

Carewatch (Bexley) improves quality and transparency of care with Advanced Health & Care's electronic call monitoring solution

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18 July 2013 – Carewatch (Bexley), part of the Carewatch network, a leading national provider of care and support to people in their own homes, has rolled-out Advanced Health & Care's (Advanced) electronic call monitoring solution, iConnect, to its 71 employees. The care organisation has also invested in 65 specialist Near Field Communication (NFC) Gentag handsets inclusive of EE airtime, provided by Advanced.

iConnect delivers real-time task lists and service user data to care workers via their mobile phones, recording actual arrival and departure times using NFC technology. To prove attendance, care workers simply touch in and out at each visit, using their NFC-enabled iConnect Gentag device coupled with radio-frequency identification (RFID) tags fitted within service users' homes.

iConnect will enable Carewatch (Bexley) to improve communication for the whole of the Bexley team, building on the strong reputation the care provider has established over the last ten years. By using iConnect each worker is able to record real-time arrival and departure times at all 168 service users' homes which will further improve the organisation's efficiencies and quality of care.

Paul Chawla-Lidbury, Managing Director of Carewatch(Bexley), says, "We are always aiming to provide the highest quality of care possible, which the Advanced solutions allow us to do. With so much pressure on the NHS and Local Authorities at the moment, it is imperative that private care agencies step up and provide the right care packages to their service users at home in order to free up hospital beds.

"We were already looking into iConnect when the local authority made it a requirement for care providers to implement an electronic call monitoring solution. We knew that, as well as driving efficiencies, it would allow us to significantly improve communication between the management and care workers. We also liked the lone worker safety feature which protects the care worker and sends a signal to the team should an issue be identified."

The data collected from iConnect is fed back to Advanced's staff rostering system StaffPlan Roster, which Carewatch (Bexley) has been using since it was founded ten years ago, giving managers a holistic view of workers' schedules. iConnect time and attendance data will also be used for billing purposes, ensuring that commissioners are invoiced as accurately as possible.

Chawla-Lidbury goes on to say, "The solution means that care workers are fully aware of their appointments and the tasks they need to complete. Knowing exactly when they are arriving and leaving service users' homes will also improve accountability and lone worker safety. We also anticipate significant cost savings by eliminating the need for paper timesheets thereby saving money on postage costs, paper costs, printing toners, envelopes etc."

"iConnect allows our care workers to spend more quality, face-to-face time with service users. It also allows us to see, instantly, if a care worker is running late for an appointment. We are then able to

inform service users and their families to prevent unnecessary worry. We have also been able to remove the need for handwritten time sheets and notes, which has improved security and accuracy as information cannot be lost or misplaced.”

Carewatch (Bexley) celebrates its tenth anniversary this year. It is one of many Carewatch organisations across the country to use Advanced Health & Care’s suite of solutions.

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About Advanced Health & Care 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: Aداstra, Aداstra 111, Advanced Community, Advanced Mobile Communications, CareNotes, CareSys, Crosscare, eFinancials Smart Business Suite, iConnect, iNurse, & StaffPlan.

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