



## Visit Monitoring with Staffplan Point of Care Solution

We understand that delivering great, effective care is at the heart of what you do, and sometimes necessary, time-consuming admin tasks can get in the way of this. Implementing an electronic call monitoring (ECM) solution can help you save time and improve efficiency throughout your service. Our Staffplan solution offers both landline and mobile visit monitoring, and can help you keep track of staff visits and service user care, integrate with your roster system and help you speed up time-consuming back-office tasks.

Are you struggling to consolidate data and processes stored in multiple systems? If you currently use our Staffplan solution to allocate your staff to visit slots and produce your rotas, our monitoring solution is an effective way to promote data sharing between your staff on the road and your back-office systems. Opt for landline call monitoring or mobile ID tagging, to ensure you can track the completion of home care visits in the way you choose, with visit details uploaded automatically to your system back at the office.

### **Landline visit monitoring**

At the service user's home, the care worker completing the visit dials a freephone number your service user's landline. They do this twice – once on arrival, and again on completion of the visit. Our solution processes these calls in real time and matches them to planned service user

visits within your Staffplan rostering solution, providing you with full visibility of each visit completed and ensuring your service users are in receipt of scheduled care.

### **Sharing information through mobile technology**

Our modern, flexible solution can be tailored to the needs of your home care service. We can also provide your care workers with chipped ID cards that can be used to record their visit. A tag is installed in the service user's home, which is tapped by the care worker both upon arrival and upon exiting. Alternatively, your care workers can use barcodes on our mobile application to use the tagging function. In both cases, the visit data is uploaded automatically to your main Staffplan solution back in the office, allowing you to stay in control and stay alert.

# Visit Monitoring with Staffplan

## Providing a safe environment

We understand that the safety of your staff and service users is paramount. With our solution, if a care worker does not touch-in at a booked visit, or if no phone call is received, within a designated time, the appropriate care manager is alerted immediately by either an on-screen message, an SMS or an email. This enables you and your office staff to proactively manage critical care provision and ensure lone worker safety.

## Streamline your office processes

Manually reconciling timesheets can be time consuming. However, with care worker visit details automatically uploaded to your main Staffplan solution, you can streamline your financial processing. The system will generate electronic timesheets based on recorded visit data, which helps you smoothly and accurately process invoices and payroll.

We are the third largest software provider in the UK. We support over 1,000 home care providers in the UK and believe that our comprehensive, easy-to-use home care rostering solution is the best way to ensure your service users are receiving the care and support they deserve.

## More information

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