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Save £££ on Care Services with Electronic Monitoring

CSED invited councils to attend a series of workshops designed to cover the methods of implementation, products available in the market place, overcoming problems, change processes and to outline the sustainable efficiencies achievable to councils in the adoption of electronic home care monitoring. The workshops proved very successful with 70 per cent of councils with social services responsibilities in England attending.

Subsequently a number of regional learning sets have been established to assist councils with procurement and implementation of Electronic Monitoring.

Peter Longman, Managing Director of CM2000 Ltd, whose monitoring service *CallConfirm-Live!* is used by the majority of Councils involved in the original CSED research is surprised by the relatively low numbers of Councils currently benefitting from the use of Electronic Monitoring. "The

efficiencies gained from introducing Electronic Monitoring far outweigh the costs. In a typical Local Authority the cost of introducing and operating our *CallConfirmLive!* service is equivalent to 0.15% of the total Social Services budget and will enable the Council to understand exactly what care it is providing relative to the millions of pounds it is spending on Home Care".

Peter continues, "CallConfirmLive! offers a truly comprehensive monitoring solution which, depending on how it is implemented can help reduce operating costs freeing-up scarce resources. Our experience shows us that if monitoring is owned and run centrally by the council efficiencies are maximised.

If you would like more information on how Electronic Monitoring and *CallConfirmLive!* in particular can provide significant efficiency savings please contact Simon Mallett on 0121 308 3010.

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Diary Dates

November

Laing & Buisson - 2006 Annual Homecare Conference - Radisson SAS Portman Hotel, London. Thursday 9th November 2006. Link. <http://www.laingbuisson.co.uk>

Ceretas IT Conference - 'IT and Call Monitoring - Integrating with Home Care Services' - Hotel Ibis, Earls Court, London. Wednesday 14th November 2006. Link. <http://www.ceretas.org.uk>

Institute of Healthcare Management Annual Conference - Cardiff International Arena. 14th & 15th November 2006. Link. <http://www.ihm.org.uk>



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The Monitor

The Newsletter of CM2000

November 2006

Save £££ on Care Services with Electronic Monitoring

Have you considered implementing Electronic Monitoring of home care in order to drive efficiency gains in that ever growing area of social services expenditure, home care services?

Over the last twelve months the Department of Health has put a substantial amount of resource behind convincing Social Services Departments about the merits of adopting Electronic Monitoring for home care service delivery. Yet despite all this effort and the wealth of evidence now available as to the benefits of deploying Electronic Monitoring, take-up has to date been poor.

Post Gershon, Electronic Monitoring was one of six initial areas identified by the Department of Health's, Care Services Efficiency Delivery team (CSED), as offering immediate potential for efficiency savings while supporting the vision for adult social care. The vision underlines the importance of domiciliary care and the continued need for reliability and efficiency in service delivery.

Through research with a number of councils who have been using Electronic Monitoring, CSED identified a potential saving in home care spend of between 2% and 10% plus a wide range of other benefits. One immediate benefit identified was the generation of electronic timesheets in place of the manual

timesheets completed by care workers. This allows greater transparency of the services delivered, meaning councils only pay for what is actually delivered and the data gathered can either be used to calculate the billing, where users are charged for the service, or to generate invoices for external domiciliary care service providers.

Where appropriate, an Electronic Monitoring system can be introduced as part of a wider social care procurement strategy including 'zoning' of home care services. Where external home care providers service discrete zones within an area through longer term contracts it becomes less demanding for a council to monitor the service, reduces travel time for care workers and allows providers to give some guarantee about the availability of work in their area.

The CSED says, "there are some practical issues around the consistency of the data systems and technology, how travel time is accounted for and potential concerns around the acceptance and use of new technology. However, in councils where these systems are utilised, there have been clear benefits in increased processing efficiencies, service reliability and transparency, and added security for staff working remotely or alone".

To facilitate implementation,/ Continued on back cover.

CM2000 Management Buy Out

CM2000 has become a wholly owned subsidiary of Care Monitoring & Management Ltd. This change reflects the business's growing role in delivering a comprehensive range of home care IT management services (in addition to care visit monitoring), and better fits with the company's long term vision.

The new company, backed by acquisition funding from The Royal Bank of Scotland as well as the existing management team and founders, brings to an end the companies relationship with institutional investor Nestor Healthcare Group Plc.

Peter Longman, Managing Director said. "CM2000 has built a solid reputation for providing a flexible yet robust monitoring service which adds significant value to our clients home care businesses. With the market still expanding, now seemed like the right time to take full control of the business."



Case Study

Oxfordshire County Council

Oxfordshire County Council began the introduction of electronic monitoring last year and has now fully implemented CM2000's CallConfirmLive! system.

Home care provision in Oxfordshire has a budget of around £22 million and is split 50/50 between in-house and 12 external providers, servicing around 2,400 users with around 28,000 care visits per week.

Plans to introduce care visit monitoring came about following an audit and best value review, both of which showed that what the council were paying for wasn't actually what was being delivered. Caroline Capell ICT Project Manager for the procurement and introduction of Electronic Monitoring remembers, "essentially we were paying for what was being commissioned and not what we were receiving and we were charging our clients on this basis".

Following the audit a formal business case for the introduction of Electronic Monitoring was prepared. There were a series of meetings to discuss the issues and identify the key benefits for introducing Electronic Monitoring. Benefits included greater transparency in service delivery, the need to only pay for what is delivered, health and safety for care workers and continuity of care (at the time Oxfordshire had 30 providers and it was difficult to keep track of who was delivering what and where). The costs of implementing two

different types of system and the potential cost savings of each were clearly identified together with the overall costs of the project. The business case recommended a pilot in order to check that Electronic Monitoring would meet the recommendations of the audit.

The pilot took place over eight weeks with the internal team and one external provider.

..... in order for Oxfordshire to realise all the requirements identified for an electronic monitoring system, including the ability to run reports for invoicing purposes and assist with the future development of care packages, a fully managed monitoring service owned and run by the council was essential.

The key success criteria for the pilot were:

- 1 making sure the system was suitable and easy to use by home carers
- 1 that the data was suitable for the operational staff
- 1 and that the financial information was usable e.g. for invoicing.

The evaluation of the pilot proved the business case and resulted in a final business case and project initiation document being produced prior to commencing procurement.

The pilot clearly illustrated that in order for Oxfordshire to realise all the requirements identified for an electronic monitoring system, including the ability to run reports for invoicing purposes and assist with the future development of care packages, a fully managed monitoring service owned and run by the council was essential.

The provision of Electronic Monitoring was tendered through the OJEC. There were 26 initial expressions of interest received back. 12 Pre-Qualification Questionnaires were sent back and of these a shortlist of 7 suppliers were invited to tender. Following receipt of the tenders they were scored against the selection criteria and financial checks were then carried out. 5 of the 7 were then invited to present at the final stage in the tendering process. Following presentations the short list was reduced to three suppliers and references were taken up. The final selection was between 2 providers with CM2000's CallConfirmLive! winning the contract on the strength of proven interfaces, the unique and patented AURA system, ease of use for care workers, the finance manager module and the company's experience of implementing with multiple external providers.

Implementation commenced with a roll out meeting at which a communications plan was drawn up. In order to ensure everything went smoothly Business Manager, Russell Day delivered

a series of 'road show' meetings to introduce carers to the system. Russell recalls that he used the CM2000 demo disc as well as delivering a short presentation about the benefits to carers, the benefits to the council, how it was going to work, information about training and the roll-out timetable. "The presentation lasted around 10mins and I allowed 50mins for questions. We had a lot of questions/concerns but no backlash from carers or providers. We had just 10 complaints from 450 carers and these were about the functionality of the system rather than monitoring itself."

He continues, "Following the road show we held training sessions for carers and managers using bespoke training materials. The training ensured all those involved were fully conversant with the

system. We then wrote to all service users telling them about introduction of visit monitoring, how it works and the benefits."

Internal provision was implemented first. External providers then followed area by area. Caroline says, "rather than go for the big bang approach we decided to tackle one area at a time; North, City and then South. This allowed us to learn as we went along and was also because domiciliary care contracts were being re-tendered at that stage in the project".

Post implementation, providers meet every month to discuss and resolve any issues and to provide feedback to the team at the council.

Following a successful implementation of CallConfirmLive!

Oxfordshire has gained most of the benefits identified in the original business case and is eagerly awaiting implementation of the Finance Manager module.

Advice Caroline and Russell would give to other councils;

- 1 gain commitment to the project at director level
- 1 appoint a full time project manager
- 1 keep your evaluation team consistent throughout the procurement process
- 1 have a well thought through communications plan at the beginning of the project
- 1 at all times manage people's expectations
- 1 and finally, don't underestimate the task to hand, make sure you have the resources you need and be organised from the start.

Good Practice Guide

During November CM2000 will launch a good practice guide designed to help councils through the process of buying and implementing an Electronic Monitoring service. The guide draws on a wealth of information already in existence including the recent Department of Health CSED project on Electronic Monitoring, together with bespoke qualitative research with a number of Local Authorities currently using monitoring to manage and quality assure home care delivery.

The Guide features three sections together with sample forms and templates to help you through the process.

Section one takes a strategic overview of the whole process by examining the most common drivers for putting in place

Electronic Monitoring and detailing the two most common models currently favoured by councils for deploying Electronic Monitoring together with their potential benefits and pitfalls. The section contains guidance on project management and developing a business case for introducing Electronic Monitoring. In addition section one provides guidance on piloting your proposed model in order to test your business case and determine if the identified drivers will be met.

Section two examines procurement. Recognising that each local authority will have its own processes, this section features a variety of useful forms and templates. These include sample OJEC adverts, Pre Qualification Questionnaires and criteria for scoring tenders. Sample tender specifications will be made available on request

Section three provides guidance on implementation once an Electronic Monitoring supplier has been chosen. This section covers project management with particular emphasis on communication strategy. Again, good practice is supported by useful examples.

The guide will be free to interested councils. For more information contact Simon Mallett on 0121 308 3010.

