

THE CHOICE

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ISSUE 11



INSIDE THIS ISSUE:

BIELD CONTINUED	2
POTENTIAL	2
DEVELOPMENT UPDATE	3
BEHAVIOUR SUPPORT SYSTEM	4
MD'S MESSAGE	4
TRAINING UPDATE	5
EVENTS & EXHIBITIONS	5
EVENTS & EXHIBITIONS CONTINUED	6
WEDDING	7
BABY	7
BIRTHDAY	7
ON THE RUN	7
SYLVIE SILVER	8
USER GROUPS	8
PAINTBALLING	8
CAPTION COMPETITION RESULT	8

"Bield Housing Association are at the forefront of providing housing and services for older people in Scotland. We are a registered charity and a non-profit organisation. Currently we provide housing, care housing, community services, BR24 services and management of private retirement housing to an estimated 15,000 older people in Scotland.

The Association was formed in 1971 and our primary objective is to enable older people to live independent and fulfilling lives by being a leading and innovative provider of high quality appropriate housing, care and support services.

At Bield, people matter. We work closely with tenants and service users to ensure we deliver services that meet the needs of older people. We are a forward thinking organisation, constantly seeking new and innovative ways to provide services. Once the need for a more efficient and up to date internal method of managing client information was identified, Bield were quick to react and the need for an appropriate client management system was identified. CareSys/ISS were chosen as Bield's Client Management System software providers as they met the majority of Bield's needs and requirements as outlined in the initial tender. Their technology demonstrated flexibility and adaptability to satisfy Bield's requirements in principle and proved to be user friendly.

Bield is now entering into its implementation stage of CareSys and is currently piloting the software in its care sector and shortly its housing sector. To date feedback from users have proved to be very positive and a strong professional working relationship has been established between Bield and ISS."

Patrick Riordan, ICT Project Manager

For some years, Senior Management at Bield had been considering how to address areas of the business for which there was no support provided by their existing Housing Management System. They had looked at a variety of products and concluded that this would best be addressed by a wide-ranging, modern Care Management System.

A previous consultant-led exercise had failed, and Arneil Johnston was asked to carry out a full review of the project, and then carry out the procurement exercise. Due to the complexity and size of Bield's care operations, the cost of any new system would inevitably require a European Journal procurement to be undertaken.

The first stage of our work was to consider the previous exercise, and then to meet with staff from all parts of the business to allow us to understand their needs and how to revise the existing paper-based work practices. As we developed a new vision for working methods, we were told that our work would remove over 85% of the Association's paperflow! All of these requirements were documented and went into the Specification.

Continued on page 2

“Even in these early stages of the project, we are starting to realise the benefits of CareSys and its efficiencies.”

BIELD continued

The procurement was exhausting and exhaustive, with 33 companies expressing an interest. Our final selection of suppliers all offered extremely good solutions, but ISS managed to prove that CareSys was the best fit product to Bield's requirements. This was particularly due to its ability to support workflows, task-based management, document management and reporting at all levels.

We were pleased to be able to support Bield's decision to select CareSys. It was the most appropriate solution for their particularly challenging requirements.

Colin Moss, Director of ICT Consulting, Arneil Johnston



CareSys & Potensial working together

After undergoing a series of reviews of our internal manual systems, we were lead to the conclusion that we needed a computerised system throughout our 40 sites. We decided that the areas we wanted to focus on covered client care, income processing, accounting, staff management, staff rotas and timesheet processing.

Through a series of internal meetings we produced a specification of requirements for each business area, and we then proceeded with an extensive review of the available systems in the market. After several demonstrations of these systems the project group came to the unanimous decision that CareSys was the system that best fulfilled the needs of The Potensial Group.

CareSys met all our current requirements, and the technology employed meant that our future needs could be incorporated swiftly. Since embarking on the project we have found ISS to be a professional and flexible partner. The training has been tailored to meet the varied needs of our staff at all levels from Carer to Finance Director, and the project has been set out with very achievable timescales with defined roles and responsibilities on both sides.

Even in these early stages of the project, we are starting to realise the benefits of CareSys and its efficiencies. The system has been embraced by all staff. Operational staff are experiencing time saved in producing such things as rotas, whilst senior management will enjoy detailed management information as the system is used more as time progresses.

Nicki Stadames
Chief Operating Officer
Potensial Ltd

Potensial is a provider of specialist support to those with a learning disability and to adults with enduring or recovering mental health needs in the North East and North West of England, North Wales and Northern Ireland. They have a total of 54 sites with 327 clients and 542 employees. We look forward to continuing working with Potensial and wish them continued success with their CareSys project.

Development update

...NEW FEATURES...NEW FEATURES...NEW FEATURES...

Account Arrears Document Processing

This is a three-tier debt recovery process using internally created documents (templates). It will search through all transactions that are outstanding and produce debt recovery letters that can be printed off and sent.

Payroll End of Year Online Filing

Payroll is now able to complete and submit your end of year figures to HMRC. This has been successful for all customers that run CareSys Payroll.

CAMT processing time for staff at multiple facilities

Support for this feature has now been extended into CAMT time processing and staff timesheets. This will allow home managers to process time for staff at a specific home, without the need to manage staff time at other homes.

Rotas integrated into CAMT time

Rotas can now be used to match CAMT time. This facility provides a higher level of matching over and above the normal CAMT shifts matching mechanism. This is a simpler way of using CAMT time processing that requires less accuracy from the staff member clocking in or out.

Care Scheduling

A new feature to come out is Care Scheduling. This module will make the day to day organisation and planning of care a lot easier. This process will make sure that the correct, qualified member attends to the appropriate client, time management/planning on all your care staff, and be able to process billing based on the care delivered.

...TESTING & QUALITY ASSURANCE

For the last six months we have been introducing more and more testing into the CareSys development cycle. This has become an ever more increasing value when expanding CareSys functionality. As the company and software grows, the overhead of maintaining it becomes more and more difficult. By having tests that make sure original functionality is kept the same we can maintain the quality of the system. We now also have an automated build system that can inform us of a failure in the software within one hour of any new code being written.

...FOR THE FUTURE

We are planning to move into the latest Microsoft technologies, currently we are still in the testing stages of the implementation and delivery of this new technology, but feel that it will bring a much richer and more usable interface to all CareSys users. One area that we are keen to make use of is touchscreen technology. This would bring a simple but quick interface into the CareSys system, without the overhead of a keyboard or mouse.

ISS is a Microsoft Gold Certified Partner

Microsoft
GOLD CERTIFIED
Partner

ISV/Software Solutions
Custom Development Solutions

"We listened to what our customers wanted and acted on what they said. Good things happen when you pay attention."

In partnership with



Introducing the CareSys Behaviour Support System



John Thompson talks about this new addition to CareSys

It is not often that we can feel good about working with a piece of software because it is designed to help a disadvantaged sector of our society. That is why I get very excited about the potential of the Behaviour Support System. I'd like to tell you how it came about, but first let me introduce myself. My background is in IT but, before my association with CareSys, I had spent five years dividing my time between my consultancy work and working for the

British Institute of Learning Disabilities. It was BILD who introduced me to Bradstow School, a residential special school in Broadstairs who work with young people with learning disabilities. They wanted something to enable the behavioural specialists at the school to easily collect and analyse information about instances of challenging behaviour. This was so that they could understand the causes, and so be more able to help the individuals enjoy a better quality of life. The first solution was a database which we, the school staff and I, created in Microsoft Access. This was introduced at the start of 2004. Although it was only intended for Bradstow School, the word soon spread. There are now about 100 users of this version of the database in schools and adult services around the UK and also in Ireland and America. Whilst continuing to serve its user community well, the Access version lacks the scalability and potential for integration that is one of the strengths of CareSys. So CareSys developers have taken the concept of the original database, refined over six years of use, and re-written it to the exacting standards of reliability, security and performance associated with the other CareSys modules. **The National Autistic Society** has supported the development of the software and has invested in the system. They will be the first users of the CareSys version. Hence my delight that the Behaviour Support System, which I have already seen bring positive benefits to so many, is now available as part of CareSys.

John Thompson, CareSys Behaviour Support System Consultant

John will be joining Sarah Dunn of Bradstow School to talk about the background to this project in a seminar at **The NASEN & TES Special Needs Exhibition in the Business Design Centre, London.**

The seminar is on **16th October at 12.30**. You can also meet John on the **CareSys stand** during the two days of the event.

A word from the MD

For many years, I have had a vision of what I would like CareSys to be able to do. I saw Clients and Staff connected through the care provided, I saw assets managed in a way that care organisations work and not just the way financial systems work, I saw a complete integrated system that did everything most care providers would need. My vision has almost been achieved with CareSys able to perform most significant functions! This now brings us to a new chapter in our company progression with the development team just focusing on incremental enhancements, such as continuing to provide more visual changes and improving current functions, rather than developing complete new modules. Fundamentally, the key information in this message is that I believe **CareSys now meets the complete functional needs for the vast majority of care providers**. I would however welcome any feedback on your perception of how complete CareSys is for you. You can contact me at j.papworth@caresys.co.uk

Jonathan Papworth. Managing Director



Training update

Things are getting personal! There are many ways in which you can make your care plans more personal using CareSys Care and Evidence module, as well as using Task reminders to ensure that important things are getting done...when they should be! Tasks link directly to the Daily Records and can speed up the entry of Daily Records.

Are you following best practice? We can arrange a consultancy day with Maggie White (Care Consultant) alongside one of our CareSys Trainers to show you how to get the best out of CareSys.

Please contact training@caresys.co.uk for more details.

Andrew Coles, Training Manager

Try out our training videos...

"We have been very impressed with the CareSys training videos. We could not have progressed as far as we have without repeated visits to the training videos, especially in the first few weeks when going 'live'. It is now 3 months since we began using computerised Patient Care Plans and it is reassuring to know that the training videos are still there when we have a query."

David & Tony
Close House Nursing Home

Events & exhibitions

NATIONAL CARE FORUM MANAGERS CONFERENCE

Monday 9th & Tuesday 10th November
Tortworth Court, Wotton Under Edge



SCA AUTUMN CONFERENCE

Wednesday 18th November
Leatherhead Leisure Centre



Visit www.mjm-events.co.uk
for dates & locations not currently set on
forthcoming events



North West—**Tuesday 14th July** at Madonald Kilhey Court, Standish (Nr Wigan)

South—**September** (exact date and location to be confirmed)

London & Home Counties—**October** (exact date and location to be confirmed)

East Anglia—**October** (exact date and location to be confirmed)

South East—**November** (exact date and location to be confirmed)



IAHSA 09 INTERNATIONAL CONFERENCE

Monday 20th to Wednesday 22nd July
The Queen Elizabeth II Conference Centre, Westminster

We are very proud to be a premier sponsor of the 8th IAHSAs International Conference, *"Leadership Beyond Borders"* being held this year in **London 20th-22nd July at the Queen Elizabeth II Centre.**

IAHSA was founded in 1994 by an international group of leaders who realised that the global ageing crisis would have a profound impact on our earth's elders. The vision was to create a platform for policymakers, researchers, business and ageing services providers to collectively share their knowledge and best practices to enhance quality of care for the elderly.

Over the years IAHSA has created an international forum for the exchange of research, services, products and training that make up the Global Ageing Network. They represent the interests of more than 20,000 ageing services providers worldwide who serve almost 5 million elderly every day in nearly 30 countries. Provider Members are representative of all ownership types including for profit, not-for-profit and governmental.

IAHSA strives for:

- Leadership through shared learning**
- Quality through innovation and research**
- Creating community across borders**

ISS will be in the Benjamin Britten Lounge for the duration of the conference, discussing the best practices deployed in our CareSys software and services. If you would like to attend the conference, please visit www.iahsa.net/london. We hope to see you there!

Learning Disability

Exhibition 2009

Tuesday 14 July 2009
Manchester Central



STAND
NUMBERS
9 & 19

LD TODAY
Tuesday 14th July
Manchester Central



STAND
NUMBER
90

THE NASEN & TES SPECIAL NEEDS EXHIBITION
Friday 16th October
Business Design Centre, London



STAND
NUMBER
E50

THE CARE SHOW
Thursday 5th to Friday 6th November
NEC Birmingham

A wedding

Congratulations to our Office Manager, Jen, who married Andy Cathcart on Sunday 17th May at the glorious Tudor-style Ramada Hotel in Leatherhead.

Jen and Andy enjoyed their Wedding Breakfast with friends and family, then danced the night away at the evening reception (a few sore heads in the office on Monday!). A romantic honeymoon in Egypt rounded off the fairytale wedding.

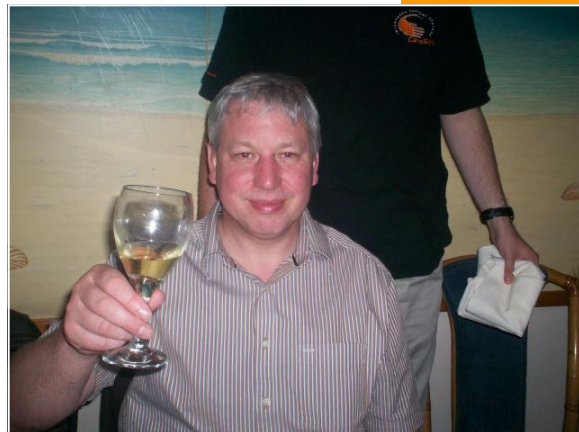
Jen, we all wish you and Andy the very best in health and happiness as you start your journey in married life.



A new arrival

Congratulations to Jon Kearsley (our Support Manager) and his wife Charlotte on the birth of their baby boy

Alexander Joseph Kearsley. Alex was born on 22nd April weighing 8lb 7oz.



And a 50th!

JONATHAN PAPWORTH TURNS 50!

Sorry Jonathan we can't help but spill the beans on you reaching your half century!! Even though you claim to be 37, we now know better ...Many Happy Returns!

Chris & Rob on the run!

Congratulations to Rob & Chris, CareSys developers on completing a 10k race at Denbies in Dorking in just under one hour. As this was Rob's first long distance run it was a great achievement—well done!



Share your news!

If you have any news or success stories that you would like to share, please speak to your Account Manager or email Jen Cathcart on j.cathcart@caresys.co.uk
We'd love to hear from you!

Congratulations to Sylvie Silver

Congratulations to friend of CareSys, Sylvie Silver. Sylvie, director of the charity NAPA—the national association for providers of activities for older people, won the prestigious accolade of the Daily Mail's Inspirational Woman of the Year.

Sylvie beat five other finalists at a glittering ceremony in London in May 2009, honoured by Prime Minister's wife Sarah Brown.

A one woman whirlwind she's taken on a succession of selfless roles which have allowed her to use her dynamism and charisma to change other peoples lives for the better.

Four days a week she is busy working for the charity while several evenings a week she devotes what spare free time she has to the ATC—Air Training Corps where she has a natural ability to command respect from her cadets.

Standing at just 4ft 10in tall what Sylvie Silver lacks in physical presence she more than makes up for with a dynamism that ensures that, once met, she is never forgotten.

We are sure you will all join us in congratulating Sylvie. The team at ISS looks forward to continuing working with NAPA and supporting the good work it achieves.



**INTEGRATED
SUPPORT
SYSTEMS LTD**

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LEATHERHEAD
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sales@caresys.co.uk**

User groups

Our user group sessions give our customers a good opportunity to speak with other CareSys users and also communicate valuable ideas for improved functionality and features in the software.

If you are interested in attending one of our forthcoming user groups, please visit www.caresys.co.uk where further information on dates and locations will be provided.

Who wants to shoot a member of ISS?!!

We are going on a Paintballing trip on Wednesday 2nd September in Reigate and have 16 spare tickets available for our customers. If you would like to come please email j.cathcart@caresys.co.uk. This is on a strictly first come, first served basis.

Caption competition winner



And the winner is...

...Tony Orchard with *"Tony H forgets the rules to 'Rock-Scissors-Paper' yet again"*. Congratulations Tony, a bottle of champagne is on its way to you.