



Buying software without the tears and buyer's remorse

What are the crucial factors to consider in home care software selection to avoid costly mistakes?

Wednesday 22nd May 2024





Introducing Our Speaker



Josh Hough

Managing Director



sales@carelinelive.com



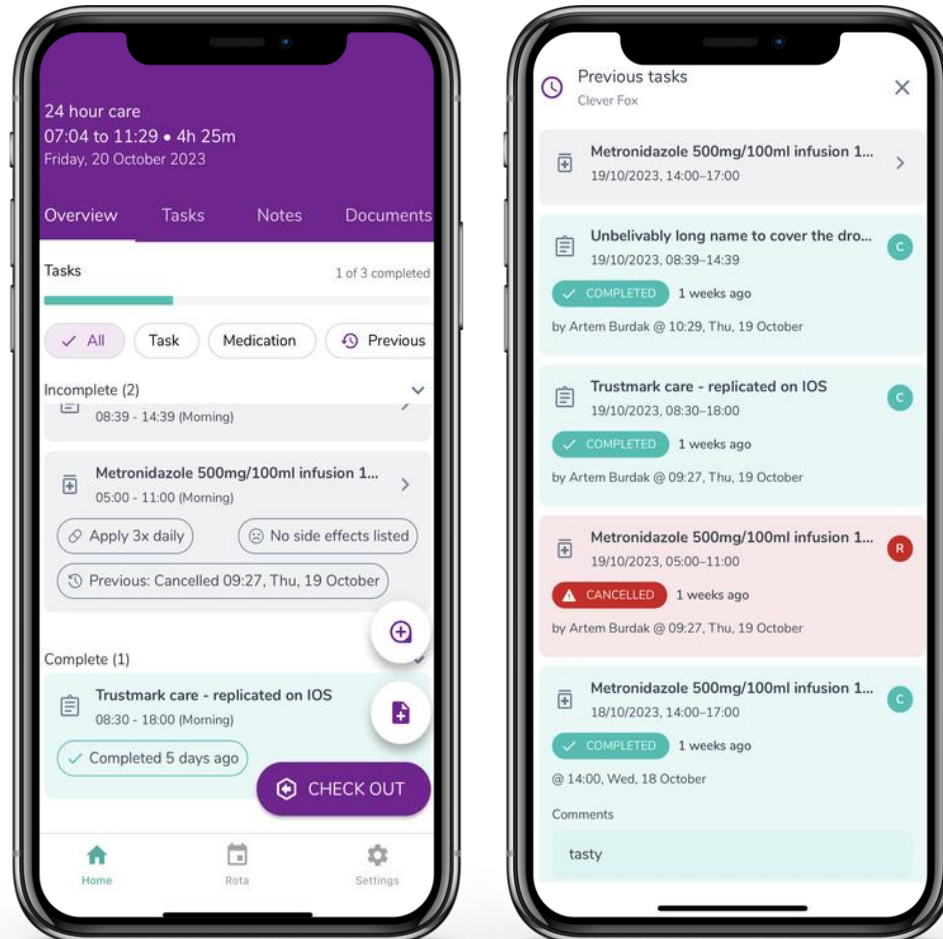
www.carelinelive.com



www.linkedin.com/in/joshjhough



Why do you need software?



- Saves time – reduces administration and improves efficiency
- Increases capacity
- Makes processes like rostering more efficient
- Minimises travel time
- Increases productivity
- Automates processes such as invoicing and payroll
- Better communication – with carers and with service users' friends and family
- Everything all in one place
- Minimises paperwork and filing
- Reduces error rates and improves accuracy of information
- Continual production of evidence for regulators



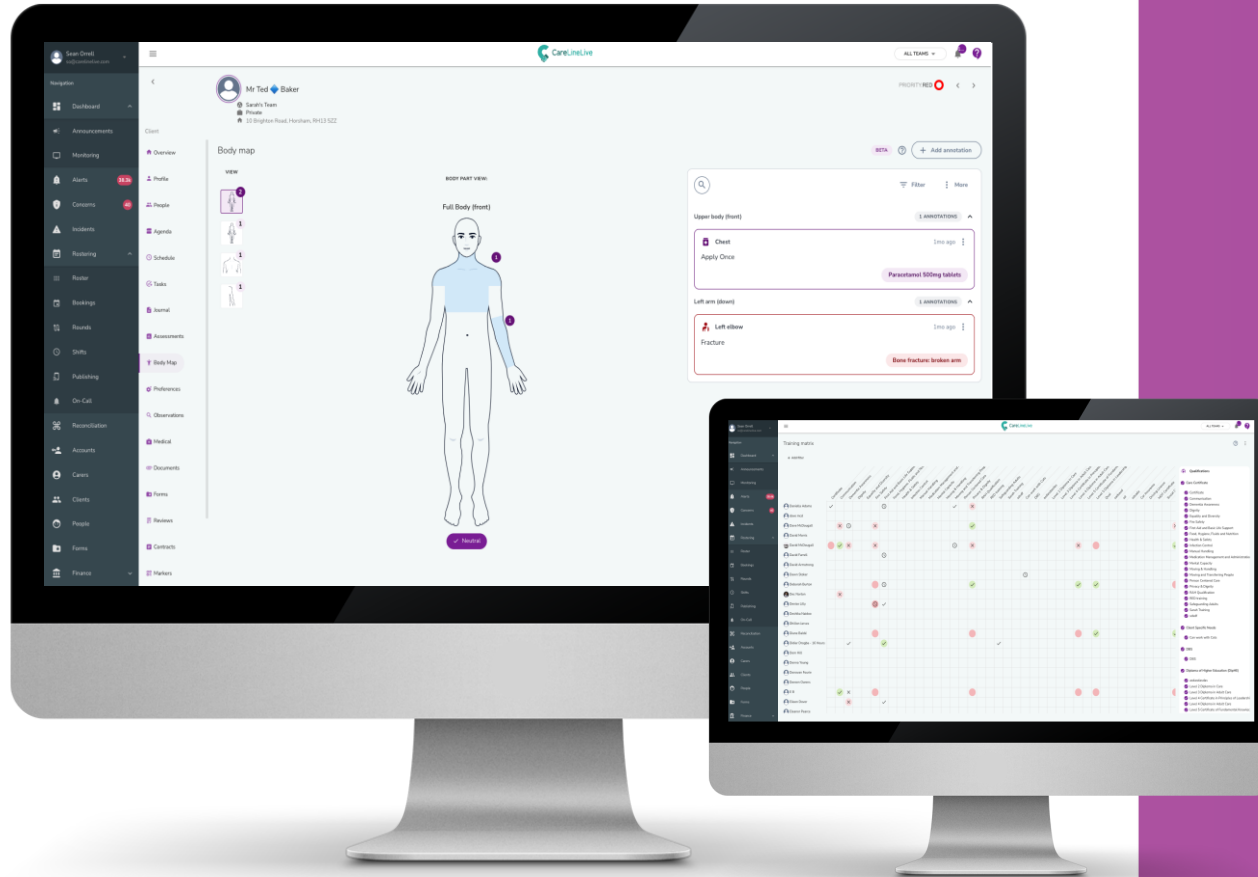
“I didn't realise how difficult paper-based systems were until we went digital. We've got more time to be focusing on management, admin and auditing. CareLineLive has cut a lot of processes down by at least 50%. With more time saved we can take on extra packages.”

Alice Allen
Deputy Manager
North Shropshire Homecare





So much choice



- There are around 40 home care management software solutions in the UK
- Some are low cost, no frills which focus on one or two key features
- Others claim to be integrated all-in-one solutions
- So what are the key things to consider?



Cost & Value



Monthly cost and value offered

Price doesn't always reflect value and a very low price could be for a reason



Cost of change

Time and cost of having to change to another system a year or so in the future



Savings made

Through automation processes such as payroll and invoicing



Feature set

Is everything included in the price?
What about future software roll outs?



Cost of NOT having a system

Cyber-attack or lack of compliance records



Costs of double entry

Is it an all-in-one fully integrated system or will you be entering data into two systems?



Future costs

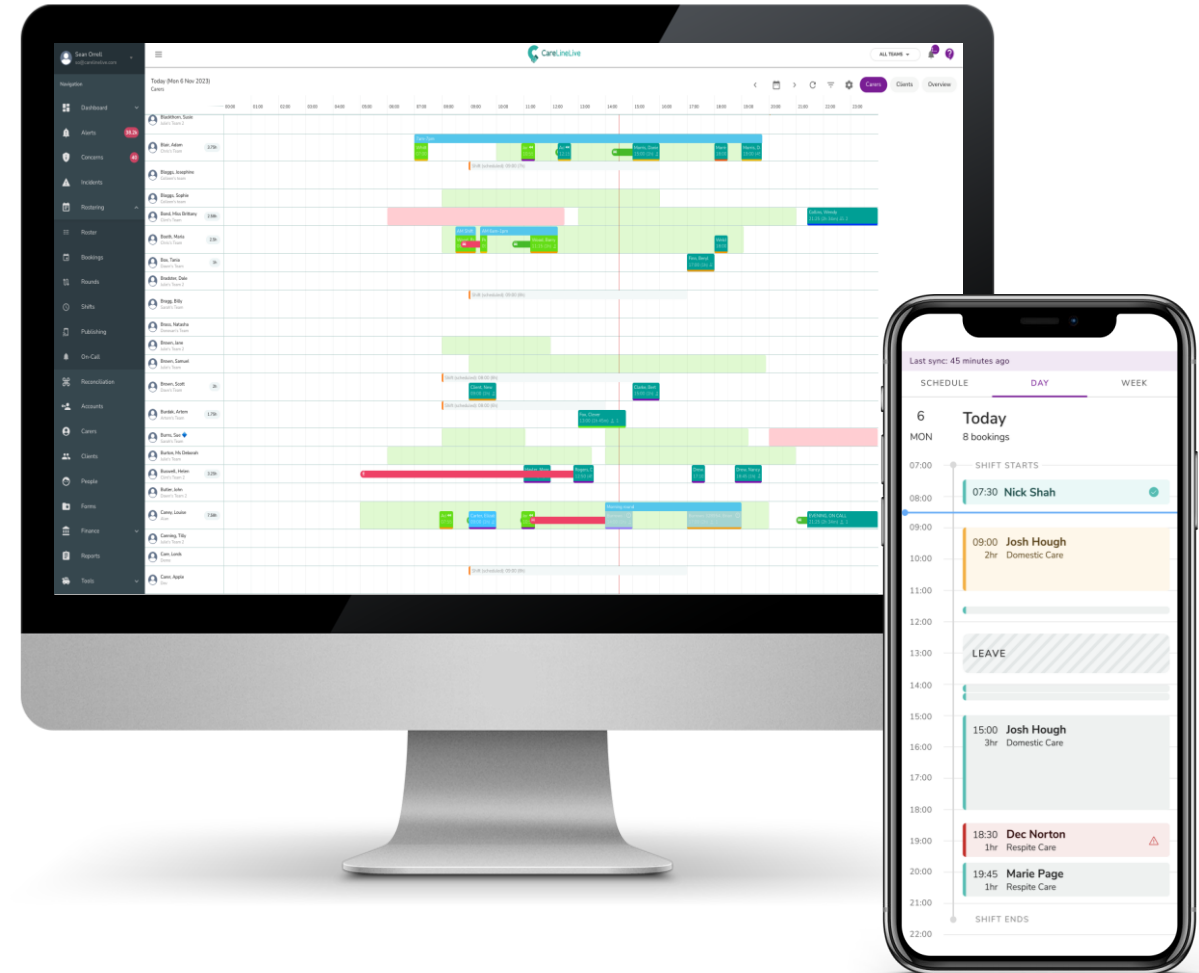
Costs once the number of carers or service users increase



Pricing

How is pricing calculated?

- Price per service user or per carer?
- Is there a charge for office-based users?
- Is EVERYTHING included?
All features, onboarding, training, customer support?
- What about additional applications?
- What about new features?
- Is there a minimum fee per month?
- When do prices increase? How much might they go up by?
- Annual site licence pricing options?





Accreditations

What security and external validations are in place?

- These validations are essential for the very best cyber security
- Is every aspect of the software compliant or has the provider got the badge due to a recent merger/acquisition?
- Independent cyber security penetration testing



9001



27001



Digital
Social Care

DSPT

DATA SECURITY AND
PROTECTION TOOLKIT



CYBER
ESSENTIALS

CERTIFIED
PLUS



Tech stuff, bugs and updates



Cloud based?

Is the system cloud based with UK hosting?



Downtime?

What is the historical uptime of the system?



Bugs

Is the company prepared to fix bugs?
Talk to other customers



Integrations

What software do you need to integrate?
Do you need additional software for basic functions like rostering, care planning or eMAR?



Updates

How often do they push updates?
What is the update schedule?



Bespoke development

Will you need additional development?



Feature requests

What is the process for functionality requests by customers?



What about legacy data?

Can you import from your old system or are you starting from scratch?



Compliance



Person centred care

Does the system enable you to provide evidence, data and reports that meet with the CQC key questions, quality statements and evidence categories?



Person centred documentation

Does the system have features capable of supporting your business to create individual custom, care plans, visit schedules, with assessments and reviews to update the plan in accordance with individual needs of the service user?



Carer app

Does the system have an integrated mobile app capable of supporting carers with evidencing care delivery, and capturing visit feedback such as tasks completed and meds administered, as well as logging any visit notes, observations and concerns?



Other functionality



Self administration

Does the system enable you to create your own care plans, assessment and review templates, or would you need to ask and pay the supplier to do this?



Flexible scheduling

Do you need a system that can schedule shift based as well as visit-based care delivery?



Carer app

Does the system have an integrated mobile app capable of supporting carers with evidencing care delivery, and capturing visit feedback such as tasks completed and meds administered, as well as logging any visit notes, observations and concerns?



Reporting

How extensive is the reporting capability, and can you decide how to filter your data? Can you create your own custom reports?



Other functionality



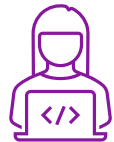
Integration

How integrated is the system really? Is it genuinely all-in-one or is it two systems bolted together?



Real time

Are updates in real time and will the system work if there is no mobile signal?



Changes to the system

Will you be able to self-administer changes to the system as your business evolves?
Add new teams, visit or shift types



Onboarding and support

- What is the usual onboarding process?
- What are the options for new staff in the future?
- What on-going support is offered?
- Can you get phone support with a real human? How quickly are phone answered?
- Is everything via email / ticket system? What is the average response time?
- Can anyone in the organisation get support or is it just nominated individuals? How will that impact your staff?

Hi there 🙋
How can we help?



Ask a question
We typically reply in under 20 minutes



- Search for help 🔍
- Which assessment are available? >
 - Publishing & restricting rota visibility >
 - Creating a Client Schedule >
 - Overlapping Visits >



T&Cs

- What happens if it all goes wrong?
- Software does not perform as expected
- How easy is it to extract yourself from the contract?
- Rolling contracts tie you into another year if you've not given notice by a particular date
- Can you even get hold of the company to give notice?
- How understandable are the T&Cs?
- How biased are the T&Cs towards the software provider? Are they fair?





AWARD WINNING ALL-IN-ONE HOME CARE SOFTWARE

Home Care Business

101: Setting Up For

Success



Download our eBook

“We have written this eBook to give you knowledge to either further develop your current business or for those new to, or considering starting, a domiciliary care business, we hope to give you inspiration and confidence to follow your dreams.”

Merina Martin, Homecare Champion

<https://carelinelive.com/ebook>

