

Electronic Monitoring of Community Services

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Electronic Monitoring

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What is it?

- Electronic data gathering
- Enables agencies to access a comprehensive range of information and functions about the care that is actually being delivered.
- Provides a significant improvement to the traditional manual methods, relying on care staff completing paper timesheets that are then authorised by Service Users.

Electronic Monitoring

Why?

- CSCI and Auditors
 - Improved monitoring of contracts
 - Are DCC and service users getting the service that they are paying for
- Fair Charging Policy
 - Requires good record keeping and audit trails
- Service Users
 - Large numbers of queries and complaints

Electronic Monitoring

National Care Standards

In late 2003 the BBC programme Panorama highlighted the poor provision of domiciliary care services in England. The questions arising were around the reliability, quality, timeliness, consistency and flexibility of services being provided by authorities, with concerns demonstrated for both directly or indirectly provided services.

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Service User Benefits

- System Alerts
 - Pendant alarms
 - Missed visits
- Quality monitoring
 - Consistency of worker
 - Missed visits
 - Timeliness
- Accurate Billing
- Links with Telecare

Electronic Monitoring

Provider Benefits

- Reduced administration
 - less time checking and collating time sheets
 - potential for electronic invoicing
- Improved productivity
 - better management of travel and down time
 - care workers do not complete time sheets
- Improved safety for care workers and service users

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Care Worker Benefits

- System Alerts
 - Lone working
 - Did not arrive
 - Did not leave
- Communication
- Remote Scheduling

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Home Based Terminal



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Mobile Device



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What Do We Propose?

- Single centralised system
- Data collected at the point of contact
- Measuring actual time
- Real time access to data – nice to have
- Dom Care and Enabling
- Day Care and Community Mentoring – nice to have
- Providers covering 80% of business first
- Providers contribute to cost of system
- Tender live July

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Scope

- Top 80% (based upon visits) of domiciliary care and enabling providers initially
- Remaining domiciliary care, enabling, day care and community mentoring in further phases

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Specification

Drawn up in partnership with providers

- Allows for service users who do not have phone line or want equipment in their home
- Allows for system failures
- Allows for staff forgetting to record
- Allows for urgent appointments or changes
- Allows for multiple occupancy
- Allows for service user capacity

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Timescales

Task	Description	Start Date	End Date
1	Develop Specification	23.04.08	05.06.08
2	Address Issues Raised by SMG	23.04.08	05.06.08
3	SMG Approve Tender Specification	11.06.08	11.06.08
4	Paper to CISG	23.06.08	23.06.08
5	Negotiation of Provider Contract clauses	02.06.08	14.10.08
6	Confirmation of Benefits	02.06.08	14.10.08
7	Process Mapping	02.06.08	14.10.08
8	Preparation of Tender	11.06.08	21.07.08

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Timescales

Task	Description	Start Date	End Date
9	Advert Published	21.07.08	21.07.08
10	Tender Closing Date	09.09.08	09.09.08
11	Preparation for and Evaluation of Tenders	15.09.08	06.11.08
12	Prepare Award Recommendation	06.11.08	07.11.08
13	SMG Approve Recommendation	12.11.08	12.11.08
14	Contract Start	01.01.09	01.01.09
15	OJEU Award Notice	15.01.09	15.01.09
16	Development of Implementation Plan	18.12.08	31.12.08

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