

Electronic Care Monitoring System (ECMS)

Brighton & Hove City Council will be implementing an easy-to-use electronic monitoring system to manage the provision and commissioning of home care.

Following a rigorous tender process CM2000

(<http://www.cm2000.co.uk/home.aspx>)

have been selected to provide the system and the implementation of their CallConfirmLive! solution is underway.

ECMS is a simple way of logging home care visits electronically, the care worker uses the service user's telephone to log the start and finish time of the call. A freephone number is used so there is **no cost** to the service user.

Currently over one million care visits are made each year in Brighton and Hove which are recorded on individual timesheets.

The benefits of ECMS will be:

For the council

- reduced administration & communication costs
- providers only paid for actual care delivered
- reduced potential for fraud
- improved security for service users & care workers via alerts based on real-time monitoring
- improved invoicing, payroll & budget management
- improved reliability, flexibility & quality of service
- improved management information
- improved provider performance management
- prevention of missed or late calls/ full audit trail of care

For service users

- ensure they receive the care commissioned
- improved continuity of care & quality of service
- more transparent service
- only pay for care delivered
- no specialist equipment required

For providers

- improved cash-flow
- improved performance management of care workers
- reduced paperwork
- improved security for care workers

For care workers

- removal of timesheets
- improved safety

An independent home care provider, Hallifax Care, has agreed to be an early adopter to test the system which went live on 4th April. Once testing is complete the system will be rolled out to the remaining 9 approved independent providers. We currently have 3

providers using the system with a fourth going live in the first week of July. The remaining providers will go live during July and August.

Service users supported by the Council's own home care service - mostly receiving short-term re-ablement care - will also be covered by the ECMS system. However, for this service the system is being implemented alongside the replacement of the homecare planning system. We expect to go live with both the new systems during May.

For service users, the main difference will be that instead of the care worker using the service user's landline telephone to log call times, the in-house carer workers will use a specially equipped mobile. The phones also have additional functionality linked to the new planning system, which creates a range of operational efficiencies for the in-house service. Independent providers will have the opportunity purchase a similar system as an upgrade from the basic system the Council is providing.

There is a comprehensive communications plan in place to ensure that all stakeholders are informed throughout the implementation process.

Please do not hesitate to contact me should you require any further information.

Best regards,

Denise D'Souza
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People

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