Helping Mears deliver better care in every community

MEARS

A more efficient integrated scheduling and operational management solution has enabled Mears to reduce administration time and ensure standardisation of processes.

Following Mears acquisition of Care UK Homecare in September 2015, the group wanted to reduce disparate rostering systems used. Within a 3 month evaluation period Civica's Coldharbour Community Care solution was selected for depth of functionality and established support.

In 2016, Mears commenced 'Project Synergy' the national roll out of Civica's Coldharbour Community Care solutions across 78 branches which would reduce 4 systems to 1 single system for all rostering, billing and invoicing.

Implementing Community Care has helped Mears make efficiencies through automating processes to speed up billing, reducing staff training on multiple systems, improving visibility of information across the group, with easier and accurate reporting from one data source, and increasing the flexibility and mobility of care staff through CellTrak mobile call monitoring. Mears is also benefitting from better payroll functionality and has streamlined their payroll process from over 100 variations to just 2.

Outcomes

▶ **Improved operational efficiencies allowing staff to spend more time caring**

▶ **Increased flexibility of care staff with integrated mobile solution**

▶ **Streamlined coordination and delivery of effective care services**

▶ **Single central view of information across all branches**

▶ **Cost savings made through bill and pay on actual care delivery**

▶ **Reduction in paper processing of timesheets.**
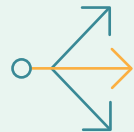
Number of payroll runs reduced from **100 to 2**

Workforce **efficiency gains** through utilising **CellTrak Mobile**

Increased **automation**

Testimonial

"**The roll out of Civica's Coldharbour solution was a major project for Mears, however without doubt the operational efficiencies and service improvements achieved have proven more than worthwhile. Civica's partnership approach to development and deploying the application across a diverse set of services was second to none.**"

James MacDonald-Fawcett,
Service Manager Applications, Implementations and Support, Mears