

BUILDING PARTNERSHIPS IN HEALTH AND SOCIAL CARE

A detailed case study report



systems Excellence in Lotus Software

IBM Lotus software

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A Bluewave Group Company

Overview

OVERVIEW

CLIENT

East Sussex and Brighton & Hove
Borough Councils

INDUSTRY

National Health Service

PARTNERS

IPF Limited
Registered Care Homes Association
Domiciliary Care Association
East Sussex County Council Social
Services
Brighton & Hove City Council
Brighton & Hove City Teaching PCT
Department of Health

SOLUTION

The IPF is helping build partnerships in
Health and Social Care to enable the
independent sector to provide the
right care, in the right place, at the
right time.



THE PROBLEM

There was a need to produce a dynamic website whose primary purpose was to help the public and care professionals find the right care in the right place when they need it.

Finding the right care package is now much easier and faster.

The new website reduces administration and delay, provides more information about providers and links directly to inspection reports. Beneficial for commissioners, beneficial for providers and most importantly, beneficial to people looking for care.

It uses some of the most advanced features available to streamline the commissioning of care in the two authorities, provide greater market exposure to the independent care sector and provide a comprehensive source of information for the general public to improve choice and help decision making.



THE SOLUTION

A unique website for the social care sector? Carefinder is the product of partnership working to improve information systems in East Sussex, Brighton & Hove.

Easy to Use

No skill required – carefinder's intuitive design means care professionals need only the minimum of familiarisation to take advantage of privileged features. Access is available from any PC at any location worldwide at any time. Anyone who uses the Internet will take to carefinder very quickly.

Secure and safe

Secure areas of the website have been reserved for social workers, care homes and domiciliary care providers. These users are issued with their own user name and password and the software automatically presents the pages appropriate to them. With full encryption and other security measures, high levels of continuity are maintained. User amendable software allows staff with little training to update the website, allowing for a fast response to changing needs. As the industry changes – this website adapts.

Lists details of independent providers in two authority areas

This is the only website that includes full details of ALL residential care homes and domiciliary care agencies registered with CSCI in East Sussex, Brighton & Hove.

Improved communication

The website provides a new communication infrastructure for the independent sector with broadcast email, mailing lists, policy frameworks, discussion forum, frequently asked questions, training provider database and much more. The care sector is now using technology to make information available to those who need it. Information – the lifeblood of an industry.

A web based solution that enables the public and care professionals to find residential and domiciliary care - fast.

WHAT THE USERS HAVE SAID

Both authorities are viewing the website as an important part of their commissioning strategy for the future.

“ Our aim is to use this website as the principal way to commission beds in care homes and to support an improved profile for domiciliary care in the County. We believe this website will help improve efficiency and reduce costs and that is why we are investing in it. ”

David Millen, Head of Contracts and Purchasing for East Sussex Social Services.

“ We believe this website will help improve efficiency and reduce costs. It will also enable better communication with the independent sector, and will provide better information to the public. It makes sense to take advantage of developments in technology for the benefit of the whole sector.

Steve Holt, Head of Contracts and Purchasing for Brighton & Hove ”

“ This is a real time system and as soon as a bed becomes vacant in a care home, it can be entered onto the website so social workers can see everything that is available. Remember the site will not only help social services find placements but private funding clients too. ”

Tony Andrews, Chairman of the Residential Care Home Association



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Our capabilities



PROJECT MANAGEMENT

Our consultants are PRINCE 2 accredited and understand the value of true project management. The BE project management approach is flexible. We have found it vitally important for successful projects, that we combine best practice project management methodologies with our consultants' extensive project experience to provide you with an adaptive framework which can be customised to meet your individual project requirements.

Many organisations have developed their own in-house approach to project management and our consultants are equipped to adapt and use these customised methodologies where preferred.

Underpinning our project management approach is our aim to develop a good working relationship with you so that our working style has maximum impact. We are keen to foster a knowledge sharing environment where we can transfer our skills and experience to you while at the same time being receptive to the insights that your staff can provide.

WORKING WITH YOU

We pride ourselves on the soft skills and relationships our consultants foster. By combining all our technical knowledge, we are able to work with you to make any project successful. Our consultants have strong ties within the industry and we often call upon these contacts for specialist tasks. We have strong links with senior IBM executives and are regularly called upon to 'dissect' official statements to find the value for your business.

Our consultants are regularly asked to speak as industry experts at conferences and events. We believe this is important as any business may rely upon our judgement to make important business decisions. We would be remiss not to ensure that we can give you the best information possible.

Bluewave consultants provide the best of both worlds; both a strong team member with detailed information and ideas, and an external consultant capable of communicating the business value to your CEO/CIO. We appreciate both areas can be just as important and will work with you to ensure the best possible outcome.

**For further information on how
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