

# Coldharbour Community Care

Integrated scheduling and care management system for community care

Our Coldharbour Community Care software allows you to spend less time on admin and more on what matters most - care delivery. It gives you better visibility of staff, when they're available and helps you quickly respond to visit changes.

You can manage all your essential activities in one integrated system. Helping you make informed decisions, speed up processes and reduce costs. The staff allocation process is simple - with a clear view of unallocated visits, availability, previous visits and planned work against contracted hours and gaps.

## Auto-allocates visits

Community Care helps you plan ahead and automatically allocate recurring visits, manage regular work patterns and structured care plans. Giving you time to pick up the unplanned absences.

## Manages complexities

Contractual calculations can be complicated but our Community Care software easily handles business rules such as time bands, charge rates, carer pay rates and timesheet formats, so you can focus on care delivery.



## Provides insight

With Community Care you can remove the need for spreadsheets and prevent duplication. It provides accurate care delivery data so you can facilitate service improvements and make cost efficiencies.

## Monitors care delivery

Provides intelligence from the point of care delivery, using GPS technology from a carers' mobile phone to accurately and securely track time, visits and mileage. Helping you deliver better outcomes.

1

Reduces costs

2

Better visibility and care outcomes

3

Improves operational efficiencies.

Over

50%

of the top 10 UK providers use Coldharbour Community Care

Learn more:

[civica.com](http://civica.com)

Contact email:

[healthandcare@civica.co.uk](mailto:healthandcare@civica.co.uk)





“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

## Wide-ranging services

Coldharbour Community Care is a flexible solution for the care at home market. We’re able to support a range of services from Domiciliary Care, Live in Care, Reablement, Extra Care, Supported Living, Shared Care to Outcome Care, Retirement Villages and Complex Care.

## Direct integration

Our software can easily integrate with third party accounting, payroll and HR solutions. Plus, there’s also the option to use our care sector CRM module, to help you manage enquiries and referrals.

## Customisable reporting

Microsoft Power BI provides the smart tools to help you find and share meaningful insights with data visualisations. It gives everyone at every level the ability to compare trends, analyse costs and revenues, interrogate statistics, view budgets and create accurate forecasts.

## Call monitoring & mobile

Community-based carers can view secure and accurate patient information, at the point of care, on their mobile device. Improving compliance and helping you identify and respond to changes quickly.

There’s also a fixed line call monitoring option, which improves productivity and reduces expenses and timesheet paper processing.

## Travel time

Our software enables you to 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

Scheduling and managing Extra Care can be complex. That’s why we’ve developed a module dedicated to the growing demands of this type of care delivery.

Full integration with Coldharbour Community Care, allows for easy shift allocation to carers working simultaneously with multiple clients.

Plus, it also accommodates care delivery to multiple places, as well as a person.

**Learn more:**

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