Coldharbour Community Care

End-to-end software solution designed for the management of community care, complex care and care in the home services

A fully integrated software solution that helps group care providers deliver first class outcomes

Supporting
10,000
users on
Community Care
system each day

Supply
60%
of **Top 10 UK**
Community Care
Groups

Source Laing & Buisson

60%

Over
15,000
users of
Mobile
Point of Care

Accessed by over 10,000 users, by many of the leading private and independent UK health care providers, the system maintains an extensive record of each client and carer, to measure and manage activity to support better planning. At the hub of the system is the visual and intuitive resource planner which utilises drag and drop technology to allow rapid allocation and re-allocation of carers to visits. From this central screen, an operator has an at a glance view of all unallocated visits, carer availability, previous visits, planned work versus contracted hours and gaps.

Our **Community Care** solution maintains a comprehensive record of each client and carer including any regular work patterns and structured care. Recurring visits can be automatically allocated enabling users to concentrate on managing the unplanned changes due to sickness, holidays etc.

A key enabler within our system is the in-depth parameterisation and configuration of areas such as time bands, complex charge rates and invoice formats, carer pay rates, timesheet formats and other business rules. This allows the operator to concentrate on allocating visits rather than becoming involved with complex contractual calculations.

Mobile Health and Point of Care solution

Call Monitoring and Mobile Health solutions are fully integrated within the Coldharbour application suite, delivering business efficiencies, monitoring performance and improving compliance. The mobile element of our community care solution provides carers with accurate and secure patient information at the point of care.

The benefits

▶ Designed specifically for the care at home provider taking into account both structured care plans and ad hoc visits.

▶ Comprehensive information on each client and carer allowing accurate matching and extensive reporting.

▶ Pre-defined business rules automating complex charge and pay arrangements

▶ Complete integration with Coldharbour e-Compliance, Call Monitoring, Mobile Point of Care solutions and Data Analytics

▶ Dedicated functionality for Live in Care, Reablement, Extra Care, Supported Living, Outcome Care, Travel Time and National Minimum Wage

▶ Seamless integration into transactional interfaces to third party accounting, payroll, HR and reporting solutions

▶ Direct integration with Coldharbour National Minimum Dataset for Social Care module

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Overview of the capabilities and benefits of Community Care

Community Care

▶ **Global System Manager -** allows information to be centrally managed and shared across all branches and ensures continuity, particularly for reporting purposes. Functionality includes user access levels, look up lists, global funders, charge and pay rates, linked to time bands and contracts, service code information, global billing calendars, service information, activity profiles and scheduling.

▶ **Global Employee Database -** holds central employee data, contact details, job qualifications, compliance, DBS details, specific skills and training courses attended, contracted hours and business rules for calculations of employee pay rates. This also provides a group care provider with centralised data for HR, training and qualifications. For many of our largest clients this product has removed the need for a dedicated HR and personnel product.

Employee records maintained within this module enable relevant information on each employee to be recorded, enquired and reported upon, including:

> Personal information
> Next of kin, contacts etc.
> Key Skills, DBS details, compliance information
> Training information
> Availability
> Pay rates

A employee's diary is also available which allows time related information/events to be recorded and reported upon e.g. uniforms issued, training history, car insurance details etc.

▶ **Contract Billing -** a comprehensive module allowing for price lists based on contracts and service tasks together with charge and pay processing rules incorporating multi time bands and service variation quantities. Duration based prices and processing rules also allow for late cancellation charges and pay. Administration charges and discounts are also available within this module.

▶ **TUPE Module -** provides the facility to apply different contractual pay conditions or pay structures to specific employees. These rules may be further refined by only operating when an employee works on particular contracts or services.

▶ **Equipment Module -** includes functionality for equipment recording, equipment codes and types, linkage of equipment to client's record and alerts to review service check dates.

Key Features include:

▶ Skill Categories
▶ Resource Planner
▶ Absences
▶ Alerts Module
▶ Complaints & Compliments
▶ Accidents & Incidents
▶ Equipment Monitoring
▶ Linked Diary Entries
▶ Performance Monitoring
▶ Outcome Reporting
▶ Employee Template Care Plans
▶ Emailing of Time Sheets
▶ Client Care Plan Extended Hours Summary
▶ Bulk Timesheet Confirmation
▶ Accruals & Prepayments Report
▶ Call Monitoring Task Lists and Reports
▶ Enquiry Wizard
▶ Transport Module
▶ Meals on Wheels

Mobile Point of Care

Our Mobile Call Monitoring solution interfaces with our Community Care Software to provide a singular solution, with the mobile application provided by our partner CellTrak Technologies Inc. Available on Android and Blackberry devices, the secure solution improves compliance and encourages care workers to show up. Increases productivity and reduces expenses and paper processing.

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▶ **Complaints & Compliments Module -** includes diary of activities, diary notes, review dates, alerts (received, acknowledged, responded, holding letter, outcome, sign-off), procedures and reporting. Linkage of employees or other parties to the clients complaint/compliment. Alerts and reporting on stages of complaint/compliment and reporting.

▶ **Alerts Module -** alerts are defined by specific groups of users for action. Scheduled reports emailed to the user include employee diary entries, client diary entries, employee skills, enquiries, diary note alerts and guaranteed hours alerts.

▶ **Internal or External Sales Ledger -** monies posted can be processed directly via the Internal Sales Ledger within the product. The Internal Sales Ledger includes a comprehensive range of aged debt and period fees reports, statements for funders, nominal income analysis, receipts posting/enquiries, receipts processing routines, and debt management.

Alternatively, clients can interface to our corporate accounting solution, Coldharbour Financials, developed specifically for the care industry. Clients wishing to utilise existing accounting systems are assured that over the last thirty years we have developed interfaces to the majority of mainstream accounting solutions.

▶ **Payroll Interfaces -** with regards to pay and bill, the system can generate electronic outputs and transactional interfaces to third party accounting and payroll solutions, removing the need to key information into payroll systems.

▶ **Google Maps -** integrated solution for route analysis.

▶ **Travel Time -** the time it takes an employee to travel from one location to another can vary, depending on factors like means of transport, distance, traffic volume and road conditions. This module provides efficient human resource planning, and minimises both idle time and travel cost.

▶ **Extra Care/Supported Living/Shared Care -** allows multiple service users to be supported by one carer; multiple carers to support 1 service user; or multiple service users being supported by multiple carers. It allows a shift to be created for the support worker at a "setting" and a care time slot to be created for a service user, therefore enabling allocation of multiple care slots to a single employee shift, one care slot to multiple service user shifts, or multiple care slots to multiple support worker shifts.

Data Analytics solution

Sophisticated and flexible management dashboards enable users to compare trends, analyse costs and revenues, interrogate statistics, view budgets and create accurate forecasts. The solution is fully integrated with Community Care to provide interactive and dynamic dashboards and analytics, all accessible on mobile devices. Key reports include enquiries, revenue and costs, employee availability, employee punctuality and Google Maps.

e-Compliance solution

This solution integrates directly with Community Care and allows customers to quickly achieve company wide, real time visibility of incidents, accidents, complaints or any other areas where the flexibility of e-Compliance is deployed. Across the organisation forms and data capture can be made standard, auditable and reportable. Define your own forms, workflow, validation, alerts, document hierarchy and reporting.

National Minimum Data Set for Social Care Module

NMDS—SC module takes existing Coldharbour data, adds additional information and presents it automatically in the correct format for bulk upload into the Skills for Care portal. This removes the task of manual NMDS-SC submissions and introduces the process of claiming cash credits for each learner within a care organisation.