

Coldharbour Residential Care

Reduce costs with an **integrated financial & care management** system

Residential Care can help you reduce financial pressures by maximising your income, controlling costs and improving operational efficiencies.

Main benefits:

- ▶ **Process enquiries efficiently and generate effective staff rosters**
- ▶ **Maximise bed occupancy levels**
- ▶ **Easily monitor admissions and discharges**
- ▶ **Accurately compare actual hours worked against budgets**
- ▶ **Automate invoices and chase debts for improved cash flow**
- ▶ **Measure care outcomes for complete quality assurance.**

"We realised we required a market-leading system to manage the activities of our care homes and to evolve with us. The residential care system provided by Civica has allowed us to standardise our business processes and provide a common platform for future growth and expansion."

Steve Pereira, Finance Director,
Oakland Primecare

Civica's Coldharbour Residential Care has been designed to help care providers maximise occupancy levels in homes, manage increasing staff costs and with ever more complex contracts, generate accurate billing data.

In today's climate of funding cuts and increased financial pressures, Coldharbour Residential Care can help you control costs throughout your homes and increase efficiencies across 3 key areas of your organisation; management & administration, finance and care staff.

- ▶ Administrators can process enquiries efficiently, manage compliance and complete digital resident admission assessments to quickly improve bed occupancy levels.
- ▶ Managers are able to monitor admissions and discharges with ease, fill vacant beds, check occupancy levels and accurately compare actual hours worked against budgets for a complete view of your organisations activities.

Effectively generate your staff rosters by working on a planned rota, recording exceptions and mirroring the activity for roster planning and daily operations.

- ▶ The finance team can manage multiple funding contracts, including retrospective billing, accruals and prepayments, and automate invoices, as well as post receipts and chase debts for improved cash flow.

Designed around your care homes' finances and operations, Coldharbour Residential Care eliminates spreadsheets, removes duplication and integrates with 3rd party systems, providing you with a single data view.

Biometric clocking in and out helps make time and attendance secure and accurate for care staff, providing you with cost savings of between 1% and 3%.

Over
80%



of the top 20 UK providers use
Coldharbour Residential Care

Top five reasons for choosing Coldharbour Residential Care

1. Wide-ranging services



Residential Care has been designed to be flexible for the residential market and broadly covers; dementia, acute, learning difficulties, extra care, supported living, complex needs and specialist education.

2. Integration



Seamlessly integrates with third party accounting, payroll and HR solutions, with the option of a care sector specific CRM module so you can manage enquiries and referrals.

3. Customisable reporting



Data Analytics, powered by QlikView, provides interactive dashboards and analytics, enabling you to compare trends, analyse costs and revenues, interrogate statistics, view budgets and create accurate forecasts.

4. Transforms care & compliance



eManager provides customisable data capture and forms management across your organisation. Helping you to manage and report on compliance and risk visibility, standardise processes and create bespoke forms to meet your specific requirements.

5. Workforce management



Biometric time & attendance delivers secure and accurate monitoring, helping you maximise productivity through self-service features and effectively schedule your workforce for enhanced cost control.

Additional modules include:

► Care Planning

Comprehensive care planning process allows you to create digital care plans with ease. The system enables multiple people at the same time to access information, with carers able to view care plans on mobile devices at any point, helping you provide seamless care.

► Care Professionals Portal

Reduce agency costs through effective management of staff. Decrease dependence on agency workers through acceptance of available shifts directly to the carer's mobile device or through portal.

► National Minimum Data Set for Social Care

The NMDS-SC module takes existing Coldharbour data, adds additional information and presents it automatically in the correct format for bulk upload into the Skills for Care portal, allowing you to claim credits for approved staff training.

► Workforce Optimisation

Dynamic engine automates scheduling, auto-allocates staff and optimises rota planning to reduce costs. Customisable to your specific requirements you can reduce planning and make cost efficiencies.

► Stakeholder Portal

Empower your clients, staff and other stakeholders to access relevant data via an individual platform view and improve stakeholder engagement through self-service features in a cost-effective manner.

Click here to watch [the animation](#)

