Candlelight Care Use Staffplan to Utilise Real-Time Data to Enhance Care

At Candlelight Care, based in the South of England, we have been using Staffplan for 10 years now, helping over 400 service users across five offices. With over 150 care workers, we support a wide region with both public and privately funded homecare, using our years of experience to provide exceptional care to individuals with a wide range of needs.

candlelightcare

One integrated solution

The Staffplan software brings together workforce management, care planning and delivery, as well as invoicing functionality into one solution. Providing efficient processes around rostering, invoice calculation and disputes, it also gives greater visibility of data to our management team.

Our Company Account, Jill Carpenter, comments: "Staffplan is our main system and what's on Staffplan goes. We like it so much because it provides us with that single version of the truth."

We employ the direct two-way integration from Staffplan to the everyLIFE PASS system to ensure we have valuable data available for us to utilise and understand. This streamlines our processes, as data only needs to be inputted into one place and both systems are then updated.

Jill adds: "The integration really helps us with some of our local authority contracts as we need to report to the minute. The integration is so seamless we don't notice that it's there, it just works."

Business as usual

As Staffplan is hosted in the Cloud, we have found it straightforward during the pandemic to close down our offices and still have the ability to be able to access all our data from home. Jill comments: "This has been such a relief for us because as long as our teams can access Staffplan we can continue to deliver our vital services to our service users."

The Advanced hosting environment provides the ability to access our data anywhere at any time meaning that our services could run as normally as possible.

Delivering better care and support

Staffplan allows us to make better decisions when it comes to the care and support that our clients need. For us it's about ensuring that we are always delivering the right care, at the right time based on client preferences. Staffplan helps us to continually evaluate and prioritise the time we need to spend on visits. This means that we can reschedule to arrange more time for client visits or look at requirements for extra funding from social services or funders for additional care

Client >
Candlelight Care

Sector >
Domiciliary Care

Jill Carpenter, Company Accountant
"It's a key system for us, we rely on it so much, and if we didn't have Staffplan we would be stuck."

Candlelight Care

Smooth billing, invoicing and reporting

We use Staffplan's billing and invoicing to manage incoming and outgoing payments with the data provided through both Staffplan and PASS. The process is smooth and seamless and gives our team the peace of mind that the information they are using is correct and up to date. It also reduces the number of queries we receive. As we have contracts that are paid to the minute this is really important to ensure that we get paid for the care we deliver, but it also provides the local authority with specific data to ensure they are only paying for the care their citizens receive.

The system is specifically set up for us and therefore the reports provide us with the data that we require. Jill adds: "The real-time communication systems we have in place, be it electronic call monitoring or PASS, work really, really well. The reports within Staffplan are bespoke to us and provide us with exactly the data we and the local authorities we support need."

Supportive supplier

Another key point when working with suppliers is that we like to ensure that when support is needed with a solution, it is always there. Advanced is readily available when we ask for their help and work hard to resolve any issues as soon as possible.

Jill adds: "The support you get when something does go wrong is almost as important as the software working 99 per cent of the time, because if our system goes down we need it back up as soon as possible. So, knowing the teams are there and can get us up and running again really quickly is important to us."

Want to know more?

Visit our website https://www.oneadvanced.com/solutions/Staffplan for more information about Staffplan and how you can get in touch with us.

More information

w   oneadvanced.com
t   +44(0) 330 343 800
e   hello@oneadvanced.com

Ditton Park, Riding Court Road, Datchet, SL3 9LL