

# The Choice

ISSUE 6 SUMMER EDITION 2006



## Special Interest Articles:

- Microsoft Partnership
- CareSys Domiciliary Care Module
- Signature Senior Lifestyle Ltd
- A Growing Team

## Contents:

- Microsoft Partnership 1
- New Customers 1
- MD's Message 2
- Development 2
- Signature 3
- Training News 3
- Hot Gossip 4
- Forthcoming
- Industry events 4

## ISS Obtain Gold Certified Partner Status in Microsoft Partner

It is not uncommon for software suppliers to make a song and dance about their achievements, but in this case we think we are justified. Only two months after ISS was awarded Microsoft Partner status, we have moved up to the top level and are now Gold certified partners.

We have now been tested and passed two competencies with Microsoft are Independent software vendor/software solutions, and Custom software solutions. This shows that we know how to provide quality software.

**Microsoft**  
**GOLD CERTIFIED**  
**Partner**

**ISV/Software Solutions**  
**Custom Development Solutions**

*"Achieving Gold Partner status with Microsoft shows that our expertise is recognised as being excellent by the company who is best able to determine this. We could not have achieved this without the support of our customers who gave case studies, and the immense efforts by the developers in creating an application that has gone through Microsoft's rigorous compliance testing process, and our commitment to qualified Microsoft professionals. We are now at the most senior level of partnership status that can be achieved by software providers."*

Simon Papworth

## ISS continues to expand

We are proud to welcome the following new customers:

**Christadelphian Care Homes**  
[www.cch-uk.com](http://www.cch-uk.com)

**Bond Care Ltd**  
[www.bondcare.co.uk](http://www.bondcare.co.uk)

**Methodist Homes Association**  
[www.methodisthomes.org.uk](http://www.methodisthomes.org.uk)

**Cortijo Park Nursing Home**  
[www.cortijopark.com](http://www.cortijopark.com)

**Heritage Care**  
[www.heritagecare.co.uk](http://www.heritagecare.co.uk)

**St. Leonards Rest Home**



*"The benefits provided through our certified status will enable us to further enhance the solutions that we provide for customers."*

The Annual Quality Audit Assessments (AQAA) was published by CSCI this month, and these will no doubt create additional work for many. If you have any difficulty with this then please call our support desk who can guide you to information on them, and if necessary put you in touch with one of our consultants who can help you achieve a successful assessment.

Speaking with many of our customers, there seems to be a common issue with occupancy rates falling. This only seems to be affecting the elderly care providers, with specialist and learning difficulty care still performing well.

It was in the light of this that BUPA's intention to sell their remaining hospitals for £1.2 billion and invest that money in care homes is particularly intriguing. In the next couple of years I suspect BUPA will be purchasing homes at quite an aggressive rate. Whilst the announcement said they would be investing in the UK and abroad, it is likely that their acquisitions will maintain high prices for care homes despite falling profits due to lower occupancy.

Taking all this into account, I am not going to crystal ball gaze to say whether it is right to buy

more homes or sell, but to succeed as a provider in the care industry now requires more than just delivery of good care, and as an observer I find this transition over the past decade or so to be very interesting.

**Care Consultancy**

**If your home has any queries concerning AQAA or are struggling with any CSCI inspections call our consultancy team on:**

**07917 683 840**

**DEVELOPMENT NEWS**

Integrated Support Systems are proud to announce the eagerly anticipated arrival of the CareSys Domiciliary Care module. This module compliments the existing and already highly successful CareSys software solution.

We at ISS realise that maintaining a domiciliary organisation can be a pain in today's ever changing world.

We feel that having the right information to hand is essential to running a successful business.

*"Spent considerable time in the development of our Domiciliary Care module"*

**To find out more about CareSys Domiciliary care or if you have any ideas that you feel may enhance the module, please contact one of our consultants on:**

**Tel: 0870 895 0101**

As a result, ISS have invested considerable time in the development of our Domiciliary Care module in conjunction with several major care providers to enable the functionality to reflect the many specifications that CareSys Domiciliary Care providers will require.

**CareSys DomCare Module official launch date:**

**May 2007**



**Some of the benefits CareSys Domiciliary Care will provide include:**

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



ISS are delighted to announce that Signature Senior Lifestyle have been presented with:

*'The Silver award in the Best Retirement House Category of the 2006 What House/Daily Telegraph Awards'*

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.

Signature Senior Lifestyle provides the care industry with a benchmark consistent with a high quality service of care.

**CareSys** has enabled Signature Senior Lifestyle to enhance and continue to operate in a manner where they can provide that extra quality of care.

Integrated Support Systems and Signature Senior Lifestyle look forward to a continued relationship where we are confident that **CareSys** will provide a cost effective solution to Signature's business requirements for years to come.



Nestling 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.

If you require any further information on Signature Senior Lifestyle then go to:

[www.signaturesl.co.uk](http://www.signaturesl.co.uk)

If you would like more information on the CareSys Software Solution, please contact ISS on:

☎ **0870 895 0101**

Email: [sales@caresys.co.uk](mailto:sales@caresys.co.uk)

## Training News

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

Tom Peters, Thriving on Chaos

### Documentation –

When using CareSys, there is an updated "Configuration Manual" available by pressing the 'F1 key' on the keyboard. This manual covers System Parameters, Data Lists, CareSys Configuration and Security.

We hope to be updating the entire range of CareSys manuals to include recent features added to CareSys in the near future.

### Training –

A large number of CareSys customers are now utilizing the **Prospects & Enquiries** module within CareSys. Users have seen enormous benefits as a result of training on how CareSys can effectively manage this process.

As a result of effective use of this module many users have found that duplication of data diminishes.



**If you would like to arrange training to help you configure your system as well as providing consultancy and training to your staff, please contact Andrew at the ISS office on:  
Tel: **0870 895 0101** or email to [training@caresys.co.uk](mailto:training@caresys.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 CSCI, Graham has been working in regulation for approximately ten 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.



### The Care Training Excellence Awards

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.



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## FORTHCOMING EVENTS & EXHIBITIONS



### Care Fair – Tuesday 15<sup>th</sup> May 2007

Guide2Care, Peterborough

### 'Stand 31'

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



### Southwest Care Conference May 10<sup>th</sup> 2007

The Rookery Manor Hotel & Conference Centre, Nr Weston Super Mare

[www.carehomesconference.co.uk](http://www.carehomesconference.co.uk)

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