

# Milton Keynes Council partnership with CareFor to support home care and reablement services

## INTRODUCTION:

Milton Keynes Council partnered with CareFor in early 2023 to support its home care and reablement services. Reablement is a service which supports people in transition from hospital back into their own homes, with the goal of the person gaining a good level of independence. The care and support package is typically for six weeks and culminates in no further support being required or an ongoing care package being put in place.

## ABOUT CAREFOR:

CareFor is a rostering and care management system, with a mission to clear away the burden of paperwork and everything else that gets in the way of delivering excellent and personalised care. CareLineLive's recent acquisition of the business behind CareFor and Ulysses (UDMS) will strengthen CareFor's continuing product development cycles.

Home care is a long-term, and often permanent, service where the individual is cared for in the comfort of their own home rather than in a hospital or care home.



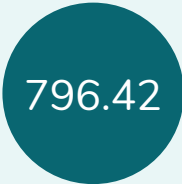
Within the Milton Keynes home care service, CareFor is used by: 29 staff, 148 carers, and 87 clients/service users.

Within the Milton Keynes reablement service, CareFor is used by: 23 staff, 72 carers, and 69 clients/service users.



In system terminology Staff are the back office administrators and co-ordinators who have access to the CareFor desktop system but who can also attend calls. Carers are support workers who are working out in the community utilising the mobile app to deliver care to Clients or Service Users.

The contract was signed in 2022 and set live in February 2023 and so far, results include:



HOURS SAVED

Increase of 796.42 hours per month



HOURS SAVED

Extra 26 hours per day



HOURS SAVED

10 more people supported per day with no additional staff



COST SAVINGS

25% less than previous system

Milton Keynes currently utilises the 'Rounds' feature of CareFor. This feature shows each carer's schedule of calls, including pick up and drop off of a pool car. A map detailing the route and journey time is also visible.

The screenshot displays the CareFor interface for Milton Keynes. At the top, there is a calendar navigation bar with dates from Monday 08/04 to Sunday 14/04. Below this is a table titled 'Assignments not on rounds on 10/04/2024'. The table has columns for Client, Planned Start (Earliest-Latest), Duration, Type, Postcode, and Journey. The assignments listed are:

Client	Planned Start (Earliest-Latest)	Duration	Type	Postcode	Journey
Jane Dunne	5:50am-6:10am	60 mins	Personal Care Morning	MK9 2EA	00:00
Deana Johnson	7:00am-7:00am	60 mins	Personal Care Morning	MK9 2HP	00:00
Peter James	7:20am-7:40am	420 mins	Community Support	MK1 1ST	00:00
Dave Lincoln	8:00am-8:00am	30 mins	Personal Care Morning	MK9 2HQ	00:00
Deana Johnson	12:30pm-12:30pm	150 mins	Personal Care Lunch	MK9 2HP	00:00
Mary Bass	12:50pm-1:10pm	60 mins	Personal Care Lunch	MK8 8LY	00:00
James Brown	1:30pm-1:30pm	120 mins	Pop in - break cover	MK2 2AU	00:00
Jane Dunne	3:00pm-3:00pm	30 mins	Personal Care Lunch	MK9 2EA	00:00
Jane Dunne	5:00pm-5:00pm	30 mins	Personal Care Evening	MK9 2EA	00:00
Catherine Smyth	5:00pm-5:00pm	30 mins	Personal Care Evening	MK9 2PR	00:00
Catherine Smyth	7:30pm-7:30pm	30 mins	Personal Care Evening	MK9 2PR	00:00

To the right of the table is a map of Milton Keynes showing a route with three stops labeled A, B, and C. Below the map, there is a section for 'Bed Round' with a duration of 11.19 miles. It shows the round start and end times, and a list of stops:

- A | 6:00pm - 6:30pm | Dave Lincoln | Personal Care Evening | MK9 2HQ
- B | 6:45pm - 7:15pm | James Brown | Late Shift | MK2 2AU
- C | 9:00pm - 11:00pm | Mary Bass | Late Shift | MK8 8LY

Calls on the left-hand side are not in rounds they can be dragged across to your chosen round on the right-hand side. Earliest and latest start times indicates that you can have a configurable tolerance of when calls can be started earlier or later than the planned start times to allow flexibility and efficiency when planning the round. Rounds can be copied from one day to another using the copy feature.

This screenshot shows the 'Get Assignments' filter section. It includes dropdown menus for 'All Regions', 'All Clients', 'All Staff', 'All Assignment Types', and 'All Venues'. Below these are 'Bed Round', 'Display', and 'Any Status' options, followed by a 'Get Assignments' button. The 'Auto Allocate' section contains the text: 'Auto Allocate - Allocate any unallocated assignments as set within regular assignments section.' and an 'Auto Allocate' button. To the right, a summary shows 'Scheduled Work: 3 Hours', 'Scheduled Care: 3 Hours', and 'Allocated Work: 3 Hours - 100.0%' with a green progress bar.

Showing 1 - 3 of 3

Assignment #	Times	Duration	Client	Assignment Type	Location	Round	Staff	Meds	Travel
<b>Wednesday 10/04/2024</b>									
<input type="checkbox"/> 17316	6:00pm - 6:30pm	30mins	Dave Lincoln	Personal Care Evening	Client Home	Bed Round	Howell Hughes	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 17317	6:45pm - 7:15pm	30mins	James Brown	Late Shift	Client Home	Bed Round	Howell Hughes	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 17318	9:00pm - 11:00pm	2hrs	Mary Bass	Late Shift	Client Home	Bed Round	Howell Hughes	<input type="checkbox"/>	<input type="checkbox"/>

Bed Round was assigned to Carer One

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“We are now able to schedule aspects such as annual leave, welfare calls and sickness which was not possible with the previous system we used to drill down on our contact versus non-contact. Any reports we have requested from CareFor have been built which has been very useful. The system for our home care has enabled us to review all of our care calls and we have been able to increase capacity, something that was not possible previously.”

“We have been able to use the contract meetings, helpline, weekly meetings and training to be able to communicate with the software supplier. We had training brochures, handouts and general information throughout and any issues have been promptly attended to.”



**ELIZABETH CAPPER**

Service Manager for Home 1st Reablement and Care and Response

To find out more about CareFor and CareLineLive's work with public sector customers go to:

 [carelinelive.com/public-sector](https://carelinelive.com/public-sector)

If you would like to book a demo:

 03300 885 767  [carelinelive.com/demo](https://carelinelive.com/demo)