
Cabinet Member, Health and Community Services

21st March 2013

Name of Cabinet Member:

Health and Community Services, Councillor Lucas

Director Approving Submission of the report:

Director of Community Services

Ward(s) affected:

All

Title:

Upgrade of the Adults Social Care Customer Record System

Is this a key decision?

No

Executive Summary:

CareDirector is the primary customer recording system for Adults Social Care in Coventry, and is supplied by the ICT software vendor CareWorks.

The Case Management module was introduced in October 2010, with the CareDirector Finance application introduced on a phased basis between May and August 2011. The system is accessed by approximately 300 City Council and NHS employee's as part of their daily routine, and is the source for Adults Social Care financial & performance outputs.

During the past year significant effort has been devoted to improving the effectiveness of the system and associated processes within Adults Social Care. The version of Care Director currently being used is now outdated and plans are being made to upgrade to version 4.0 with improved functionality, including the ability to pull or push client demographic information to or from the NHS Spine.

Recommendations:

The cabinet member is requested to:

- (1) Note the proposed upgrade to version 4.0 of CareDirector and the subsequent implementation of the Personal Demographic Service (PDS) integration subject to procurement and ICT strategy group's consideration.

List of Appendices included:

N/A

Other useful background papers:

N/A

Has it been or will it be considered by Scrutiny?

No

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title: Upgrade of the Adults Social Care customer record system

1. Context (or background)

1.1 Overview:

CareDirector is the primary customer recording system for Adults Social Care in Coventry, and is supplied by the ICT software vendor CareWorks. The application is built upon on Microsoft CRM platform.

The Case Management module was introduced in October 2010, with the CareDirector Finance application introduced on a phased basis between May and August 2011. It replaced the legacy recording system Surfaces, which was the primary recording system for Adults Social Care during the previous 20 years. The system is accessed by approximately 300 City Council and NHS employees as part of their daily routine, and is the source for Adults Social Care financial & performance outputs.

The implementation of CareDirector in Coventry was an ICT lead project, delivered under the over-arching Connecting Care programme which also included a replacement system for Children's, Learning & Young People (Protocol), and the decommissioning of the Surfaces system.

The contract with CareWorks was signed in December 2009, and runs for four years.

1.2 CareDirector Effectiveness:

In March 2012 Internal Audit completed a review of the CareDirector Finance system and associated processes and identified a number of areas of weakness and proposed a set of key areas for improvement.

As a response, the CareDirector Effectiveness project was established in July 2012. Its role was to direct and govern the stability, enhancement and future development of the CareDirector case management recording system, CareDirector Finance application, and associated processes within Adults Social Care. The projects initial focus was on achieving stability with financial payments and charging and delivery of remedial action as a response to the Internal Audit recommendations which had included improvements to process and control measures, and technical fixes to the CareDirector system.

The Project has most recently been moving into the early stages of upgrade development which will look to ensure that we are on a current version of the system, and that we realise the benefits this offers. A second Internal Audit review of CareDirector will take place in March 2013 which will close the effectiveness phase of the project.

1.3 Future Development:

The CareDirector product roadmap typically outputs one major release plus one minor, in version product, release annually.

Coventry are currently using CareDirector Case Management application version 1.2.2, which under the CareWorks service level agreement moved out of support in July 2012. CareWorks have continued to support the system during this period, however will cease to provide, or apply an extended support premium from 9th March 2013 pending Coventry's upgrade decision..

Being several products behind the most current version of CareDirector means we are not currently utilising the improvements in usability incorporated within new product releases. Version 4.0 offers a wide range of improvements alongside the functionality to link CareDirector to the NHS Personal Demographic Service (PDS) which sits on the NHS Spine. The PDS functionality will enable users to:

- Search for the NHS number of an individual and pull down the number onto CareDirector allowing for a universally unique identifier to be held within a City Council system.

- Synchronise the local social care record against the PDS and update the CareDirector record where the PDS is more up to date, or update the PDS where the local record is more accurate.
- Provides a platform for future integration of Health & Social Care systems.

Upgrading now to the most up to date product enhances our social care recording at a critical time within the A Bolder Community Services programme. An upgrade offers us enhanced functionality and thus improved usability; fixes for problems currently encountered, the opportunity to revisit and improve training and use of the system.

Upgrading to a product with PDS functionality ensures we are uniquely positioned to verify and assure our social care data set and improve our records management securing the management information we utilise to support Adult Social Care service users at a time when we are required to take difficult decisions about the level and availability of services in the future.

2. Options considered and recommended proposal

2.1 As part of the CareDirector Effectiveness Project, officers have considered a number of options, these being:

- **Option 1:** To do nothing
- **Option 2:** To carry out an upgrade to Version 3 of CareDirector
- **Option 3:** To carry out an upgrade to Version 4 of CareDirector including Personal Demographic Services functionality through a connection with the NHS Spine;
- **Option 4:** To conduct a tender exercise for a new supplier

2.2 Option 1 was discounted as to continue running a system with bugs, considerably behind the supplier's most recent product release leaves us open to increasingly difficulties in using the product and takes us into extended support arrangements incurring further cost.

Option 2 was discounted in that it gives limited enhancements and only temporarily solves our support arrangements in that 3 months post upgrade completion we would need to upgrade further to maintain our contractual requirement to be within 2 product releases. It would also fail to give us Spine connectivity.

Option 4 was discounted on the basis it would be a costly in terms of capital and implementation and the specified requirements for a new system would be almost identical to our existing one.

2.3 The recommended option is option 3: To carry out an upgrade to Version 4 of CareDirector including Personal Demographic Services functionality through a connection with the NHS Spine

3. Results of consultation undertaken

3.1 No formal consultation required for this item. The recommendation is made following discussion at the CareDirector Effectiveness Project Board, and ICT Strategy Group and its governance procedures. The CareDirector Project Board and the ICT Strategy Group have both endorsed Option 3 as the preferred option.

4. Timetable for implementing this decision

4.1 The phased upgrade to version 4, progressing to version 4 with PDS functionality is anticipated to take 12 months from project initiation to fully operational.

5. Comments from Director of Finance and Legal Services

5.1 Financial implications

Any financial implications of the upgrade will be considered by the ICT strategy Board.

5.2 Legal implications

The procurement will be conducted within the Rules for Contract and undertaken in accordance with the Public Contracts Regulations 2006

6. Other implications
Not applicable

6.1 How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / Local Area Agreement (or Coventry Sustainable Community Strategy)?

Business Systems and processes is a key enabling project within the Bolder Community Services Programme, with the CareDirector system being an integral component in how we understand and operate core business, providing a platform to develop more innovative and efficient use of technologies within the Directorate, and as the primary source of Adults Social Care performance and financial metrics which is critical in monitoring the Bolder Community Services Programme savings profile as well as managing existing pressures.

6.2 How is risk being managed?

Project risks are being managed via a risk and issue register which is shared with the Project Board and Bolder Community Service Transformation Programme Board.

6.3 What is the impact on the organisation?

By procuring a Case Management system with additional capabilities and functionality, such as PDS, there is future potential for additional benefits which include the platform to integrate health and social care systems and significantly improve the validity of information held on within CareDirector & within the corporate data warehouse into which CareDirector client information will feed.

6.4 Equalities / EIA

The procurement of a new system would not directly impact upon front line service delivery and hence its propensity for differential impact on citizens is very limited.

6.5 Implications for (or impact on) the environment

Not applicable

6.6 Implications for partner organisations?

This project will utilise a shared N3 connection and Smartcard SLA with Coventry and Warwick ITC Team and will increase our interconnectedness.

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