

## CCCV Operational Systems – Demo reports

Key

Available	No demo	Unavailable	Ceased
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	Unique IQ	Care Beans	One Plan	Care Control
Xero Integration				
Payroll				
Invoicing				
All on 1 system				
Care Plan				
Risk Assessments				
Scheduling Rotas	Diff views	OK		
Staff Acknowledging changes	Loved		Rotas only	
Compliance		OK	OK	
Training		OK		
Employee Management	Loved			
Alerts		Reminders	Reminders	
Text Messaging Option	2 way		1 way only	
Emails from system				
Templates built in		Loved		
Locked notes	Loved			
Audits	Loved			
Medication Sign Off	Loved			
Outcomes Follow up	Loved			
Activity Log for all enquiries	Loved			
Family Portal				
Referrals Option	Loved			
HR Integration				
Bradford Factor				
Recruitment Pipeline	Loved			
Personalised to CCCV				
Staff App				
Vaccine Tracker			Loved	
Training Matrix	Loved			
DBS Reminders				
<b>Cost</b>	Per Staff	Per UM	Per Staff	
Set Up Fee (Plus Vat)	£1100 to £1500	£250	£750	
Monthly (Plus Vat)	£14 per active staff per month	(10-20 Ums) £150. Over 20 Ums £5 each	£275 + £2 per extra staff	

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**Unique IQ** – The most expensive out the 3 but quite clearly the front runner. This company has thought of all areas, from not only a user friendly point of view but from a CQC point of view too. It has the option to split branches so its certainly a long term system rather than a quick fix. Its established but always making improvements, including a new style dashboard being implemented soon. Widely UK used.

The main thing I like about this system is that its safe, in multiple ways. It allows for multiple office users and promotes an ease of communication between office staff, care team and the family. Clare joined us for the payroll and invoicing part of the demo and we quizzed the demonstrator on how we can make this work for the certain elements that we require to eliminate the challenges we are currently facing.

The 2<sup>nd</sup> thing I liked about this system is that I can confidently get rid of the spreadsheet training matric that I update regularly (and manually), we can eradicate the excel pipeline that we use for recruitment (as the system has one already), we can get rid of using Nextcloud for all user member referrals and enquiries (system has a referral option which includes a transfer to active client), we can bin the prescreen forms we complete at recruitment process as the system has it all there which also allows a transfer to active staff member when all employments checks are done. Basically we can use 1 system instead of 4 to 5 different platforms to achieve the same outcome in turn increasing efficiency.

Its extensive, thorough and tight. Activity logs to create paper trails, actioned outcomes on all areas cannot be missed. It is also part of the Home Care Association which is reputable. Carers Trust use Unique and rate it well.

Tracy supports the Audits option and was very impressed by this. CQC can literally have a log in and check the audits tab.

We can be 100% paper free with Unique – right now we are 60% paper free with Nursebuddy.

Options for HR integrated is also something we will need as we grow. This is a long term system – we can guarantee that this will work and wont need a change in the future.

Unique were approachable – offering support and demo was very helpful. Personable.

### **Notes:**

Includes 500 FREE Texts to use

Can pay the Set Up Costs in Installments

May be able to claim some/all of this back – if it improves recruitment/retention/capacity (which it will)

After certain amount of staff the £14 each reduces to £13.30 each

Proposed projections for cost.

10 active staff	£140 + vat	Current
15 active staff	£210 + vat	By May 2022
20 active staff	£280 + vat	By Oct 2022
25 active staff	£350 + vat	By March 2023

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### **Carebeans:**

There's no link into xero and the demonstrator advised that it will cost around £2500 to get this implemented.

The scheduling set up wasn't my fave however I did like the different views and options to see days / weeks/ staff etc. Nursebuddy doesn't have those options in as much detail. The staff user app looked good and a lot of thought had gone into this. It includes employee management and calculates holidays which Unique does too.

Carebeans demo wasn't as good as others and I think they have a lot of work to do – in the region of where Nursebuddy are now in their growth.

Costs are low and the first month is free but they have a lot of work to go to get to where we need to be.

### **Oneplan:**

A good demo – all in 1 system such as invoicing and payroll plus care planning side so they communicate together (like Unique). The reminders part is good and I like that you have to acknowledge the rotas through the app. They have an on call variable system so the person on call can be tagged in certain things but I guess the oncall person needs to be explained to the care team first. Free text messages included in the price but they are 1 way texts so we send to them and they cant reply. When changes on the rota are made, the staff get a message to make them aware.

Payroll gives options to put people through on salary as well as zero hours and does all holiday calculations in the system with a staff management profile.

Little things I like about this system – Bradford Factor is a tool to support absences. Vaccine Trackers, Training matrix, and DBS reminders.

Oneplan is number 2 on my list and I don't have many bad things to say about it other than it isn't as good as unique. It doesn't follow things up such as incidents, concerns, reports, care plan notes, phone call enquiries, recruitment, referrals etc