

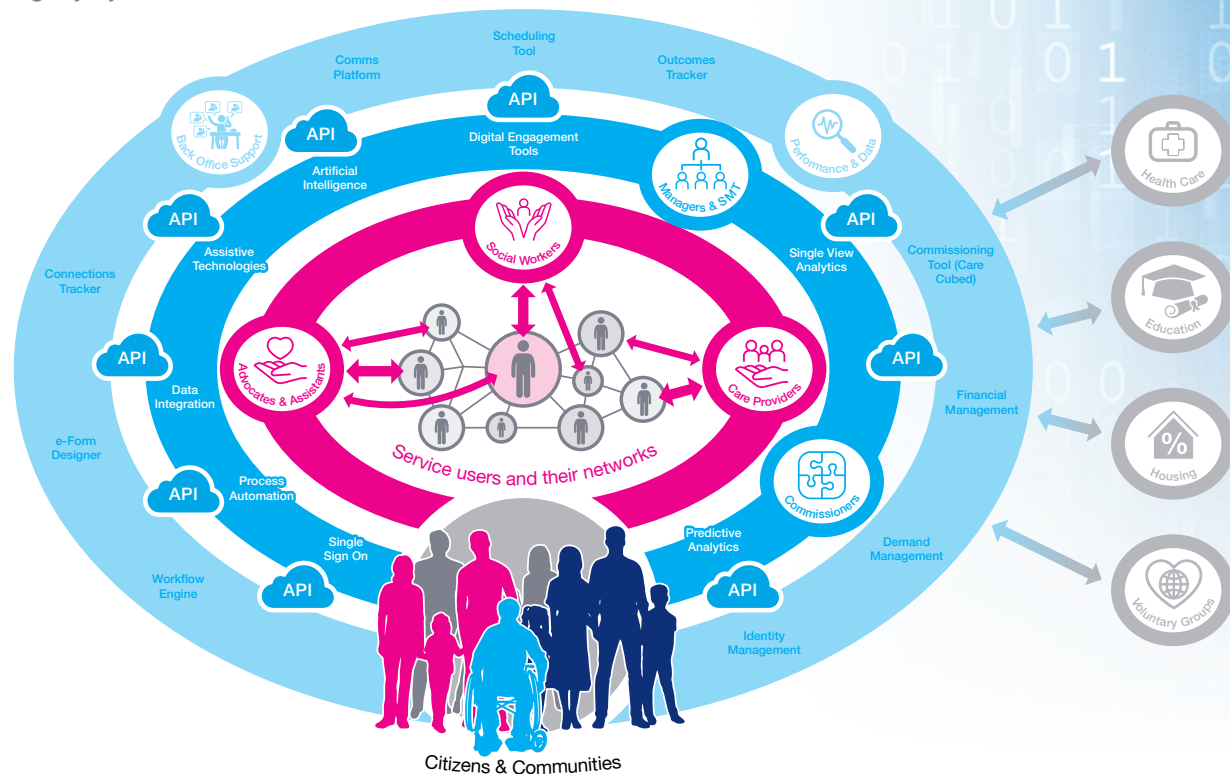
The Case Management System Reborn

What we're up against: Paper-Based Solutions for a Cloud-Based World.

Existing case management systems (CMS) were designed for a world with paper-based files in cabinets, with the records themselves being of little value to care users and a mountain of paperwork hampering social workers. Too often we see a tiny pool of suppliers ensuring high licence & maintenance costs, slow response times to customers, lack of integration with new technology and grudging innovation, if any. A new customer-centred approach is needed to unleash the potential for better workflows in our new cloud-based world, and to meet the needs of today to integrate information from a range of sources, from smart sensors in homes to intuitive apps used by customers, to systems that activate community capacity for self-support.

A User-Centred CMS Fit for the Future.

Our CMS system is designed within a modern infrastructure to support next generation cloud technologies. We've made innovation a regular business practice through a plug & play approach designed to integrate with best-in-class innovative tech and easily interface with legacy systems.



Our system's human-centred design offers a rich and meaningful single view of the individual, with modern analytics across all data sources, making information more valuable to the care user and their advocates. It touches every level of social care within local government, from frontline social work staff, to Heads of Service who need to be able to tell the story of how their services provide value for investment in a way that both Ofsted and the British public can appreciate.

The family-focused system measures outcomes beyond financial efficiencies by supporting a strengths-based approach to commissioning and social prescribing. It's integration ability supports community enablement and demand management, opening up networks of support to the care user.

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What Can We Offer You?

We are currently looking for local authority partners to innovate and reimagine services, and to work with us to develop the next generation of case management solutions for social care, shaping the future of care services through technology. Your input might be on Adult Social Services, or Children Social Services or both. In the next six months we are forming a group of local authorities to join our User Group to help define the service transformations this CMS will drive, and from there the User Group will select two development partners to participate in proof-of-concept testing and, after sign-off, implementation.

By participating in the development phase, your organisation would benefit from:

- A continuous deployment of features that respond to your need without additional cost (£).
- Genuine input into the system's development and a role in determining the future of the solution (such as voting rights & product ownership through iESE governance protocols).
- Reduced cost of ownership and implementation.
- Favourable commercial terms offered as an early adopter.
- A chance to escape legacy lock-ins that don't respond to your needs.
- An opportunity to address the requirement to become more user centred, and the requirement to take control of your data to shape social care services.
- De-risked innovation and reduced cost of change with a trusted partner who has a track record with another social care digital tool; CareCubed.

What will the commitment look like for those trialling the system?

We are looking forward to working with two user group members to help test the system – the participation in the design workshops and overseeing progress will also involve other user group members.

We have outlined below an anticipated program that we will work through with the authorities testing the new system with us:

- 2 x half day workshops a month to capture your contribution to design workshops and participation in ongoing research program.
- One of our design team will spend time with your social care teams, listening to challenges and ideas and observing work processes.
- We will provide you with regular project updates so that you are fully aware of the developments & interactions with your staff.
- Your time for interviews and informal chats with our copywriter to create case studies of our collaborative work with you.
- Support at virtual & live events when available & appropriate.
- Co-design testing of the system and system migration.
- Support tests of porting data from legacy systems to the new CMS.
- Support proof of concept tests of the working system.
- When testing has been successfully completed, we will ask for your support for implementation of the CMS and live working for 6-months as a part of one free year of usage.

What Do We Need in Return?

Like what you see so far? As our partner in this exciting program of work we would welcome your ideas, knowledge and experience to ensure we deliver a step change in health and social care case management.

We are looking for organisations who can offer the following:

- Time and resource commitment over a 9-month period to support the design and development of the solution underpinned by an MoU.
- A desire and willingness to innovate with a degree of openness to change.
- Access to data, social work & community engagement teams (such as citizen advisory boards / community partnership board).
- Access to service users & partnering agencies.
- A commitment that if the CMS passes mutually agreed tests, it will be implemented in a live environment with a free license for a year.

Contact Us

For further information about this opportunity, please contact Andrew Larner at andrew.larner@iese.org.uk

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