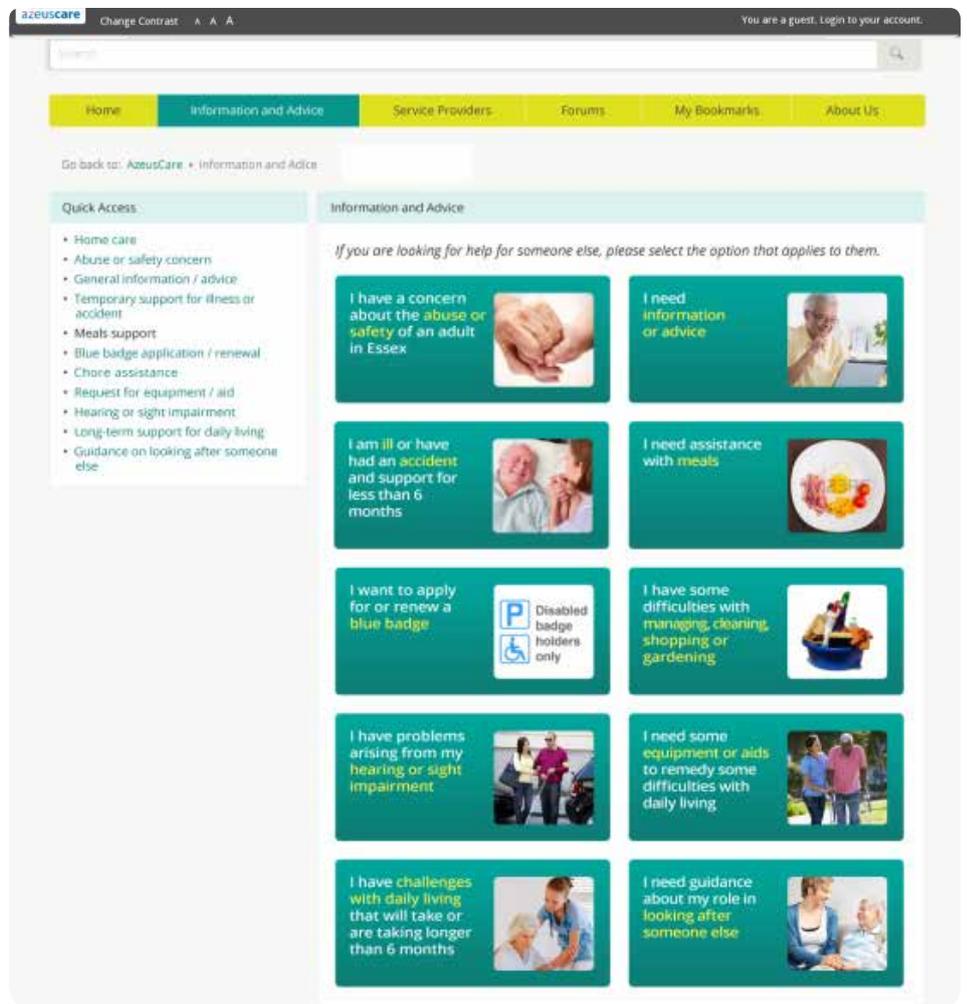


Supporting the Care Act 2014

AzeusCare - an IT Solution for Adult Social Care Departments

Our flagship case management system AzeusCare is purposefully designed to help adult social care departments comply with this historic piece of legislation and its effects on practice reform.

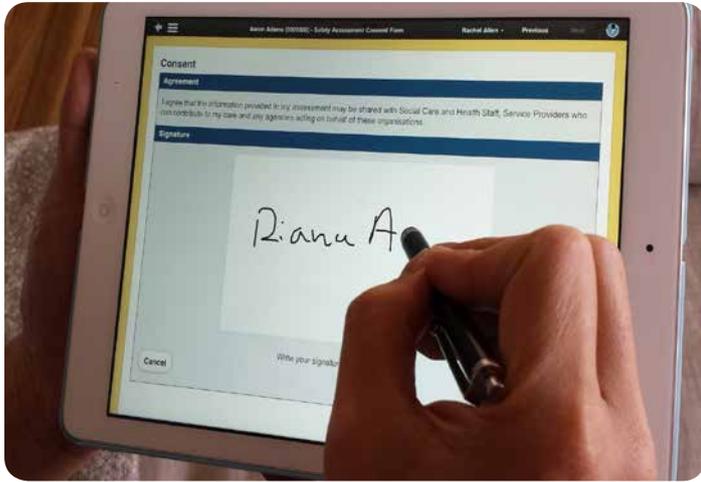
Modern, up-to-date and designed according to Open Standards to encourage easy integration with the NHS Spine, healthcare, housing and other sector IT systems, AzeusCare comes with extensive configuration options to enable it to be tailored to local requirements. Providing all the functionality needed for multi-disciplinary team-based case management (including communications, workload management, configurable eForms, reporting and integral document management capabilities), the fully integrated modules work with our powerful internal financial rules engine for the calculation and generation of budgets, service agreements and support plans. Payments can be made to both service providers and service users and there are extensive tools for contract and budget monitoring.



The paragraphs below show how these, plus other features, enable social workers to fulfill the aims of the act especially in the areas of supporting greater

personal choice for the service user and managing the act's greater focus on preventative rather than crisis care.

Clauses 1-7 : The General Responsibilities of Local Authorities



AZEUSCARE helps in the recording of actions to prevent, reduce and delay the needs for care and support by providing a clear and easy-to-use case recording facility, multiple fields for the categorization of conditions and the ability to prioritise and flag. A full history of plans and services can be maintained for each client and his/her carer.

Our tailorable and public-facing **Information and Advice Portal** deliberately targets one of the key thrusts of the act in *helping people to understand the care and support system, access services and plan for the future*. This links directly to our **Provider Portal** where the local authority can *promote quality and diversity in the market* by approving providers to have access and allowing them to describe and advertise their services as well as communicate with them electronically to manage their contracts.

The requirement in the act for *all public bodies to work collaboratively* and for there to be a *duty to promote integration with the NHS* is supported by our Open Standards approach to systems integration plus integral connectivity within **AZEUSCARE** to the NHS spine.

Clauses 8-13 : Assessment and Eligibility

The user-centric design of **AZEUSCARE** has ensured the inclusion of a wide range of functionality for the recording of assessments for both the service user and his/her carer. Via the system's integral forms designer, assessments can be created to suit local requirements and also include the ASCOF eligibility criteria and weighted scorings. Once created internally, assessments can be published on our public-facing **Customer Service Portal** for self-completion or uploaded to our mobile application for completion by the social worker at a home visit.

Clauses 14-17 : Charging and the Cap on Care Costs

Our internal financial rules engine is configured to produce budget calculations according to the latest guidelines. The financial assessment can be completed by the case worker in the case management system, online by the service user or his/her deputy or via the mobile application. The functionality for the cap and index linked uprating will be delivered in time for the 2016 deadline.



The **Customer Service Portal** offers the service users complete transparency in the calculations and commitments and expenditure against budget. The embedded reporting tool supplies highly granular and global monitoring.

Clauses 18-23 : Meeting Needs

Enabling flexibility is at the cornerstone of our design philosophy and the rules engine can be configured to take into account not only financial aspects but also needs. All such factors drive the service provision agreement which co-ordinates seamlessly with the support plan making the whole process easy to execute, transparent and reliable. Workflow ensures that repetitive data entry is minimised and local schemes of delegation can be incorporated for authorisation purposes.



Clauses 24-33 : Care Support and Planning

By bringing together all the tools for financial calculation, all the details of service providers, the availability of the services on offer plus all the needs of the service user into one place the local authority can manage and oversee the care and support planning (including the vital scheduling of reviews) with ease. Direct Payments for those eligible can also be recorded. We provide an interface between **AZEUSCARE** and all the major corporate finance systems as standard. In essence, the Care Account for each service user can be completely managed from within **AZEUSCARE**.

Clauses 34-36 : Deferred Payment Agreements

Applications from service users to have their contributions towards their care 'deferred' or delayed are recorded in **AZEUSCARE** along with all the surrounding details. The system's financial rules engine then calculates against the equity limit and/or other security arrangements maintaining a history of reviews.

Clauses 37-41 : Moving Areas

AZEUSCARE generates high quality PDF outputs of the key case forms and documents held both within the case file and in the integral document management system. It can also produce an XML output of the entire case file should there be a move in future to introduce a nationally-prescribed file transfer format.

To avert the possibility of record duplication when creating a new person record in **AZEUSCARE**, the system has powerful person search capabilities plus a record merge facility all with a view to maintaining good quality data.

Clauses 42-47 : Safeguarding

The highly important recording of enquiries and contacts concerning potential or actual abuse of adults is fully catered for in **AZEUSCARE**. The process of investigation is mapped via the configurable forms and integral workflow which can be tailored to suit local practice. Electronic notifications can be sent directly from any provider via the Provider Portal. A public-facing portal is also available (with secure account management) for incoming enquiries from members of the public.

Flags and alerts can be generated against the records of both providers and service users or members of their families to make clear and visible to all users of **AZEUSCARE** if there are any concerns.

Clauses 48-57 : Market Failure and Oversight

AZEUSCARE holds considerable detail on each of the providers that the local authority accredits including a history of all contracts, all payments, financial adjustments, discrepancies, incidences of service termination/suspension, allegations of potential/actual abuse by staff and quality feedback and risk scoring.

Via the **Provider Portal** the local authority can communicate directly and securely with any provider and hold reports, risk assessments and business plans in the integral document management system. Such a wealth of information stored all in one place supports local authority and CQC officers in the monitoring of each provide identifying the signs of potential business failure.

Clauses 58-66 : Transition from Childhood

AZEUSCARE is designed to support both the Children and Families Act 2014 and Care Act 2014. Hence, it supports the recording of multi-agency involvement in cases of all types. For the purposes of child-to-adult transition it provides recording space in each record for the key areas of health, education, employment, community inclusion and independent living.

The system also enables the local creation of assessments for the three 'categories' of persons (the cared-for child, the young carer and the adult carer) eligible for a transition assessment under the Care Act.

Where the system is being used in its adult and children's configuration, the records of children preparing for adulthood (plus their carers) will already be accessible. Where a different system is in use for children's social care our interface will enable data extracted from the children's system to be imported into **AZEUSCARE**.

Clauses 67-76 : Other Provisions

AZEUSCARE has a highly configurable registry function to facilitate the creation of registers of the visually impaired.

The system's financial module caters for the recording of debtors. Interfaces with corporate debtor recording systems are also possible.

The system is fully equipped for the recording of the DoLs process, mental health and aftercare services under Section 117 of the Mental Health Act as well as providing recording space for those needing care and support whilst in prison.

Technical

The **AZEUSCARE** application sits on an Oracle database. The client user interface is written in JAVA, the mobile application interface in HTML5. Portals are created using Liferay. NHS spine connectivity is supplied by an ITK-compliant Spine Mini Services Provider. Screens follow Web Content Accessibility Guidelines.

Reporting

AZEUSCARE has an embedded reporting tool powered by JasperReports. This enables high quality ad hoc reports to be produced for management and local KPI purposes. The system also has an inbuilt scheduler to enable report outputs to be sent direct to those who need them.

Dashboard reporting capability is also available. Dashboard reports are created locally by the inbuilt Query Builder and then presented on the desktops of specified system users or sent via email.

AZEUSCARE generates all statutory reports in the formats required by the receiving bodies. These are updated annually in the light of any mandated specification changes.

