

## RehabCare



iplanit Case Study  
putting the action into planning



### Client Profile

**RehabCare** provides a wide variety of responsive health and social care services to over 3000 people of all ages and from all walks of life across Ireland. Services range from resource centre activities to support provided to individuals within their own homes. People who use RehabCare services include people with disabilities and their families, children and older people.

Choice, quality and personalised services are the cornerstones of RehabCare who pride themselves on the flexibility of their activities, which are all designed to meet the individual wishes and requirements of each person who accesses their services.

RehabCare is part of Rehab Group which has operations in Ireland, the UK and in Europe.

### Challenge

As a provider of highly valued and personalised services, RehabCare needed a way to evidence the impact of their support services on the lives of the people they supported. They also wanted to support the inclusion and empowerment agenda across services and to enable this Rehabcare needed 1) A platform to allow service users and families to access "live" support plans 2) A service which allowed managers to access a live dashboard which provided an integrated picture of all outcomes, actions and plan related data to support their quality management, performance management initiatives and to demonstrate value to funders.

### Solution

**iplanit** is an internet based service for providers who are focused on offering a high standard of services with a commitment to quality and person centred approaches. Having reviewed the options available in-house and within the wider marketplace Rehab decided that **iplanit** provided the best approach to allowing RehabCare put people in control of their lives and the support they receive and thereby enhancing the lives of every person they support. Following an initial pilot implementation, Rehabcare are now rolling out a national implementation of the **iplanit** suite across regional operations. As part of the implementation, a number of Rehabcare specific

plan templates were configured to support a range of service requirements as were Rehabcare specific reporting needs.

## Results

As a result of the implementation of the iplanit project, service users and families now access and share their plans, updating progress with multimedia and collaborating with supporters. Service users also can access their calendars helping to provide management with a clearer picture of what is happening at the point of care. Management have regular reports and access to statutory performance indicators and make these available to funders as needed. Reports from iplanit are also available to support quality indicators for inspectors as needed.

The solution has been rolled out by the internal Rehabcare team supported by Aspirico consultants and the iplanit help desk.

## Benefits

In addition to the service user, risk management, quality of service and management reporting benefits of the implementation, Rehabcare have benefited from a more streamlined process which has helped manage costs, and underpin good person centered practices across the organisation.

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