



productivity
control
integration efficiency
accessibility
information easy to use
profitability care plans
flexibility
invoicing compliance
management



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***CareSys software
designed for care providers***

The choice for those who care

www.caresys.co.uk

The leading solution

The innovative CareSys software has been the first to embrace new technology and the first to come up with new ideas - ideas that others often follow later - such as:

- 1st** to use a true client/server database
- 1st** to be written in a Microsoft .Net development language
- 1st** to work across internet links
- 1st** to have automatic software updates
- 1st** to provide consolidated management information
- 1st** to have an integrated financial system
- 1st** to integrate staff delivering care against the clients care needs
- 1st** to utilise the flexibility of PDA's
- 1st** to integrate with third party systems via web services
- 1st** to employ CSCI staff to maximise the effectiveness of our care modules
- 1st** in the market to be awarded Microsoft Gold Certified Partner

You won't win next year's race with last year's technology

"We needed a system that was easy to use, had full functionality and the ability to provide a sophisticated level of management reporting. CareSys is all of these and an added bonus is our managers love it, as do our finance teams."

Denise Keating, HR & IT Director, Craegmoor Healthcare



Mission statement

"..to be the choice for those who care by being the leading provider of operational and management software for the care industry through excellence in software design and a comprehensive understanding of the needs of the care industry."

Integrated Support Systems (ISS) are the providers of CareSys, a suite of business software applications tailored specifically to meet the administrative needs of the providers of long and short term care.

Since its creation in 1995 CareSys has been implemented in some of the **largest care home groups, autistic societies and learning disability organisations** in the country.

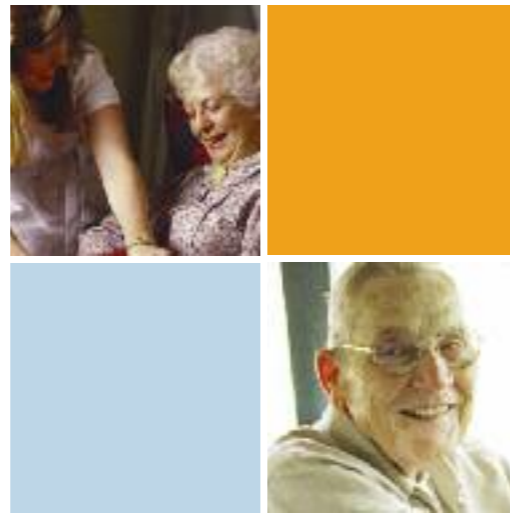
The philosophy of ISS is to work in partnership with our customers, to understand their business processes to provide a valuable end to end solution that meets the needs of our customers.

CareSys is a complete software solution for the care industry. It provides care organisations with a business specific application including financial, operational and management systems encapsulated into a single integrated system. What makes CareSys uniquely suited to meeting the needs of the industry is the way that information can be shared cost effectively amongst any number of different people at different locations. The key to this facility is the Internet, and CareSys has been designed to take advantage of the growth in availability of the Internet by utilizing the most up-to-date development technology. The unique element that CareSys adds is the ability to interact with database information over the Internet, without any complex IT infrastructure whatsoever.

CareSys caters for all types and sizes of care organisations and offers many different modules and varying licensing options. There are several benefits to having the entire CareSys system as it offers a truly integrated solution. However, the design of CareSys enables integration with third party systems where required, including most accounting systems, Microsoft Office, payroll applications and incumbent software systems.

"The introduction of **CareSys** to our business has allowed us to monitor the performance of all our homes at the touch of a button, regardless of which home we are in. In addition, the time spent to produce invoices each month has been reduced dramatically from 2 days to 2 hours which has been a real asset."

Erica Hart
Managing Director, Majesticare



The modules in CareSys can be divided into five main groups, which are Clients, Staff, Client Care, Financials and Management Information. Within these main groups are sub groups, for example in Staff are Rotas and TimeSheets plus others, and also some groups encapsulate others, for example Care integrates with Clients who require care and Staff who provide the care. A brief list of the modules and their key capabilities is as follows:

CLIENTS

Client management

Everything from enquiries through to clients and beyond. A full filing cabinet of information including everything that might need to be known about a client. Progression of enquiries, tracking of events, document management and notes for all service users. Includes occupancy analysis by room and by targets across any date range.

Client invoicing

The most comprehensive and capable billing system available for care providers, with consolidation for contribution funders, out of sync offsetting, pocket money and sundries. Integration with third party accounts systems or CareSys sales ledger. Analysis of income by a flexible number of income types for funded occupancy and income against budgets, as well as income accruals for accurate management reporting.

Ad-hoc provisioning

Income for events on an 'as used' basis - including day care, outreach and domiciliary care. Can be integrated into care plans for 'needs based' income processing and into staff management for income based on service delivery. Includes interface to data entry via PDA to allow for carers who are not near a computer to be able to update information.

CLIENT CARE

Care plans

A highly flexible care delivery system with user defined and pre-defined care templates. Includes management of care tasks based on key workers or on sections and staff role types. Includes interface to data entry via dedicated touch screens or PDA's to allow for immediate feedback.

Assessments

An evidence based mechanism to provide consistent assessment of care needs and/or funding requirements. Contains workflow for reassessments and integrates with PDA's for taking assessments anywhere and with minimal intrusion.

Care Anywhere

An affordable mobile working solution incorporating CareSys Careplans & Assessments. Carers are issued with a Personal Digital Assistant (PDA) or a 'smart phone' providing remote information and improved operational efficiencies.

STAFF

Staff management

Full HR system for all staff, including holiday and diary, document management, legal documents and emergency contacts. Includes holiday analysis and contracted working times.



Timesheets

A highly flexible and efficient way of entering the hours staff worked. Includes unlimited roles that each member of staff can perform and unlimited pay rates, with mass pay rate maintenance. Provides analysis of actual against budget time and cost against a flexible set of job roles. Integrates with third party payroll systems.

Rotas

Provides pre-planning of staff working shifts, and integrates with clocking in system to allow for automated timesheet entry. Includes shift patterns and shift budgets by role and analysis of budget, planned and actual time and cost.

CAMT

Staff working hours can be captured via CareSys Access Management Terminals which allow staff to clock in and out and this to be reconciled against rotas, ensuring that staff accurately record working hours. The information captured can then integrate with third party payroll systems. This system is available in two options dependant on customers needs and uses Personal Identification Keys to identify each person.

FINANCIAL

Sales ledger

Customer financial transactions which is integrated with the income side of CareSys. Provides direct debit processing for automated cash collection, as well as all the standard sales ledger functions such as statements and aged debt.

Purchase ledger

Management of suppliers and purchase transactions. Includes creditor analysis and aging, as well as all the standard purchase ledger reports and processing features.

"**CareSys** handles over 80% of our billing and is therefore a key operational service within the NAS Business Continuity Plan. Its simplicity of recovery was considered a marked success during our disaster simulation".

Ken Ewen
Finance Systems Manager
National Autistic Society

Purchase order processing

Controls purchasing to ensure that goods are delivered against what has been ordered, and supplier invoices match agreed prices and quantities. Includes capital expenditure orders, with budgets for all orders set at a monthly, annual or per resident per day level, with full analysis of actual against budget.

Nominal ledger

A fully embedded nominal ledger with an immensely flexible reporting structure allowing for ten levels of user definable analysis as well as user definable categorisation of account structure. Provides a consolidated reporting structure to any level of detail or summary. Includes the standard profit and loss and balance sheet reports.

MANAGEMENT INFORMATION SYSTEM

Management Information

A set of views and reports to provide a bird's eye view of the entire organisation looking from a number of different perspectives. In addition to providing a comprehensive way to analyse information from individual modules in CareSys, this also joins different elements together to give information like the number of care hours per resident, the average debt per client, and the percentage of income paid to staff.

Security

Built into the very foundations of CareSys is a fully comprehensive set of security to ensure users only see the information they should, and can only change and process information relevant to them. Since there are so many security options, these can be grouped together and users can belong to one or a number of groups. In addition to identifying which functions users have a right to use, the security also controls which homes they are able to work on.



Workpads

The whole of CareSys has been built to provide a common visual design, and it is easy to walk through the system as any parts that link to another are easy to follow. The part that makes CareSys most easy to visualise are the workpads, which provide key information in a single view, configured for the type of person who is using the system. For example, clients can be viewed from an income perspective, from a care perspective or from an occupancy perspective. Equally, staff can be viewed from an hours worked perspective or from a rota perspective. In all cases, the underlying information is only a single click away, and it can be readily reviewed, updated and maintained. The workpads and overall design of CareSys makes it easy to use, despite it's immense capability.

Flexibility and capability

There are many similarities in all care providers, but there are many differences also. These may be differences due to the types of care provided, the size of organisations, the geographical layout of the delivery locations or the ways they are managed. All this means that in order to cater for all care providers, CareSys has to be highly configurable and very flexible. At the core of CareSys is how it stores it's information and the design of the data model. CareSys uses the leading database management system, Microsoft SQL Server, onto which has been mapped a highly relational database so that there is immense flexibility in it's use. CareSys has been designed to make the movement of information between the various computers that use CareSys operate efficiently - which allows CareSys to scale to thousands of computers operating over low cost internet links to a single unified database. On top of this is a vast amount of configuration options to make CareSys behave how each and every organisation needs it to behave. In addition, there are interfaces into the core of CareSys which allows third party systems to read and update information within CareSys based on the business rules that are encapsulated within the applications. There is almost no limit to how CareSys can be used and moulded - and this is all provided by a single application that is constantly being maintained and enhanced to ensure the changing needs of care providers are accommodated.

Information capture and dissemination

Like all software, CareSys works on computers and laptops, but many care staff and consumers of information do not spend their working life in front of a computer, so CareSys has been designed to work with other systems besides standard computers. One very transportable format of

computer is a **Personal Digital Assistant (PDA)** which is a hand held battery driven computer with a touch screen and often a small integral keyboard. Where hand held devices are not suitable then CareSys can operate on a touch screen on the wall - placed in various locations around a care home. Touch screens avoid the need for a keyboard, and work well for task based care plans, particularly in conjunction with Personal Identity Keys that staff carry to identify themselves. Key information can be presented in a rolling display using a large **Information Screen**, which can show staff, clients and visitors important information such as who is on duty, what the menu is, clients birthdays or any other useful information. CareSys is much more than just a software application - it is a system to manage, process and deliver information across the entire organisation.

Additional Services

Care Consultancy

A service delivering all the information you need for the day to day running of your care business. With many years experience in the industry the consultancy service provides a mentoring service for managers, supervision of managers, Regulation 26 visits, independent complaints investigations, adult protection issues and assistance with the Annual Quality Audit Assessment (AQAA) required by CSCI.

CareSys Home

A care provider with a small care home does not need the same level of flexibility, control and real time information as the larger providers. They do still need a system that can provide all the benefits of an integrated system designed to deliver a solution for them. CareSys Home is an affordable, pre-configured system designed for smaller organisations, capable of growing with the business if required.

IT Services & Data Hosting

ISS believes that care providers should be able to focus on care, and that IT should exist only to assist in this. CareSys as an application has been designed to help, but ISS can remove the whole issue of maintaining IT systems by providing a fully managed solution. Incorporated in the managed solution is data hosting at our shared data centre, which is optimised for absolute maximum performance across multiple locations using the internet - a feature that CareSys is uniquely designed to take advantage of. ISS also provides on-site services to manage and maintain computer equipment, allowing our customers who take these options to have a fully outsourced system.

"CareSys has been used as the sole application for our entire income management since 1996. Throughout an aggressive growth, CareSys has coped with the increased demands, and is now used as the primary business information system at our homes for clients and staff, and provides day to day financial information to help us manage the business"

**David Duncan, Finance Director
Barchester Healthcare**

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