

The Choice

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ISS acquires Rowsoft Systems Ltd

After many months of careful negotiation, we are proud to announce that Rowsoft Systems Ltd is now part of ISS. This purchase increases the ISS customer base to more than 1,000 customers with almost 3,000 care homes between them – making ISS probably the largest supplier of software for care providers in the UK. ISS also moves from being a single to a dual product company, and both CareSys and Computers In Nursing will continue to be maintained and enhanced. There will be opportunities for any Rowsoft customers who are using Computers In Nursing to migrate to CareSys if they wish to take advantage of the enhanced features and modern user interface provided by CareSys, and we are expecting to be able to provide a data migration process and cross training videos to support this early in 2008.

'Being part of ISS gives my customers the best of both worlds, the support infrastructure to maintain Computers In Nursing, and an easy path to migrate to a thoroughly modern and far more capable product should they wish to take advantage of this course. I am delighted that Rowsoft is part of ISS.'



Rowsoft
Systems Ltd

John Rowley
Managing Director
Rowsoft Systems

**We are proud to welcome all Rowsoft
Customers to ISS**

"A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so." - Mahatma Gandhi - 1890

Special Interest Articles:

- Rowsoft Systems
- Majesticare
- Bild
- Required Systems

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Microsoft
GOLD CERTIFIED
Partner

ISV/Software Solutions
Custom Development Solutions


The National
Autistic Society

Having been involved in the care industry for nearly 15 years now, I have seen a number of changes in the perception and take-up of IT systems. Back in the early 1990's, it was unusual to find a computer in a care home, and consequently many software systems were designed either for a head office accounting function, or were a relatively simple system for care administrators. The concept of having carers interacting with a computer as part of their daily routine is still a novel one, but as care providers become more IT aware it is increasingly important. Part of the reason for this need is the requirement for evidence based care. In addition, the growing overhead that regulation is creating means that carers are now spending ever increasing quantities of their time on paperwork.



*"Thank you
once again for
all of your
support.
Merry
Christmas."*

Back in 2006 we set-up a project to understand the needs that care providers have to manage the information flow around care delivery. This resulted in a specification for how the process could work on computers. Following this we have developed a radically improved facility for care providers that we are calling CareAnywhere. We are pleased to have major providers assisting us in ensuring that the software meets the needs of the carers and the feedback has been very positive and encouraging. As software developers there is nothing better than having real users involved in designing the user interaction of new systems. More details are shown in the development section, and are also available on www.careanywhere.co.uk

Development News

It has been a challenging and exciting time recently for the development team with an increasing number of customers sharing their thoughts and ideas on new functionality and innovative modules to add to the CareSys family! I am delighted to announce that we have now got to the end of the development cycle for CareAnywhere, which has been our biggest single development project to date. The key to CareAnywhere is the belief that carers at all levels should be able to know that the care they are delivering is correct, is for the correct client / service user, and that nothing that needs be delivered from a care perspective is forgotten. We have extended our care planning process, created a medication process, and provided a mechanism to interface with hand held computing devices (known as PDAs). We have also provided a carer's interface on the PC and on the PDA to allow the computer system to be updated at the point of delivery of care, by the carer, simply and easily. All this is provided so that it works with our domiciliary care process and can use mobile phones to interact with the database over the mobile phone network, as well as using wireless communication from within the home. This has been a project that Alex Lines has been working on for most of this year. He is really looking forward to seeing customers benefiting from this new product and enjoying the fruits of his labour!

Tony Hoare – Development Manager



Servite
Houses



Craegmoor
Healthcare



In 2004, Majesticare had ten homes when CareSys was introduced to help with the client billing and to provide management information. In 2006, Majesticare's chairman, Roger Pratap, started a process of acquiring more homes, and now the group has doubled to twenty homes, an impressive feat in just two years. The services supplied to Majesticare by ISS have not stood still either. Over the same period of time Majesticare have implemented CareSys staff and timesheets together with automated time and attendance through to payroll production using the innovative CareSys Access Management Terminal (CAMT).

A single CAMT per home allows all staff to clock in and out, but because this device has been designed specifically to cater for the needs of care providers there is remarkably little post processing work to be undertaken.

Majesticare have also moved from having their main server in their head office to a fully hosted remote infrastructure managed by ISS. The hosting arrangement provides a vast improvement in performance and reliability – and all at a cost that is similar to if Majesticare had continued to locate the servers at their own offices. We have been informed by Majesticare's managing director, Erica Hart, that there is going to be a period of settling in for the new homes, but knowing Roger's ambition there are bound to be more acquisitions in the future. Everyone at ISS is extremely grateful for the tremendous support we have had from Majesticare, and we wish Roger and Erica every success for the future.



Consultancy News

Having been in Regulation for the last eleven years I joined ISS eighteen months ago with a remit to fulfill a dual role. My main role was to set up and run an Independent Consultancy Service (ICS) which has proved most interesting, challenging and enjoyable. The other part was to get to know CareSys and understand some "IT speak" (interpreters are available!). The ICS is all about helping providers enhance the delivery of care in their services and work towards a rating of 'Excellent' by CSCI. The work I do is varied, and includes carrying out audits in line with the National Minimum Standards, Regulation 26 Visits and 'pop in' visits to advise on registration issues, as well as manager's supervision, complaints, adult protection issues etc. all in line with regulation. No one day is the same and the work is very rewarding. If you are interested in talking to me about the ISS Independent Consultancy Service and how I can help please do not hesitate to contact me by email at m.white@caresys.co.uk or on my mobile on 07917 683 840.

Maggie White, RN, DMS



New Starters

ISS welcome the following new team members

June McKeever – Accounts

John Rowley – Business Development Manager

BILD

ISS is proud to announce that we are now a fully paid up member of the British Institute of Learning Difficulties. An agreement is in place with BILD to incorporate into CareSys an Accidents & Incidents module that will enable all CareSys customers to be able to analyse common types of incident, which clients or staff are involved in these incidents, and to report on incidents involving any client or any member of staff over any time period. As the requirements to document all aspects of care increase we are confident that having accidents and incidents available within CareSys to an approved level will be valuable for every CareSys user.

Required Systems

ISS has been in discussions with Required Systems for over a year and we have reached the stage where we now have a formal cross license agreement between us. This means that all policies and procedures published by Required Systems are now available from us. We have also added some features to these policies and procedures which allow them to be used in an efficient way by incorporating many of them into our document processing system. Using smart tags in CareSys documents enables the automated completion of documents to be achieved, and it is this feature that makes the best practice documents incredibly easy to use. If you are interested in receiving a sample of the documents available then please contact sales on sales@caresys.co.uk or call 0870 895 0101.

required
Systems
FOR QUALITY MANAGEMENT

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More details at:
www.caresys.co.uk

Forthcoming Events & Exhibitions

*care*Agenda

30 – 31 January 2008

The Brandon Hall Hotel & Spa, Brandon, Warwickshire

