

oneAdvanced

CASE STUDY

Care Cloud: key in supporting complex care requirements

Transforming Support's Story



Transforming
Support



Client

Transforming Support

Industry

Care

Project

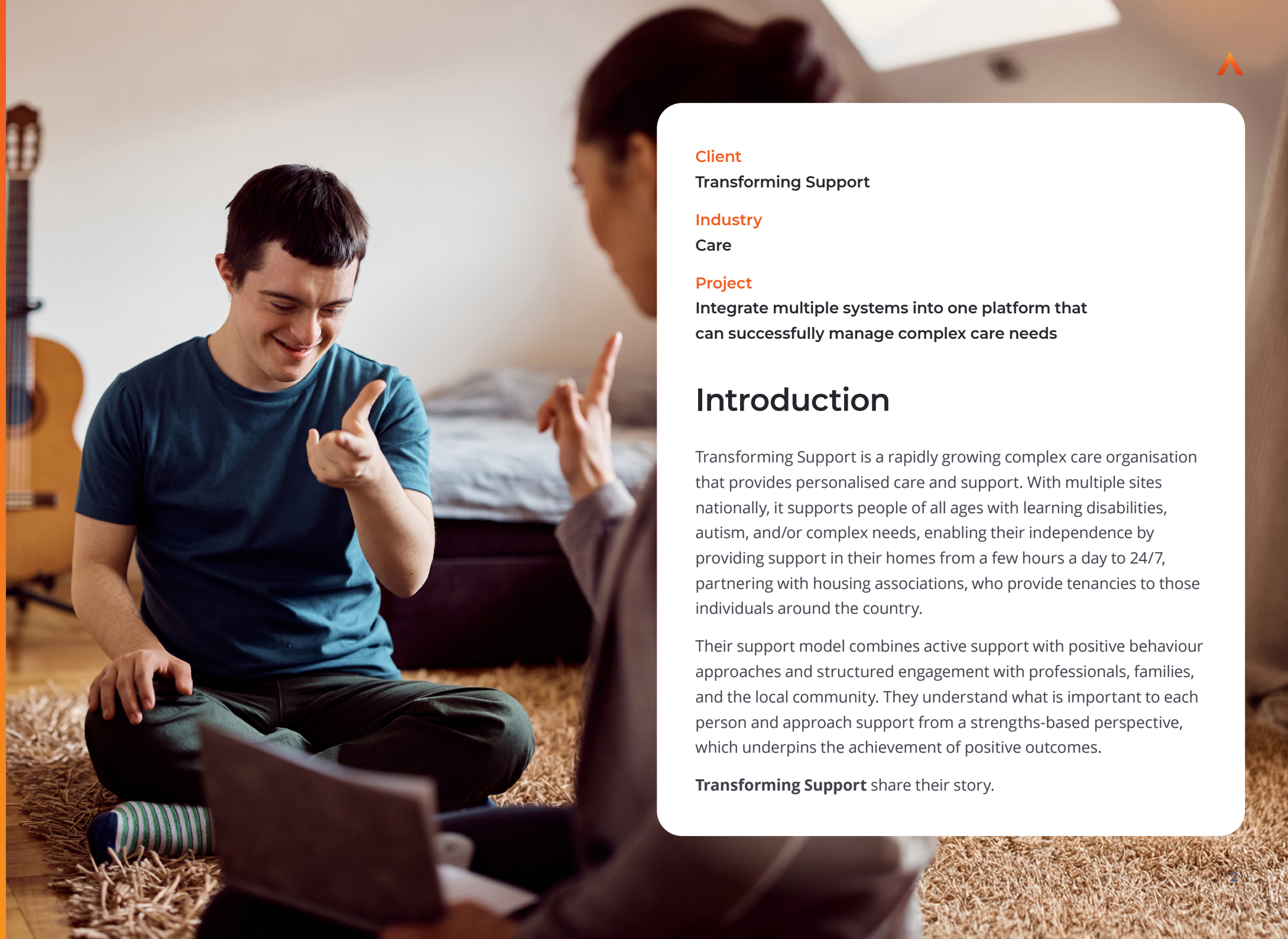
Integrate multiple systems into one platform that can successfully manage complex care needs

Introduction

Transforming Support is a rapidly growing complex care organisation that provides personalised care and support. With multiple sites nationally, it supports people of all ages with learning disabilities, autism, and/or complex needs, enabling their independence by providing support in their homes from a few hours a day to 24/7, partnering with housing associations, who provide tenancies to those individuals around the country.

Their support model combines active support with positive behaviour approaches and structured engagement with professionals, families, and the local community. They understand what is important to each person and approach support from a strengths-based perspective, which underpins the achievement of positive outcomes.

Transforming Support share their story.





The challenge

Transforming Support already used digital software but wanted to avoid multiple systems that did not meet the required quality levels. They needed to find a platform to help with their complex setup in one system.

They wanted full visibility across all areas, regardless of role or location, including seeing exactly who was where and when. Knowing that a staff member was allocated to a location was not enough; management required more granular information to maximise quality in service delivery.

“We required more visibility of the support being provided to the people we support and staff members’ performance. This involved connecting contracted hours commissioned versus service delivered and creating clear traceability between invoicing, support hours, incidents, and the individuals involved. Ensuring that information returns to the correct workflows and is seen by the correct people at the managerial levels was an essential requirement.”





Time for Change

Considering the challenges above, changes were necessary to support the business's growth needs. OneAdvanced introduced them to Care Cloud as a viable solution; it became clear that the system could meet the complex requirements of Transforming Support. A key prerequisite for them was finding a platform that would not dictate and change the organisation's existing processes.

"We required an integrated platform to handle rostering, invoicing, operational processes, and workflows. Additionally, the solution needed to be configurable, meeting at least 95% of the business's existing operational requirements to minimise change management. Furthermore, getting the right information to the right people was essential. Care Cloud provided a satisfactory solution to those requirements."



Business Intelligence

Reporting and visibility were vital for Transforming Support, and we recognised many factors that they wanted to overcome: the length of time it takes to report, the need to keep information for the right amount of time, and the related storage needs. It is imperative for both the organisation and regulatory compliance to consider the safety of information, and paper-based systems are too risky.

“For us, the misfiling of some information impacts compliance and can cause issues, so mitigating those risks was paramount.”

Dashboards were an additional vital requirement for Transforming Support. Information configured to individual roles means the right business insight is provided to the right people at the right time.

“This was a vital requirement, especially in configuring dashboards uniquely for different roles. That means that when someone is set up, the correct dashboard is set up for their role type: care worker dashboard, team leader dashboard, manager dashboard, etc. The dashboards should be pre-built on the system so that when someone [new staff member] is created, they can be easily linked to them, so they know what they’re doing as soon as they log in. They might know how to read a care plan, but how do they know exactly what’s what? What actions should follow? How’s the business operating, not just from a financial point of view? It is critical to see KPIs that help people around their job role or at least keep them informed.

From a management point of view, it is even more important because if managers can’t see what’s happening, particularly in their services or branches, or if a regional manager doesn’t know what’s happening in their region, operations will not understand what’s happening across the board.

Having something completely system-led and system-driven, using analytics to show us the correct information rather than requiring someone to tally figures and numbers, is more trustworthy and realistic for giving a business real-time overview rather than waiting and hoping somebody’s made the correct update in a spreadsheet.”



Rostering

Rostering can be intricate with complex care, and it is imperative to use a system that understands the needs. It is also important to get the right staff with the people they support, the right numbers of staff, and then the correct invoicing details.

“Rostering can work in varied ways for one-on-one or shared support. Depending on their needs, people we support may require one-on-one for the entirety of a shift or two-to-one or even three-to-one support. We need to get that information rostered and invoiced to match each contract and evidence that all staff allocated to that individual have delivered the support.”

Payroll Reconciliation

Reconciling payroll was a long and arduous job for Transforming Support. They wanted to align the process so that this gets done daily to reconcile completed shifts, ensuring times were correct. As delivering care can sometimes be reactive, they needed to respond accordingly, covering sickness etc. Before implementing Care Cloud, Transforming Support had 2000 to 3000 lines of reconciliation at the end of each month before submitting the payroll, originally performed manually, accounting for days of working through spreadsheets. Three to five days of the month were spent doing this, with the finance team working until 2 am at times; a solution was required to ensure the Finance team could focus on more strategic work.

“A major element required for efficiency was to streamline payroll reconciliation. It goes beyond just time efficiency; we are reducing people’s workflow so they can concentrate on other things equally critical to the business. Having visibility alongside the operational and process change will save people time and effort—it becomes a five-minute task in the morning instead of a three-day job at the end of the month, so it is much easier!”



Care Assessments

Transforming Support could immediately see that Care Cloud would meet their needs.

“The system does what it’s supposed to do. Its uniqueness lies in how configurable it can be. When you enter the world of supported living and complex care, you need a system that allows that flexibility. It’s not just the people you support who require that complexity and that support; it’s every aspect of the business, so flexibility and being configurable is non-negotiable.”

Workflows

Predetermining the outcomes of actions in the system was a key requirement for Transforming Support. Filling in a form, for example, needed to automatically trigger the follow-up action for process continuity. They needed to complete vital and straightforward tasks, from forwarding the information to managers for review and sign-off to more complex and urgent needs, such as incidents that need reporting, follow-ups, and investigations. The aim was to map out all the operational processes and digitalise them.

“We like technology to work as fluidly as possible, which is required to keep organisations operating effectively nowadays. Otherwise, you start lagging quickly. Having the workflows as part of the system delivers what we need.”

User interface

Managing and delivering care is busy, and having an intuitive and easy-to-use system was important to Transforming Support. They also required an integrated system; they didn’t want to stay in the past with separate logins to different platforms.

“Care Cloud made things easier for everybody within the business, so we know everything’s within reach, all in one place. The interface is more modern than some of its competitors, and it looks intuitive; it works well for us.”



Data Security

Cloud-based technology has many benefits, both from a security perspective and cost-effectiveness. However, it is imperative to trust the software, and Transforming Support takes data security very seriously.

“Knowing that the system uses somebody like Amazon Web Services rather than being self-hosted is reassuring for us as Amazon controls the actual server farm itself, giving us an extra level of security. Additionally, having a single point of changeability was a massive bonus as it ensured that data was kept accurate on the platform. We did not want a solution with customer information in three locations that needed to be changed three times; having data in one location reflects a single source of truth and is more reliable.”





The future

It is important for any organisation to look ahead, and Transforming Support recognises just how vital its services are and how it wants to expand and provide more to the communities it supports. To achieve this goal, it needs a system that will allow it to grow and support it through all its transitions and future requirements.

“We are in a period of growth at the moment. The company has expanded significantly in the last few years, and we can see that continuing. We expect this growth to be quick, so having a platform that allows us to add a new location anywhere in the country but link it through correctly and not having to build everything from scratch is reassuring and enables sustainable future planning.”



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Customers trust OneAdvanced to deliver digitalisation through innovative technology, addressing business problems through intelligent insight. Our years of sector knowledge means we are a strategic partner to our customers, who use technology that touches the lives of millions of people every day. From caring for patients in the NHS and social care to meeting tenants housing needs; supporting learners in education and apprenticeships to navigating complex legal matters; and making sure goods get to their destination on time navigating complex supply chains.

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