

Havencare iplanit Case Study



Client Profile

Havencare is a leading support provider in Plymouth and Devon. The organisation supports people with learning disabilities and autistic spectrum conditions by offering a range of bespoke support services that can be tailored to each person's individual needs, from supported living services to residential care.

Challenge

Havencare has a mission of being a truly person centred organisation, and were looking for an inclusive solution to help their service users be more involved in planning their own lives, and the type of support they receive, as well as delivering measurably better outcomes. Havencare also needed to create a more transparent and accountable service, which would give the organisation and its stakeholders an accessible view of progress and service quality at an individual, team, location and organisational level.

Solution

The **iplanit** suite is an internet based service for providers who are focused on evidencing value and person centred service delivery. It is used extensively by providers supporting people with learning and other disabilities.

iplanit offered a solution that reflected Havencare'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.

Results

The **iplanit** project within Havencare is being rolled out across the organisation in a phased programme. Support is being given by Aspirico on training , configuration and project planning.

In the initial phase of rollout, Havencare already have over 50 users with live plans on iplanit. Havencare now have access to live data on actions and outcome completion, and reports on service quality and key performance indicators. Staff and service users have adapted quickly to using the service as in integral part of their activities. Aspirico have also helped configure the service to meet Havencare's specific needs, including the creation of customised plan templates.

Benefits

Implementing iplanit has helped Havencare focus on delivering better outcomes for the people they support, and has improved the level of communication between staff, managers and supported people and their families. Service users are receiving a more personalised and inclusive service, staff are better able to manage their daily activities around achieving individuals outcomes, and managers have visibility of the quality of service being delivered.

For more information email enquiry@aspirico.com and see www.aspirico.com