

Coldharbour Community Care

Reduce costs with an **effective scheduling & care management** system

Coldharbour Community Care manages all your essential activities and more in one integrated system so you can deliver effective services.

Main benefits:

- ▶ **Quickly plan and match the most suitable employees to cover visits**
- ▶ **Schedule in advance your client's requirements and employee availability to create efficient rosters**
- ▶ **Reduce travel time, save money and deliver workforce efficiencies**
- ▶ **Accurately compare actual hours worked against budgets**
- ▶ **Automate invoices and chase debts for improved cash flow**
- ▶ **Measure individual activities for better service user outcomes.**

Coldharbour Community Care ensures you have complete visibility of your staff availability. At any time you can allocate and re-allocate visits due to unexpected changes and effectively match the most suitable employees based on continuity, skills, qualifications, cost, distance and more.

You can easily view any unallocated visits, carer availability, previous visits, planned work, versus contracted hours and gaps. The process of allocating nursing jobs is streamlined through the Rapid Booking module.

It also helps you manage regular work patterns and structured care plans, taking into account recurring visits which can be automatically allocated, enabling you to concentrate on managing the unplanned changes due to sickness, holidays etc.

Coldharbour Community Care is highly configurable to manage complex contractual calculations such as time bands, charge rates and invoice formats, carer pay rates, timesheet formats and other business rules, so you can focus on allocating visits and providing an efficient service.

"The team demonstrated a comprehensive range of established market leading applications aligned to our requirements. With Civica's proven support, we're now ready to take the next step in our future business strategy transformation."

Jayne Davey, Chief Operating Officer, Voyage Care

Designed to manage the scheduling, finances and operations within a community care environment, the solution eliminates spreadsheets, removes duplication and integrates with third party systems, providing you with a single data view.

Mobile point of care helps you accurately and securely track time, visits and mileage via GPS technology from your carers' mobile phone. Carers can receive care plan information and instructions directly to their device in real-time, so you can improve care outcomes.



Reduces costs



Removes errors



Improves operational efficiencies

Over

60%

of the top 10 UK providers use Coldharbour Community Care

Top five reasons for choosing Coldharbour Community Care

1. Wide-ranging services



Community Care has been designed to be flexible for the care at home market and broadly covers; Domiciliary Care, Live in Care, Reablement, Extra Care, Supported Living, Shared Care, Outcome Care, Retirement Villages and Complex Care.

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. Call monitoring & mobile health



Provides carers with accurate and secure patient information at the point of care directly to their mobile device. Includes a fixed line call monitoring option, for increased productivity, reduction in expenses and timesheet paper processing.

Additional reasons include:

► Care planning modules

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.

► Travel time

Helps you efficiently plan to minimise your carers idle time and make travel cost savings, dependent on factors such as transport, distance, traffic and road conditions.

► Extra care

Designed to meet the complex requirements of extra care, this module has dedicated functionality to allow your carers to work simultaneously with multiple clients and accommodate delivering care to multiple places as well as a person.

► Workforce optimisation

Dynamic engine automates scheduling, auto-allocates staff and optimises route 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.



Find out more

Get in touch with your account manager today to find out more how our Community Care solution can help you.

T: 0117 924 2700