Leading Lives – Digital Care Management System

Frequently Asked Questions

Why are we changing systems?

Leading Lives aims to improve service quality and efficiency by adopting a digital care management system. The move to digital care planning is expected to become a mandatory requirement from the Department of Health and the local authority.

Initially, we developed an in-house system (DISCO) focusing on online care and support plans. However, feedback from our employees combined with new knowledge prompted us to complete a thorough investigation of Digital Care Management Systems to find the one that best meets our requirements.

The new system will allow for:

- Better, safer services
- Improved quality and compliance
- Enhanced efficiency

This change will integrate care plan development, technology management, service delivery monitoring, rostering, and people management.

What can the Care Control system let us do that we can't do now?

Care Control system will allow us to:

- Quickly and easily record information about our customers and their support in real time.

- Access and manage rotas and HR tasks

- Communicate with each other in real time – sharing tasks, updates and information with everyone that needs it

- Use best practice and compliant templates to capture information, making it easier to demonstrate CQC compliance.

- Work on and offline without losing data

- Produce better data to help us understand and improve our services

How will this affect my role?

Support Workers: You'll use the Care Control App to receive and record information.

Managers/Business Support: You'll use Care Control's desktop application to manage tasks and actions.

Policies and Procedures will be reviewed and potentially changed to align with the new system. These changes will be covered in training as part of the implementation project.

How much will it cost and how can we afford it?

- **Initial Cost:** £90,000 for implementation.
- **Annual Cost:** £60,000 for licences and purchase, maintenance and renewal of devices
- **Savings:** By stopping the use of other systems, running costs will reduce by £17,000 per year.
- **Payback Period:** Within 5 years, the initial investment will be paid back, excluding anticipated savings from more efficient working.

What are the benefits?

The benefits of moving to this model include:

- **One system to manage:** simpler account management and invoicing

- **Consistent data:** one source of truth with less duplication

- **Resource Efficiency:** Easier to manage processes and organise care provision, allowing more time for quality care delivery

- **Better reporting**: better visibility of business performance so we can make quicker better-informed decisions

- **Improved Compliance:** This new, assured system, maintained by specialists, and with compliant templates, means our services should always be compliant with legislation, CQC and client standards

- **Whole System Solution:** Not just a technical implementation but an operational quality and compliance solution with clear strategic and operational ownership.

A system is only as good as the data that gets put into it and how effectively people use it, so these need to be monitored and managed – **reporting and performance management will be key.**

What will it mean for our customers?

Initially there will be no changes for our customers. Once the system and new ways of working are established, we can share information with customers and families. We'll introduce this feature once everything is working well.

When will the new system be implemented?

We plan to start implementation in March 2025 and it will take 6 – 9 months to complete. We will work with Care Control, PC Futures, and Lucid to get the system set up before we start training everyone. The rollout may occur in phases, and we will share more information once the approach and timescales are clarified.

What will happen to DISCO?

Until your service transitions to the new system, continue using DISCO as the primary system for customer records.

DISCO will be kept in place as an archive system for historic records, accessible by a small number of people. This will reduce the amount of data we need to extract and transfer.

PC Futures will continue to support DISCO, along with our website and LMS system.

If we become more efficient – will there be job losses?

We know our capacity is a problem and that with more time we could do more to improve and deliver better outcomes for our customers. Our intention is to redeploy any capacity to improving and growing business.

What will happen next? How will we be involved?

We'll work with our suppliers and partners to develop our implementation plan. Digital Champions from across the business will help review, develop and design new processes and training.

We will provide you with regular updates and your team Digital Champion will involve you with developments along the way.

We will continue to develop and update these FAQs and will set up a communication method shortly. In the meantime, if you have any questions, concerns or suggestions please make a note of them.