

# Lifeline Homecare harnesses Advanced's mobile technology to improve care delivery

Submitted by: Advanced Computer Software Group Limited

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31 October 2012 – Family-run home care provider, Lifeline Homecare (Lifeline), will roll-out electronic call monitoring (ECM) from Advanced Health & Care (Advanced) to its 85 care workers in November 2012. This will allow care workers to receive task lists and to record their attendance at service users' homes, all via their mobile phones. Lifeline will use iConnect, which forms part of the Advanced ECM suite of products with mobile devices and airtime, also from Advanced.

Lifeline, based in Wiltshire, provides care for individuals who are referred both privately and by social services. The organisation has built up a strong reputation for delivering quality home care since it was founded nine years ago.

Emma Gifford-Pike, Founder, Lifeline Homecare says, "We're passionate about providing our service users with the best possible care. This means giving our staff the tools to operate as efficiently as possible."

"We were impressed with Advanced as it is an IT leader in the care sector and can provide us with the electronic call monitoring solution, airtime and mobile devices as a package. This makes our move to mobile technology simpler and more cost-effective."

iConnect will replace Lifeline's landline-based electronic call monitoring system, which currently involves care workers having to register their attendance at a service user's home by making a call from the home telephone. iConnect is far less intrusive as care workers simply swipe their NFC-enabled Gentag mobile phone across the radio frequency identification (RFID) tags discreetly fitted within service users' homes. This records actual arrival and departure times. iConnect also delivers real-time task lists and service user data to care workers via their mobile phones, improving efficiency.

Gifford-Pike continues, "We're particularly excited about using the latest NFC technology which is far less invasive than using a service user's home telephone. I'm confident staff will find iConnect easy to use and it will save them administration time. As our care workers will also be using the same mobile phones and airtime, this will significantly reduce phone costs."

iConnect will feedback to Lifeline's rostering system (Advanced's StaffPlan Roster), giving managers a real-time, holistic view of workers' schedules. The iConnect time and attendance data will also be used for monitoring care workers' mileage and for billing purposes, ensuring that invoices are as accurate as possible. As iConnect replaces paper-based notes and time sheets with encrypted electronic data, this is also improving the security of service user information.

In addition, iConnect will enable office-based managers to see whether care workers are running late for appointments as Gifford-Pike explains, "We will instantly know whether a care worker is going to be late for an appointment so that we can inform service users and their families to prevent unnecessary worry. This is another example of harnessing technology to ensure we are delivering a high standard of

care.”

Advanced Health & Care provides the broadest, most flexible electronic call monitoring offering in the UK, allowing care providers to mix and match the solutions to precisely fulfil their needs.

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Notes to Editor:

About Lifeline Homecare [www.lifelinehomecare.co.uk](http://www.lifelinehomecare.co.uk)

Lifeline Homecare is a family-run provider of friendly, professional and personalised care in the home. We provide care for private individuals and clients referred by Social Services. We offer end of life care and specialist care to clients with dementia, MS, Parkinson's and clients recovering from a stroke. Based in the South West of England we work with clients of all ages and are committed to providing high quality services and making a positive difference to the lives of you and your family.

Our services have been accredited by the care quality commission (CQC) and are available in parts of Somerset, Bath area and West Wiltshire.

About Advanced Health & Care [www.advancedcomputersoftware.com/ahc](http://www.advancedcomputersoftware.com/ahc)

Advanced Health & Care is a leading supplier of IT management systems for urgent & unplanned care, homecare, residential care, hospices, mobile information for community carers and back-office management systems for NHS trusts, local authorities and care providers.

Working with partners in the NHS, local government and the private sector, Advanced Health & Care is delivering IT solutions in support of safe, efficient care delivery with integrated management information. Advanced's unique proposition is its range of integrated care solutions offering visibility of information for both the commissioner and care provider.

The Advanced Health & Care suite of products includes: Adastra, Caresys, Crosscare, eFinancials Smart Business Suite, iConnect, iNurse, Saturn & StaffPlan.

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