

oneAdvanced

PRODUCT OVERVIEW

Welcome to Care Business Management

For the people that matter most



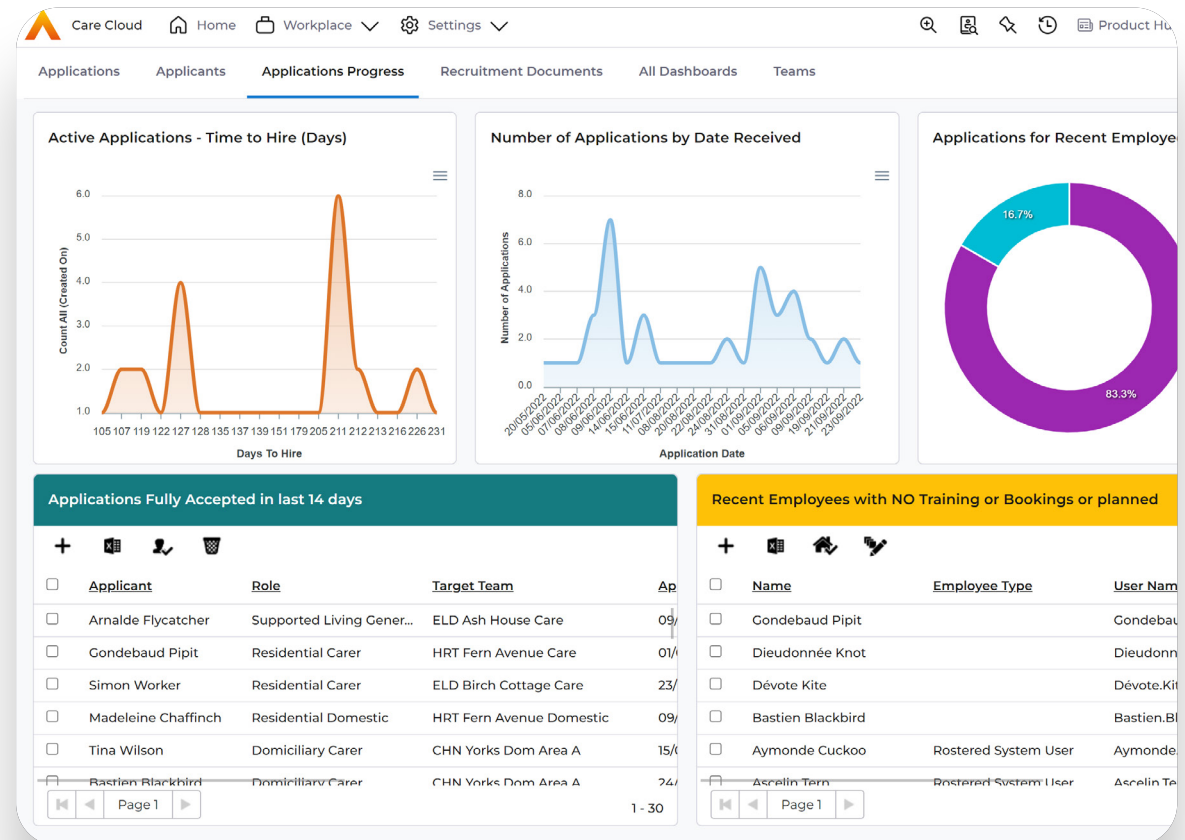


Let Care Business Management reduce admin and provide greater clarity, to allow you to focus on delivering more care.

Providing care and support to those who need it is a cornerstone of our society, let Care Business Management be a cornerstone for your organisation.

No matter what size your care or support organisation is, and whether you provide domiciliary, residential, supported living or any other type of care, Care Business Management has got you covered. With all the key information in one place, our solution allows you to see and do what you need to, when you need to – no matter what your role is or where you are working from.

A true, single, integrated cloud-based system – removes labour intensive processes and ensures a smooth journey for both employees and the people you support, improving the experience for those who live and work in care.





What is Care Business Management?

Care Business Management – The power to manage your entire care and support business.

A complete solution that easily carries out the complexities of running a care and support business with a simple, easy to use interface. With Care Business Management, there is immediate access to everything that everyone within the business needs: from your carers to the people they support, to your non-care and management teams that want to drive the business forward.

OneAdvanced started with the idea of creating a system that was for all people within care, for all their needs, regardless of roles and responsibilities. To rid the need of separate systems and make complicated processes simple. To help make the lives of the people you care for smoother, the people you hire better and for everyone making your organisation a success easier.

“The care market as a whole demands more from a care solution. The systems out there are not delivering what is needed - balancing time, resources and energy with providing the care that people deserve. We set out to fix that problem when we started to build Care Business Management – a platform dedicated to focusing on the right things: people.”

Ric Thompson,
Senior Vice President, OneAdvanced Health and Care



Why is Care Business Management needed?

Multiple systems

With multiple systems for different features comes multiple data silos. This is a drain on a business: extra administration for data input, duplicated entry, increased potential for data inaccuracy and a lack of visibility of the big picture. There should be quality data to all who need it with a single source of truth.

Only 50% (on average) of an organisations' data is available and used for decision making.

- *BI-Survey.com – How Much of the Information Available to Business Is Actually Used*

Employee Recruitment

Employee recruitment and retention is always a critical issue within social care: high numbers of open vacancies and the importance of retaining staff within these roles always on the agenda. There should be a system which can not only track the entire applicant journey but give foresight of where to target recruitment efforts and avoid using costly agencies.

62% of care providers, since April 2021, use agency staff more frequently.

- *DHWC Adult Social Care Workforce Survey*

Care Model Consideration

The world of care and support is rapidly changing, with different emerging models of care combined with organisations delivering more than one care type across multiple locations. There is a whole host of practical, logistical and financial challenges to face and providers have to constantly review and adapt to make sure the business continues to be a success.

17% increase in number of home-care hours, showing more care of this type continuing to be delivered.

- *ADASS Autumn Survey Report – 2022*



**For the people
who matter most**



Explore Care Business Management

Care Business Management is a true, single, integrated solution for care and support organisations, that is so much more than simply rostering or care planning. Experience the functionality that gives you the power to manage your entire business – whenever and wherever you need to.

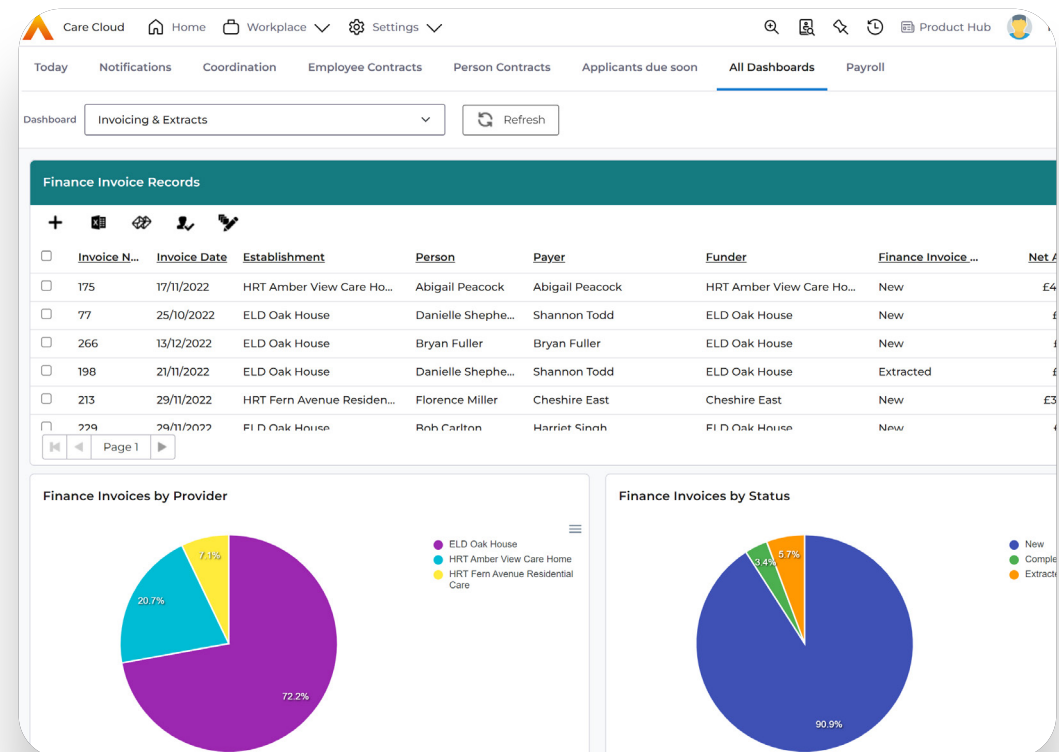
Everything you want, on a platform you didn't know you needed

Care Business Management is different from every other care solution available on the market today. We will not only tell you more about the key functions that are vital to care and support providers but also dive in to why this platform, that underpins it all, will prove essential to your organisation.

Effortless software by removing data silos

Experience the ability to manage the many areas within your organisation without the need for multiple solutions. Letting everyone within your business focus on their critical roles rather than needless administration and duplicate entry.

In a market full of solutions that focus on individual functions, Care Business Management will bring it all together. Imagine being able to see all the information you need to in one place, rather than different reports from different systems. One screen that shows everything you need, personalised to you. Allowing everyone to manage their own job and time efficiently.





Benefits of Cloud based software:

Anywhere, anytime

Care Business Management is delivered as a Software as a Service (SaaS) solution. This means it provides the huge benefit of being able to gain access to your information anywhere as it is simply 'always on'. No longer needing to nip back to the office to grab paperwork or having a laptop with the necessary software installed. Simply load up a web-browser and you have instant access, 24/7.

Seamless upgrades

Gone are the days of issues with on-premise upgrades: upgrade costs, scheduled downtime, delays in upgrades and the resulting inefficiencies. With Care Business Management, upgrades will be provided on a regular, little and often, pre-scheduled basis and performed automatically with little or zero down-time – all at no additional time or financial cost.

Security Management

Utilising the most renowned Cloud provider in the world, Amazon Web Services (AWS) ensures reliability and the highest levels of security. With cyber-attacks, viruses and system hackers a persistent high risk to all, we understand the need to constantly be updating operating systems and 3rd party components. These security updates are purposefully catered for as part of our standard Cloud operating model and, again, with a zero down-time approach. This ensures security is kept up to date in a timely manner, minimises risk and removes the need for you to physically perform these upgrades.

Performance and auto-scaling

It is critical to have maximum performance from your system, which is why our technology is always monitored and can automatically flex-up to meet demand at peak usage. Ensuring optimum performance levels at all times.

This same technology also allows auto-scaling which means that when you need additional users or clients added, the system will add the necessary resources up to agreed thresholds. Seamless.



Complete Care Business Management

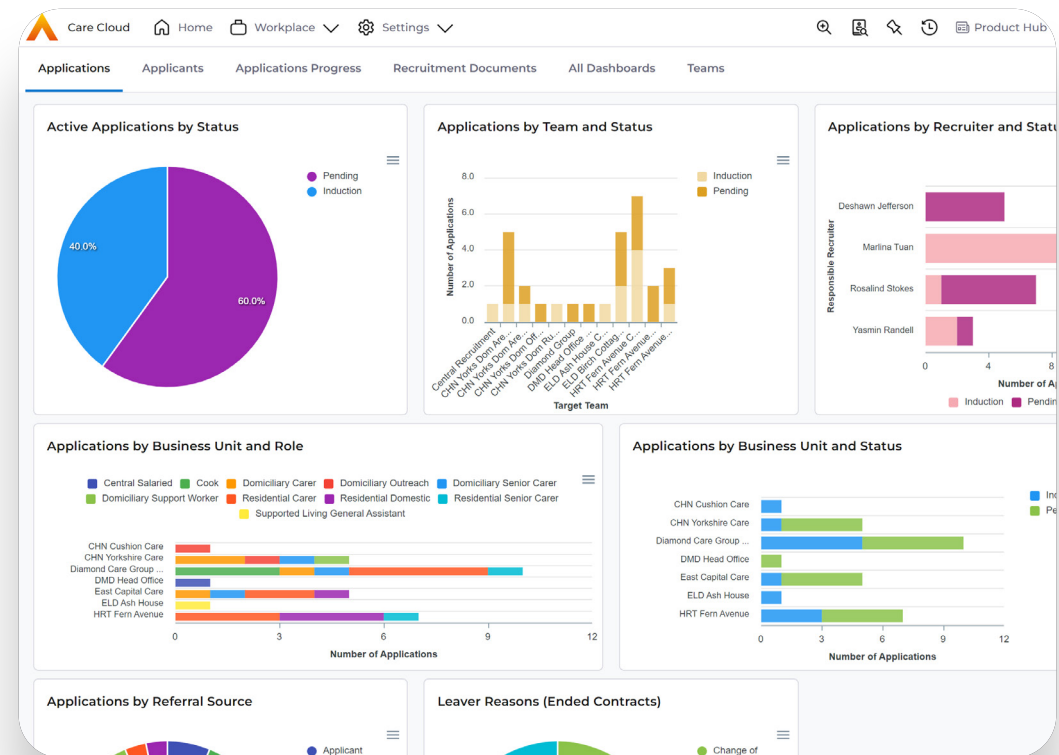
The essence of Care Business Management is to provide the vital functions everybody needs in a care and support environment. The journey of recruitment, the training, the welcoming of the people you support, assessing and attending to their needs, the oversight and potential growth of your organisation, the list goes on. Care Business Management allows everyone within your organisation to successfully manage all elements of their role.

Recruitment & Applicant Management

In a market that has its struggles within employee recruitment, we know your organization wants to shine through as the employer of choice. Care Business Management is an easy, efficient system that supports your processes by offering an end-to-end applicant management solution.

To start, a clear picture of where you may have future staff shortfalls, enabling you to direct your recruitment efforts in advance and avoid reactive measures such as using costly agency workers.

Then, from initial conversation with a potential employee, capturing their details on a mobile device whilst you drive your recruitment from anywhere, to fully meeting all recruitment compliance. Let Care Business Management make the collection of necessary documentation and interviews easy, the arrangement of training and shadowing simple and get your valued employees successfully working with the people you support.





A solution for ALL employees

Whether the role is directly caring for or supporting people, catering, running operations, co-ordinating care, running payroll, monitoring quality or one of the many other areas within the business, they are all part of the same successful team. A solution that accommodates all employees, means no need for different products dependent on role type, keeping the data central and reporting ability clear.

Scheduling and Rostering

Easy, visual and intuitive. Reducing the amount of time planning can take and still ensuring accuracy and compliance. But rostering and scheduling isn't just about the regular roster, the daily roster or even the ability to react to ad hoc visits. It's the extra requirements that take the time. Care Business Management easily manages those vital items, including the planning of internal and external activities, breaks, training, annual leave, reviews or managing the complexity of shared care.

With each provider type: residential, domiciliary, supported living etc, there are individual nuances that are needed. Specialist rostering accommodates these necessary components to make co-ordination easy.

Future employee availability storage allows for advanced planning to take place and to be able to see where you potentially have shortfalls. Or instant notifications that make sure that as soon as a new employee has finished all the necessary onboarding requirements, they can join the roster to be able to start as soon as possible, no delays. The built-in features within Care Business Management makes the management of schedules and rosters, even with complex requirements, simple.

The screenshot displays the 'Provider Diary' interface for 'HRT Fern Avenue Residential C...'. It features a search bar and filters for Staff, Booking Types, Allocated, and Team. Below these are navigation buttons for 'Change Date' and arrows. The main area is a grid showing staff members and their schedules for Friday 06/01/2023. The grid columns represent time slots from 01:00 to 14:00. Staff members listed include Arnalde Flycatc..., Axellane Corncr..., Clémentine Gull, Clovis Duck, Mauricette Egret, Simon Worker, Gérald Peregrine, Naomi Hayward, Gérald Peregrine, and Joann Skylark. Activities shown include 'Care Waking Night', 'Care Sleeping Night', 'Care Early Shift', 'Catering', and 'Annual Leave'. The grid also shows the number of staff members assigned to each activity.

Staff	Contract	Sublocation	Team	Hours	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00
—	—	—	—	—	Care Waking Night													
—	—	—	—	—	D... 3													
—	—	—	—	—	Care Early Shift 5													
—	—	—	—	—	Catering 2													
Arnalde Flycatc...	Residential ...	—	HRT Fern ...	8/37.5 (w)	Care Sleeping Night													
Axellane Corncr...	Residential ...	—	HRT Fern ...	35.5/30 (w)	Care Early Shift 5													
Clémentine Gull	Residential ...	—	HRT Fern ...	29.5/40 (w)	Care Early Shift 5													
Clovis Duck	Residential ...	—	HRT Fern ...	21/20 (w)	D... 3													
Clovis Duck	Residential ...	—	HRT Fern ...	21/20 (w)	Care Early Shift 5													
Mauricette Egret	Residential ...	—	HRT Fern ...	0/35 (w)	Annual Leave													
Simon Worker	Residential ...	—	HRT Fern ...	47/35 (w)	D... 3													
Simon Worker	Residential ...	—	HRT Fern ...	47/35 (w)	Care Early Shift 5													
Gérald Peregrine	Residential ...	—	HRT Fern ...	16/40 (w)														
Naomi Hayward	Residential ...	—	HRT Fern ...	0/10 (w)														
Gérald Peregrine	Residential ...	—	HRT Fern ...	0/10 (w)														
Joann Skylark	Residential S...	—	HRT Fern ...	0/40 (w)														



The People You Support

The mission that your organisation exists for – the people. All the person-centred care you would expect: smooth transitions, care assessments and planning, the daily care provided with the client centric detail, but with more. Such as a dedicated ‘About Me’ section for those personal details that allow for truly personalised care, including the ability to store media that captured good times and those things that are truly important to a person.

Care Business Management allows for organisations to create their own forms to mirror their already honed processes, a tailored approach to underpin and strengthen business successes. Coupled with clear dashboards to show room or service availability so that people can start receiving their care and support as soon as possible.

Both management and care delivery are made simple with access via mobile devices, whether in a residential setting, supported living environment or out in the community. Clarity of information maximising the experience for all.

Medication Management

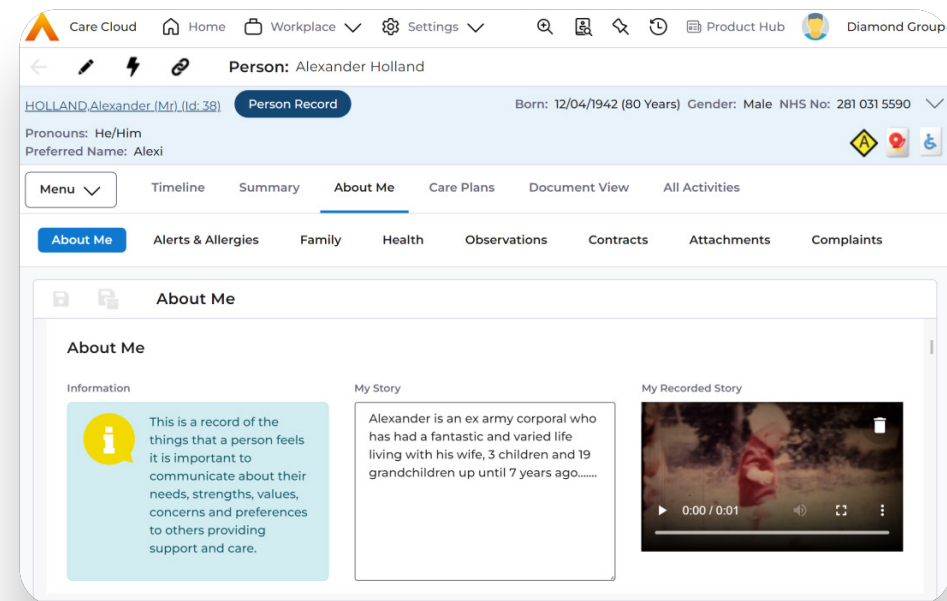
Care Business Management eMAR is a vital way to ensure client safety and person-centred care for medication management.

For residential settings, Care Business Management can be linked to the dispensing pharmacy (through MED e-care). Whilst for domiciliary, the medication schedule can be entered for a client; view all medication requirements, record the medication administered and access MAR charts. Body maps for medications allow for that extra level of detail, as well as the ability to enforce the witnessing of administering controlled medication.

Quality & Compliance

The Care Quality Commission, the Care Inspectorate, the Regulation and Quality Improvement Authority and other regulatory bodies have very close similarities. We all recognise that they are assessing key aspects of care to make sure standards are high for all.

When organisations are passionate about the people they care for and their employees, it should be as simple as pushing a button to prove compliance. With Care Business Management it is. Capturing the occurrence and required regulatory items to ensure there is the appropriate planning and delivery of high-quality, person-centred care is made simple. Through flexible advanced searches and dashboards, the ability to audit compliance data is at your fingertips.





Accidents, Incidents & Safeguarding

Easy recording of accidents and incidents, with clear sections for detail, body maps and follow ups. Any of these items can easily be progressed to safeguarding records when necessary, keeping your employees and the people they support safe. All underpinned by clear oversight and trend analysis, with a knowledge base of reportable events, facilitating risk planning to prevent further escalation and to inform service improvement.

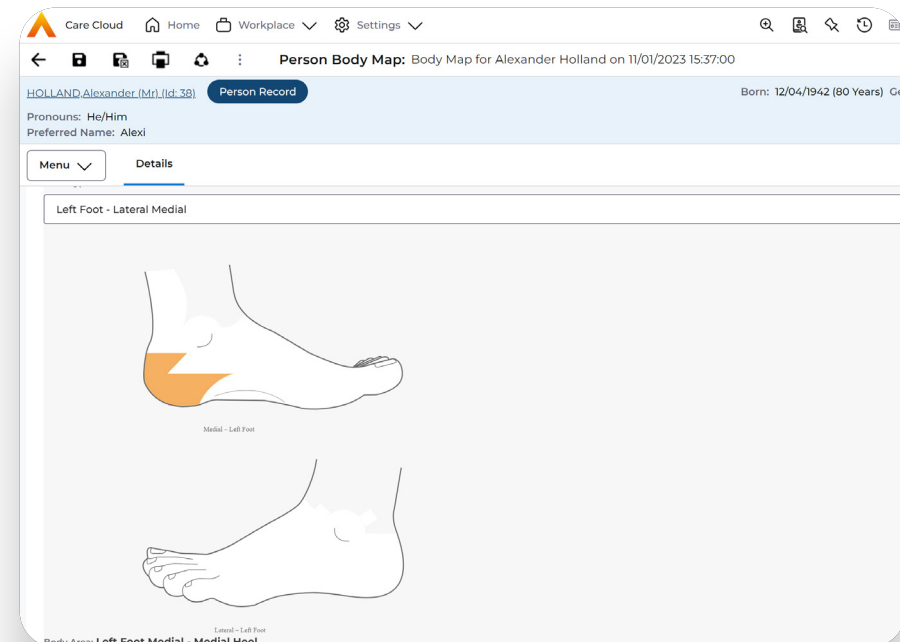
Finance and Payroll

Invoicing should be straight forward, but certain scenarios, such as shared care or uplifts to charge rates, can cause complexity. This often needs manual intervention to calculate the correct amounts or the reinput of invoices to ensure accuracy. With Care Business Management there is clear, accurate invoicing for all scenarios including different funding arrangements or split funding. Invoices can be printed or emailed, and their details extracted and passed to a separate finance system.

Similarly, with Payroll, the intricacies are vast and payroll professionals within the care sector are fully aware of the manual processes that need to happen to calculate the gross pay. Care Business Management easily supports multiple contracts for employees, whether salaried, contracted or hourly, for flexible automated gross payroll calculations regardless of the time of day,

contract or unit type. Easily handling National Minimum Wage top-ups, mileage, travel time and expenses. With a full breakdown of gross pay, available to employees, you can verify payroll accuracy ahead of pay day and reduce any time-costly amendments that occur. Although, if there are any alterations that need to be made (perhaps changes to pay or uplifts), these are simply managed, saving time with no manual adjustments required.

Dashboards and home screens provide the analysis required to really see the organisations financial aspects to care and support. Lots of opportunity to see where revenues can be maximised and visibility that allows for accuracy and proactive moves.





Total Mobility

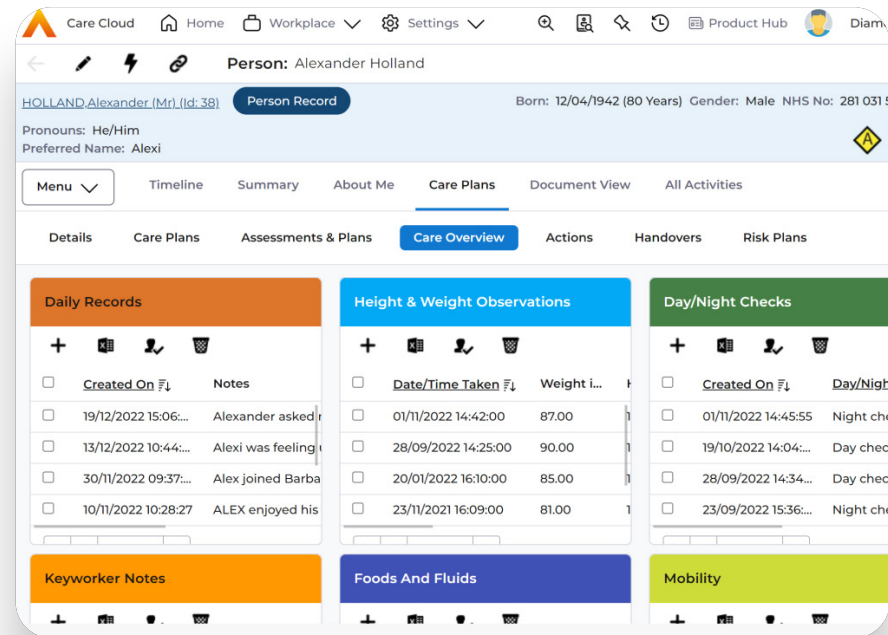
Care Business Management has total mobility, available where the work happens. Whether working through the system via a web browser or taking advantage of the app, there are key features that make the active working of the care and support sector just that little bit easier.

Remote Working

Remote working has different interpretations, especially in the modern working world. What is needed is a solution that can provide these different variations in one. It is thoroughly understood that when working within the community and providing domiciliary services, too much time can be spent running to-and-from the office for the necessary paperwork and then filling out the right documentation. It is inefficient and prone to error. You need a solution to provide not only real-time information but also the functionality to do what is needed at the point of care and for it to be immediately available to all.

The reasons to have this functionality and visibility of data to hand is not limited to those working out in the community. A residential or supported living setting also needs instant access to information and the updating of tasks, plus the ability to not have to check paperwork from the main office. Employees need access to be able to facilitate that high quality care with the same technological efficiency as those on the road.

It isn't just limited to those providing the direct care and support. Consideration must also be given for those in the back-office or the management team, those that complete the picture that make your care organisation the perfect provider. Remote working in order to complete their vital objectives offers flexibility of working and is more time efficient. No need to take stacks of paperwork home to organise the next weeks' roster, it can be accomplished on a mobile device whenever you need it. Plus, as soon as it's complete, everybody can view it.





Lone Worker Safety

There is a duty of care to protect employees who are working alone, which is particularly relevant to members of staff who attend people in their own homes. With the app, there is an ability to identify where the lone worker is and for them to easily contact the office or emergency services. Precautionary measures can also be made to inform the lone worker to not commence a visit without another colleague present – keeping your employees safe.

Mobile App

A dedicated app with the features to help simplify and support your employees whilst in the community.

The ability for employees to not only see their roster but immediately see changes in real-time, providing support for that work / life balance. Care information and care plans are at their fingertips, recording visits delivered, and information of tasks completed. Plus, with the in-app links, journeys can be easily tracked to ensure accurate mileage is paid.

As for offline working, find yourself in a region with no signal? No problem. Any information that has been entered will update as soon as signal is received, ensuring that work can continue, secure in the knowledge that the data will be accurately stored. And by utilising the forms engine, the forms can mirror your business processes so the visits can be all about the people you care for.

Mobile Optimised

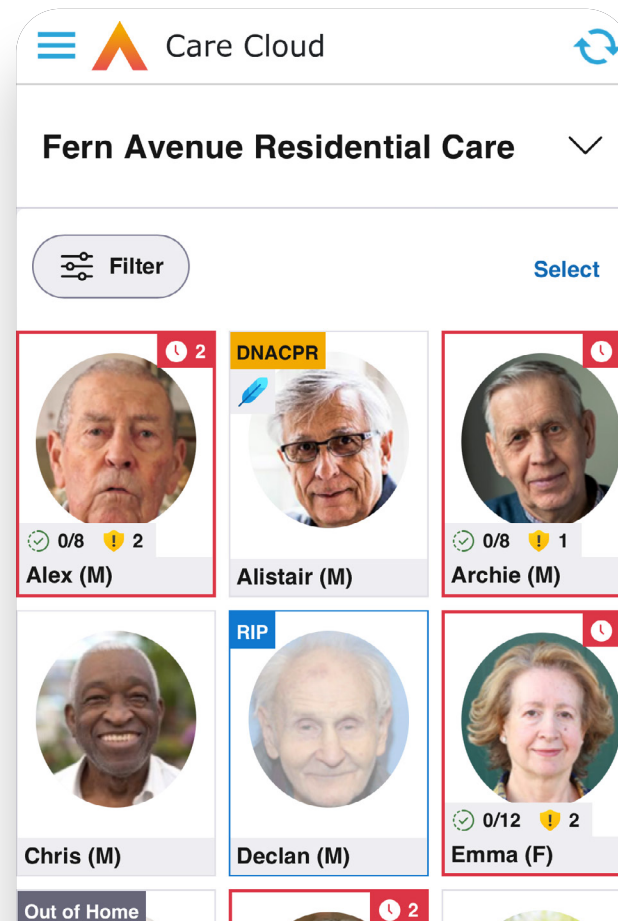
As Care Business Management is a Cloud product, it is available to access through an internet browser and optimised to provide core features wherever and whenever you need them. So, why wait for employees to come to you? Imagine being able to go to the source of prospective staff. From jobs fairs to supermarkets, capturing applicant details on a mobile device allows recruitment to take

place anywhere and for multiple roles. No need to return to the office to complete paperwork or wait for the potential applicant to return their form, reducing that time to hire by not allowing the initial delays.

This is just one way in which using the core software through a mobile device enhances processes. With everything to hand, imagine what could be achieved?

Mobile Devices

Care Business Management can be run through web browsers or via the app on both Apple or Android devices - tablets or smartphones.





Care Business Management platform - the added benefits

Interactive Dashboards

Real-time, personalised graphical views are efficient ways of overseeing specific areas of your organisation, to be able to make quick decisions without having to run reports. But consider how much more time can be saved by being able to deep-dive into that view, directly to the data source, to interact with your business needs at the point of detection.

Advanced Search

True user-defined and configurable advanced search and export capabilities, to be able to find and export the information you really want to see rather than contained within a larger view. These searches can additionally be used to create your own bespoke dashboards, allowing for custom views for whatever you or your teams may need.

Workflows

Simply create a business process with a customisable workflow, stepping all users through whatever procedure or information gathering you need. Business processes can be very different, but the workflows meet the needs and preferences of the business, mirroring your organisational design to help everybody easily guide themselves.

Form Building

A toolkit that lets you design the form that best fits your requirements. Whether you want a care plan in a certain format, or maybe a review, Care Business Management allows you to design any forms for completion that can be used. No need for pen and paper because your process doesn't exactly fit the system you have, it's a system that fits around you.

Easy Implementation

Even though Care Business Management has extensive functionality, the focus is still about making the running of your organization easier, and that includes the implementation. The solution lends itself to be easily adapted to your needs, with onboarding as light or detailed as you would like. Our goal is to have you using the system with ease and realizing its capabilities, so you can unleash your own business potential.



Care Business Management helps you better co-ordinate and plan your business model for the future.




Kathy Skinner
Ben Care



Powering the world of work

To discover more about how Care Business Management can provide the power to effectively manage your entire care and support business, please get in touch.

Get in touch

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