

The Choice

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Special Interest Articles:

- Microsoft Partnership
- D-Day approaches
- The object of the exercise is....
- £210 million!!!!!!
- A growing team
- Young Care Practitioner of the Year

ISS Obtain Certified Partner Status in Microsoft Partner Program

ISS, the leading strategic e-business solutions provider to the care industry, is proud to announce that it has attained certified status in the Microsoft Partner Program with a competency in ISV/Software Solutions, recognising ISS's expertise and impact in the marketplace.

As a certified partner ISS has demonstrated its expertise with Microsoft technologies and shown a proven ability to meet customers' needs.



ISV/Software Solutions

"We are delighted to have attained certified status in the Microsoft Partner Program. This allows us to clearly promote our expertise and relationship with Microsoft to our customers," said Jonathan Papworth, Managing Director, ISS. ***"The benefits provided through our certified status will enable us to further enhance the solutions that we provide for customers."***

Simon Papworth, Consultancy Director, ISS comments ***"Customers are looking for partner companies that can bridge the gap between their business demands and technology capabilities. They need to trust in someone that can act as an expert adviser for their long-term strategic technology plans. Microsoft Certified Partners, which have certified expertise and direct training and support from Microsoft, can design and implement technology that supports a customers business"***

Integrated Support Systems are currently developing an exciting new module to compliment the successful CareSys software, which is to be launched into the Domiciliary Care market towards the end of April.

Running a domiciliary care organisation can be difficult in today's ever changing world. Having the right help and information to hand can make all the difference. ISS have been working with several of the major providers in the market to ensure the functional specification of **CareSys Homecare** will provide our clients with the tools they require to aid the day to day running of their businesses.

Some of the benefits **CareSys Homecare** will provide include:

- A reduction in the duplication of work
- Improved quality and quantity of data for financial and management reporting
- A greater quality of care provided through the improved utilisation of care staff
- Easier to manage work processes and greater efficiency
- Accurate client billing reducing the debtor days through fewer queries
- Accurate capture of staff timesheets meaning less administration time and a more efficient payment process
- Exploitation of the unique CareSys Management Information System to provide comprehensive operational & financial reporting giving an overall company picture
- Streamlining of the planning and rostering process

To find out more about **CareSys Homecare** or if you have ideas that you feel will enhance the module please contact our consultants using the numbers shown on the last page of this newsletter.

The object of the exercise is....

Part of the infrastructure that exists in CareSys is called object orientation. This is a complex programming technique, but it gives ISS some massive advantages that we can pass on to our customers. The main advantage is that we can provide enhancements and improvements without affecting the workings of the rest of the application. Anyone who has been using CareSys for more than a few months will already be aware of some of the new features that keep appearing in CareSys.

The problem many people now have is knowing what these new features do and how they can be best used. We have a number of ways to help customers get the most out of CareSys, and the simplest is to press the **F1** key on the keyboard to load our help manuals. These are constantly being revised to take account of improvements. We also publish all the changes on our web site (www.caresys.co.uk) in the support section. We also run scheduled training courses, and the schedule for this is also on the web site.

Finally, we have consultants and trainers who go through specific requirements and map these into how CareSys can be best used. There are more enhancements coming out in the next month and more planned after that. Everyone who pays for support is entitled to all enhancements as part of the support fee – so hopefully everyone can be getting more value than ever out of CareSys.

Employment tribunals cost employers around £210 million a year. A striking reason to keep up-to-date with legislation. In conjunction with CMM, ISS have provided 10 tips to help avoid employment tribunals.

1. Review policies and procedures regularly

All businesses have policies and procedures regarding their staff. They may not be formalised and written down but they do exist. Written records of policies and procedures give everyone a physical reference point. Coming soon is the **CareSys Policies & Procedures** module that will cover not just staff but all areas for care providers. The module has been developed with Required Systems, a specialist policies & procedures business in the care sector.

2. Keep copies of letters to/from your staff

Part of the tribunal process is to put together all the documents you intend to rely on and submit these to the claimant. It is much easier to do this when you have kept dated notes on meetings, memos and letters. Standard within **CareSys Staff** is a centralised area to store and manage all documentation relating to a certain employee. Along side this it also has a notepad facility allowing you to record relevant information which is then time and date stamped and controlled by CareSys security.

3. Consult inform and train

If managers don't recognise the importance of good personnel practice the employee may have a greater prospect of bringing a successful claim to tribunal. For this reason it is important to ensure that key staff has received suitable training. **CareSys Staff** has an inbuilt training and qualifications area enabling you to keep track of each qualification an employee has and the training they have received. You can add notes in each area and generate reports to ensure your staff qualifications are renewed in a timely manner.

4. Manage your employees

All too often an employee is recruited and then left to 'become one of the team' without any indication of working standards, specific requirements or personal management. Supervision meetings and regular appraisals offer opportunities to discuss how staff are getting on. To help with this ISS has a **Care Consultancy** team who provide advice on Regulation 26 visits, supervision of managers and staff and a mentoring service to name but a few.

5. Follow a non-discriminatory recruitment process

6. Provide a written statement of terms and conditions

7. Never jump to conclusions

8. Be fair and consistent

9. Be aware of changes in employment legislation

10. Seek professional advice

If you would like further information on **CareSys Staff Management** and how it can help your business concerning all areas of staff management then please call one of our consultants on 0870 895 0101.

The full article can be found in the latest edition of Care Management Matters, visit www.caremanagementmatters.co.uk and click on 'Become a member' for your FREE trial subscription!

CAREMANAGEMENT
matters
www.caremanagementmatters.co.uk

A growing team!

ISS welcome Graham Cheney

Graham is the latest member of the Care Consultancy team at ISS. Another former employee of CSCl, Graham has been working in regulation for approx 10 years. Graham comes from a Social Care background and is one of the very few who managed to achieve a degree in Regulation. Graham will be a great asset to the team at ISS and is looking forward to sharing his experience and knowledge with our current and future clients.



As proud sponsors of the Care Choices Young Care Practitioner of the Year award 2006, ISS congratulate this year's winner Danielle Gunner of Elwick Grange Care Home. Danielle is pictured here with ISS Managing Director Jonathan Papworth & guest of honour, Dame Vera Lynn. Our congratulations also go to Natalie Foy of The Old Vicarage Care Home who finished runner-up.

FORTHCOMING EVENTS & EXHIBITIONS

the care show

Visit the Care Show,
20-21 March,
Bournemouth International Centre

Pre register here

**See us at stand
S64**

ISS are proud sponsors of the

**2007 Annual Long
Term Care
Conference**
March 20th & 21st 2007

LAING & BUISSON

**SHOWCASE FOR
SOCIAL CARE &
SOCIAL WORK
2007**

14th March 2007

**Copthorne Hotel,
Gatwick Airport**

15/17 THE CRESCENT, LEATHERHEAD, SURREY, KT22 8DY

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