

## BEDs System



*Capita IB Solutions, part of Capita plc, has more than thirty years of experience in helping Local Authorities evolve with innovative, proven solutions. We provide the core applications you need to reduce costs,*

### **Ensuring Services are Cost Effective**

Local authorities are under pressure to reduce expenditure on, and the cost of, adult social care.

At the same time services users and carers expect high quality services. Councils are in an unenviable position. On the one hand, demand for adult social care is rising fast. On the other, council budgets have never been under more pressure.

Council budgets for adult social care would be under even more pressure were it not for the contributions that individuals make to their own care. It has been estimated that an average of 41% of people entering residential care each year self-fund.

### **Innovative Social Care System**

However, self-funders can potentially require local authority support. If a self-funder exhausts their own resources, often as a result of poor financial planning, then councils are required to step in.

People falling back on state funding already costs councils up to £1bn per year.

Many key decision-makers in councils are unaware of the problem or underestimate its cost by up to 50%.

Nottinghamshire County Council, in collaboration with Capita IB Solutions and Paying For Care, has developed a BEDs system to help Local Authorities overcome this issue.

With the focus on costs, and the value for money of residential adult social care at the top of the agenda, the BEDs system not only allows service users to receive the best possible advice, it also enables care homes to secure better financial support and it lets Local Authorities significantly reduce their costs while simultaneously increasing their standards of service.

## Creating Increased Efficiencies

The BEDs system helps Local Authorities improve their processes and their communication with care homes of all types. It enables the general public to interact with care homes via a public portal, and automates the payments procedure to care homes for Local Authority funded beds. The BEDs system also provides much needed management information for emergency planning and improved financial advice for service users.

The BEDs system is formed of three parts, which combine into one single database to give a full communications tool, electronic payment conduit and KPI management overview solution.

- **Public Facing Portal**
- **Care Home Portal**
- **Local Authority Portal**

### Public Facing Portal

The public facing portal has information on local services, and advice for older people and their families. It provides a single source of knowledge for anyone wishing to know more about any aspect of care in their local area.

"If as a result of the BEDs solution we get just one person to take the appropriate financial advice and avoid being funded by the local authority, the system will have paid for itself."

**Paul McKay, Service Director,  
Nottinghamshire County Council**

This functionality also includes links to a consumer site called [www.payingforcare.org](http://www.payingforcare.org). This site provides a valuable link to enable citizens not only to source information about paying for care, but also to engage and receive expert advice specific to their care fees needs.

Simplifying pathways to care funding advice for self-funders of elderly care has never been as big an issue as it is today. It is vital that citizens can access and receive the right type of care fees advice. This not only enables citizens to make better informed choices but also mitigates the risk of such citizens falling back on to Council budgets.

Another element included on BEDs public facing portal is the ability to log complaints, issues and comments about care homes or any service relating to them. Notifications posted within this facility can be anonymous, if desired. Another major feature of the portal is its postcode search facility, which enables users to search for care homes within the vicinity of any given postcode.

Search results are listed alongside a brief description and picture of each care home, with the option to access further information and photos, details of events, and links to an establishment's own website etc. also available. Users of the portal are able to make an online request for more information or to arrange a meeting. The care home will then receive an e-mail notification within its own system to log and track.

### Care Home Portal

Again, this is fully web-based, so there is no need for any software installation at the care home. It is fully password-protected and secure, with the system recognising who a user is and what rights they have, depending on their department and role. It has a set of KPIs on the front page, which give useful information – such as how many beds are free – as soon as you log in.

All processes that a care home undertakes in order to admit residents/patients or to receive service users from the local authority can be done with the single system. It even alerts the local authority automatically when a death is recorded, saving lots of additional paperwork.

Main features of the Care Home Portal are:

- The facility to receive, send and track notices from/to interested parties logging web enquires, creating the potential to set up a marketing database.
- The ability to Log in any service user into the beds
- Automatic notification of deaths to the relevant local authority.
- Electronic receipt of draft payment invoices, with online approval and local authority notification upon payment.
- All corrective and in arrears payments can be calculated and processed in the system.
- The provision of a communication portal with the local authority, if needed.
- Online, context-sensitive help to guide new and unfamiliar users around the system available on every screen.

### Local Authority Portal

This is also fully web-based, and requires no software to be installed. It links in the electronic payments system, to give that system the accurate information for processing payments.

It sends the payment invoice/remittance advice to the care home electronically, which reduces the billing process from a labour-intensive two weeks per month to two days per month. It also removes the potential for incorrect, false and fraudulent payments, as the system carries out security checks before every payment is authorised. In addition, the portal displays local authority KPIs such as payments and occupancy rates on the desktop, which can be invaluable and time-saving in emergency situations.

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