

# Future Home Care

## iplanit Case Study



## Client Profile

**Future Home Care** provides support to people with learning disabilities, physical disabilities, mental health illnesses and older people either in their own homes or other housing options such as shared/supported living schemes, throughout the Midlands and South East England.

## Challenge

Future Home Care needed a solution to help them evidence the value they provide to external stakeholders, standardise the way their services were being delivered, improve overall service quality and deliver better outcomes to the people they support. Future Home Care also wanted to build on their person centred values and provide a more transparent service with greater empowerment for service users and their families.

Additionally Future Home Care needed to be able to track and monitor, in real time, the actions being carried out by staff to deliver on people's plans, and access an audit trail of this for quality purposes.

## Solution

Future Home Care's aim was to deliver an excellent quality support service which encourages their service users to attain a high degree of independence. Their choice of **iplanit** reflected their desire to take advantage of cutting edge technology to help achieve these goals, while minimising the need for expensive infrastructure investment.

**iplanit** offered a solution that reflected Future Home Care's person centred values while creating greater transparency and accountability throughout the organisation. **iplanit** offered a highly flexible web based solution that did not require significant IT investment or expertise, and that staff, managers and service users found easy to use.

Future Home Care used a three stage approach to implement **iplanit**. The project was managed by the National Involvement Manager, with support from Aspirico in the rollout and training phases.

Prior to implementation, service users were involved design of the look and feel of the service (in collaboration with Aspirico) to ensure accessibility. This took 3 months including testing formats, words, icons etc

## Results

The **iplanit** project was rolled out so far to over 200 people. There has been a significant improvement seen in outcome completions with the majority of individual's plans meeting the 5 outcomes standard set for Future Home Care's internal Key Performance Indicators.

## Benefits

With outcome and action completion data now feeding Future Home Care's metrics and reports, Future Home Care now have much better visibility of the quality of service that is being delivered through their organisation. They are able to quickly spot areas where attention is needed, and also areas of good practice which can be spread across the organisation. The greater accuracy and accessibility of individual plan information is also now putting them in a position to make better decisions about service planning and organisational priorities. The live reporting dashboard is allowing senior managers to easily provide evidence of the value and quality of the service to external stakeholders such as the CQC and service commissioners.

People supported by Future Home Care are feeling more in control of their own support, and seeing the progress that is being made on their plan outcomes. A recent customer satisfaction survey conducted through **iplanit** shows that 98% of people supported are now happy with the way they are supported.

Commissioners in Nottingham, Derby and Southampton, and the CQC have seen **iplanit** and have been impressed by the way the **iplanit** service at Future Home Care offers live information on an individual's progress and also with the level of inclusion and empowerment created by supported people's involvement in making and recording their plans and achievements at a level appropriate to them.

**For more information email [enquiry@aspirico.com](mailto:enquiry@aspirico.com) and see [www.aspirico.com](http://www.aspirico.com)**