

The Choice

ISSUE 4 WINTER EDITION 2006



Special Interest Articles:

- In search of excellence
- Christmas Care
- The best way to train...
- A growing team



From L to R: Carolyn Elliott, ISS Sales & Marketing Director, Deputy Lord Mayor of Sheffield Mr. Arthur Dunworth, David Driscoll CEO Signature, Deputy Lady Mayoress of Sheffield Mrs. Cathleen Chadwick, Patrick Mower & Paul Boddam-Whetham, Project Director Lend Lease projects

ISS were delighted to be involved with the opening of Loxley Park having been involved with Signature Senior Lifestyle from the outset. Not only does Signature use the leading software product **CareSys** in the running of their business, they have also taken advantage of the extremely comprehensive and competitive **IT Services** that ISS provide.

"The ISS philosophy of working in partnership with our customers has again proven very successful for both ISS & Signature Senior Lifestyle. The combined expertise of our businesses has created a reliable IT platform and a high quality environment for residents at Loxley Park"

Carolyn Elliott, Sales & Marketing Director

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Set on the edge of the Peak District, Loxley Park is a collection of spacious, individual, private apartments with a choice of one or two bedrooms. Within its grounds Loxley Park has two buildings; Lakeside & Riverside. Lakeside offers 21 apartments, in addition to a comfortable members lounge, with views across the lake and surrounding countryside. Riverside provides 47 one and two bedroom apartments, many of which overlook the landscaped gardens and the River Loxley.





“Thank you to all our customers for your continued support. Merry Christmas to you all”

We fully appreciate that whilst the rest of the country is out celebrating over the festive season, your care homes need to continue to provide care. Whilst we are well known in the industry for our income management and financial systems, during 2006 we have spent much of our development effort on the care side of CareSys.

Our intention is that we will enable your staff to get through the increasing administrative burden that bit faster, and have a little less pressure, even if they still have to work xmas day.

We are still developing the care side of CareSys, but we have, what we believe is a very useful feature which is the ability for staff to enter information relating to care plans from hand held computers anywhere in the home.

Our investigations showed concerns about the number of hand held computers being lost. With this in mind we are building touch sensitive wall mounted terminals as an alternative.

We are very keen to further develop CareSys care and value the feedback and input from our customers.

The ISS Christmas Gift

For the first ten customers (one per organisation) ISS will provide:

Complete care plan software, one hand held computer, one day's on site training and our standard care plan templates for only £400 per home for the first year.

DEVELOPMENT NEWS

ISS are pleased to announce that Tony Hoare has accepted the position of Development Manager. Tony has a huge understanding of CareSys having worked with ISS for several years.

ISS also welcome to the team Chris Barber who has recently been certified as a Microsoft MCSD/MCAD and is familiarising himself with .Net programming and the CareSys environment in particular.

ISS are also looking forward to the arrival of Maheswari Ramasamy who will be joining us in a few weeks from TATA, one of the largest global consulting firms. Maheswari will bring considerable experience with delivering large, mission-critical systems and we look forward to applying her knowledge to our drive to deliver CareSys enhancements to a high quality.

At ISS we are committed to improving CareSys reliability. We have further invested in automatic testing tools that allow us to exercise all of the main functions of CareSys. Whilst it is a major effort to cover all areas of CareSys functionality, we will be making steady progress over the next few months.

TRAINING NEWS

Scheduled Training Courses

The new scheduled training courses for the coming year have been compiled and will be released to all customers very soon. New users will learn how to get the most out of CareSys to assist them in their day-to-day roles. Existing users can update their knowledge and learn about exciting new changes in the latest version of CareSys. I hope that the training days will also provide an environment where users from different companies can share ideas amongst each other. **Book early as places are limited and the reduced price generates high demand.**

CareSys Electronic Manuals

We are also happy to announce that there are now updated user manuals available by pressing F1 at any time when using CareSys. The aim of the reference manuals is to provide the user a first port of call for a timely refresher on how to complete their tasks.

Andrew Coles, Training Manager

The Care Training Excellence Awards

Launched in 1996, the prestigious Care Training Excellence Awards honour and reward outstanding individuals within the care sector, promoting the importance training plays in the delivery of care.

ISS are thrilled to be sponsoring *The Young Care Practitioner of the Year Award*. The judging has taken place and ISS wish the three short listed finalists the very best of luck. They Are:

- Miss Danielle Gunner, Elwick Grange
- Mr Bruce Gardner, Highfield Residential Home
- Miss Natalie Foy, The Old Vicarage

There have been many celebrity guest attend the awards and this year Dame Vera Lynn will present the 2006 awards. The Dame Vera Lynn Lifetime Achievement Award has been created to mark the occasion.



THE BEST WAY TO TRAIN...



“The best way to really train people is with an experienced mentor....and on the job”

Tom Peters, Thriving on Chaos

If Tom Peters is correct with his quote, then care providers need to find mentors with experience in nursing, experience in managing care homes and experience in dealing with and understanding CSCI to name but a few key attributes. Generally most people understand the impact that well trained, knowledgeable staff can have on an organisation. So the dilemma is how to receive the best training and advice without having to recruit additional staff and without completely blowing the training budget for the period.

As with CareSys software the philosophy of ISS is to provide organisations with the services and tools that will help providers develop and improve the operation of homes. We are able to provide advice to many areas of the sector including Frail Elderly, Dementure, Mental Illness and Learning Disability.

Our unique position within the market allows us to help in compliance. Some of the services provided include:

- | | |
|--|--|
| Guidance on new build design specification | Managers mentoring Service |
| Regulation 26 visits | Independent complaints investigation |
| Registration and commissioning of new care homes | Adult Protection Issues |
| Supervision of Managers | Annual Quality Audit Assessments |
| Audits to establish level of compliance | Representing providers in discussion with CSCI |
| Annual email support for providers and managers | |

The Consultancy service is delivered by a former care home manager, current registered nurse and a long serving ex-CSCI inspection team leader.

Pricing is extremely flexible. ISS charge by the hour, half day or full day to suit the needs and budgets of the customers at the time. If you would like to discuss further the services offered please contact Maggie White on:

Tel: 0870 770 7357

Mobile: 0791 768 3840

Email: m.white@caresys.co.uk

A growing team!

ISS welcome Mike Tubbritt

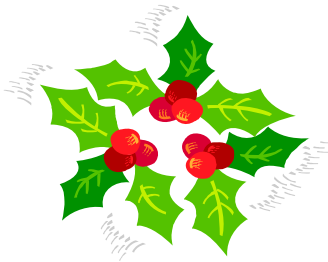
Mike recently joined ISS to manage business development in the northern territories. I am certain you will all get on well with Mike who brings with him nearly a decade of experience in the telecoms and IT marketplace and has spent the last five years working within the healthcare arena.

Mike is highly regarded in the care industry and his knowledge of legislative and operational requirements will assist both our existing and new customers alike in bringing forward a complete software solution.

Neil Elliott, Sales & Marketing Manager

CareSys Version 6

- Most of the customer base will now be using CareSys Version 6 thanks to the hard work of Jon & Luke from the support team. If you are not on v6 then please contact support as a priority.
- ISS will no longer support CareSys on any PC platform that can not run the Microsoft .Net framework v2.0 with effect from 01/12/06. CareSys v5 will continue to be supported on customers existing equipment until 01/02/07.
- **Regrettably this means that for those customers who are unwilling to upgrade their equipment to a suitable level, all support – regardless of which version of CareSys they are running will cease after 01/02/07**



ISS Company Day

A relaxed and enjoyable day was had by all during the first ISS/CareSys company day. The day was designed to reward the ISS team for all the hard work over the past year and also provide an open forum to discuss all areas of the business.

The day concluded with a quiz at the local pub followed by an Indian meal. A good day was had by all but I can't help but wonder if the quiz questions had a slight bias!!!!

Thanks to our office manager Jennifer Osborne for all the hard work in arranging the day!



FORTHCOMING EVENTS & EXHIBITIONS

CareSys will be exhibiting at the following events

December 14th 2006

Guide2Care, Worcester Rugby Club

January 30th 2006

Guide2Care, Guild Hall Plymouth

If you are unable to attend any of these conferences but would like to understand more about CareSys please speak to one of our consultants on: 0870 895 0101

ISS part sponsors of

2007 Annual Long Term Care Conference

March 20th & 21st 2007

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