Directors of Adult Social Services, Finance Directors and Procurement Professionals to demonstrate how implementing a fully integrated care monitoring, scheduling and financial management solution can save money.

The events will showcase all the latest product developments and the afternoon session is entirely dedicated to showing our existing customers how to get the most out of our transformation tools, new scheduling system, and mobile workforce solutions.

A series of successful events have already taken place in the South and Midlands with events still to take place in Newcastle, Warrington, Glasgow and Inverness. For more details call Hannah Montgomery on 0121 308 3010.

Support Hours Extended

To ensure we are available to help customers when they need it most we've extended the core help desk times by an hour at each end of the day - so you can now contact us between 8am and 6pm. We've also introduced an out of hours support service from 6-10pm Monday to Friday as well as 9am-5pm on Saturdays and public holidays. This will be based on a half hour guaranteed response and from now until the 31 December this out of hours service will not incur any additional charges. Marc Cockerton, Support Manager, says "We've listened to feedback and monitored helpdesk usage. We believe these changes will provide extra support and reassurance to customers." The helpdesk number remains the same: 0121 308 9610.



CallConfirmLive!

is a fully integrated, web enabled homecare scheduling, monitoring and financial management solution providing all the benefits of an end-to-end service from a single supplier.



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Service update – our latest innovations

CM2000 have been at the heart of the homecare monitoring market for over 10 years and we're committed to developing new, innovative services based on customer feedback and the changing environment. Here's an update on two of our latest additions!

CallConfirmLive! CheckCall

CM2000 are delighted to launch CheckCall which works in conjunction with CallConfirmLive!'s existing 'ClientSafe' alert and Client portal functionality.

CallConfirmLive! 'CheckCall' is a simple but effective new monitoring option designed to improve service efficiency and free-up Care Worker time by reducing the need for 'pop-in' homecare visits.

'CheckCall' is an automated, personalised telephone call set-up for a Service User (or Group of Service Users). The frequency and time of the calls is fully configurable. At the appointed time the system will dial the Service User's telephone number. When the Service User answers the phone they are played a simple message asking them to confirm they have received the call and are okay. The system then records the response and asks the Service User to hang-up. CheckCall information is displayed alongside visit information, in real-time, on the CallConfirmLive! visits screen. If the Service User fails to answer the phone or fails to press a key to confirm they have received the call a ClientSafe alert is raised.

Alerts are raised and delivered in real time via the system's visit screen, email, SMS text message, voicemail to mobile or voicemail to landline. An alert cascade can be set so that if not responded to in a specific timescale it will be sent to the next designated person.

Reports collating information on alerts raised are available to care managers to help identify any patterns which could cause concern.

QR Codes

CallConfirmLive! offers a unique and flexible range of monitoring technologies for lone workers. CM2000's innovative Mobile Workforce Monitoring Solutions (MWMS) now include a QR code based option in addition to the robust and proven Advanced RFID option.

Each Service User is issued with a unique QR code. A Care Worker visiting the Service User will have CM2000's MWMS Symbian application installed on their camera enabled mobile phone, allowing them to log their visit by photographing the QR Code.



The date / time / Care Worker and Service User's details are automatically sent back to CallConfirmLive! in real time. The QR Code option is also able to provide additional visit monitoring functionality, including task recording. QR Codes are widely used outside the homecare sector and CM2000 are delighted to add this cost-effective data capture facility to its range of Mobile Workforce Monitoring Solutions.