

SERVICE DEFINITION

What is CareCubed?

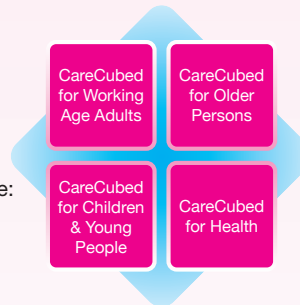
The next generation of digital care pricing. The CareCubed platform is a secure online tool to support open and transparent negotiation of costs for specialist care placements. It gives a structured, person-centred, approach to recording needs and provides a clear baseline of costs for negotiation between commissioner and provider, as well as a mechanism for evaluating the impact of changes.

Why choose CareCubed?

- CareCubed is unique and purpose-built with the support of councils and care providers.
- Full implementation and support available.
- Cost data is regularly updated making your calculations accurate and fair.
- Regular functional upgrades driven by legislative changes and customer needs.

Modules and Licence Options

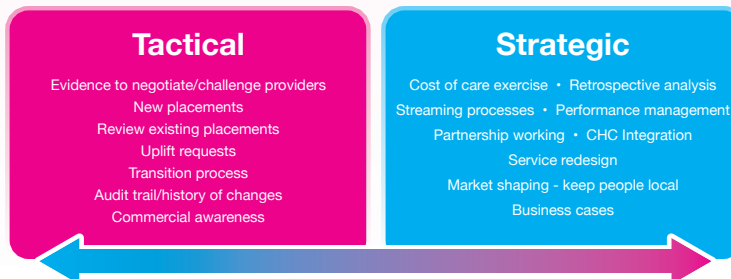
CareCubed is a modular solution which provides flexibility based on the specific customer requirements.



Two licence types are also available for each module:

- **Council** - unlimited user licences for council officers to work on the cohorts of cases covered by the modules purchased.
- **Place-based** - as per the council licence, but also allows the council to give controlled access to both care providers and health service colleagues. This supports collaborative working and allows costings and needs information to be submitted directly to CareCubed.

CareCubed is used as both a day-to-day tool to support negotiations between providers and commissioners, and also as a strategic planning tool to model future changes to service provision. Typical use cases for CareCubed include:



SaaS Subscription

Our annual subscription fee includes:

- Your own secure organisation account on CareCubed.
- Unlimited user access for your organisation .
- Annual updates to CareCubed cost model.
- Ongoing programme of enhancements.
- Online documentation and training resources.
- Support for any issues.
- CareCubed online community access.
- User forum for sharing experiences.
- Full GDPR compliance.

Onboarding

CareCubed is provided on a software-as-a-service basis and accessed directly via the browser, and supports all mainstream browsers including Microsoft Internet Explorer, Microsoft Edge, Google Chrome and Safari.

Upon receiving confirmation of a customer order, iESE will grant access to CareCubed for a Primary User/System Administrator who can then add and manage other users access to the system.

A kick-off meeting is then setup to discuss the specific challenges faced by the customer, and the expected outcomes from using CareCubed. This meeting will also include project planning and clarification of the implementation support that is available for the customer to use. For example, consultancy, training and the online CareCubed Community.

Review meetings will be scheduled to check on progress during the implementation and then on an ongoing basis with your Account Manager to ensure each customer continues to benefit from CareCubed.

Support

iESE offers a support solution in the form of a Helpdesk which can be accessed by emailing carecubed@iese.org.uk or by completing a support webform at www.iese.org.uk/carecubed-support.

Both channels, email or webform, will alert our team and be responded to as quickly as possible and in line with our SLA's detailed in this document. Our helpdesk is available 09:00-17:00 Monday-Friday (excluding bank holidays).

Customers will also be allocated an Account Manager who will manage the business relationship and contract.





Fair Cost of Care

iESE has vast experience of developing solutions to manage the market and identify the fair cost of care, with CareCubed and its predecessor the CFC. Following a procurement process, CHIP (delivered by ADASS and the LGA) commissioned iESE to deliver the Care Home Cost of Care Tool which is free to all councils and care providers to use. The tool is built on the existing web-based CareCubed platform and aims to support both councils and care providers in future cost of care work.

For more information, please go to:

www.iese.org.uk/cost-of-care-tool

Features include:

- Robust methodology based on 16 years' experience.
- Secure web-based tool accessed via the browser with no installation required.
- Proven tool across public sector used by more than 30% of councils and 60 providers.
- Established cost building blocks in line with the Care Act.
- Data model updated annually.
- Person-centred recording of needs.
- For residential and supported living placements.
- For full range of placements across Children, Working Age Adults and Older Persons.
- Covers both health and social care needs.
- Improvement outcomes, including reporting and review alerts.
- Templates to capture cost of care information and use for future placements.
- Model changes in your area to support strategic planning.
- Reports and dashboards provide intelligence covering financial, commissioning and market information.
- Sharing and collaboration functions across health, social care and care provider organisations.
- Convenient user management.
- GDPR compliant.
- Ease of use on mobile devices (tablets, smart phones).
- Manages out of area placements with benchmark data covering all of England, Scotland, Wales.

Benefits include:

- Governance and cost control.
- Fair pricing for providers and commissioners.
- Forward planning based on robust evidence and data.
- Improved relationships between stakeholder groups.
- Consistency of approach across stakeholder groups.
- Shaping vibrant local markets and ensuring sustainability.

What our customers say about CareCubed:



Adult Services

"Using CareCubed means we can have confidence and be on the front when negotiating care packages.

It has delivered significant savings/cost avoidance of over £500,000 which can now be spent on other residents requiring care or other council services."

Steve Ede, Head of Procurement, Essex County Council.



Children's Services

"CareCubed has made an immediate impact and delivered significant benefits, exceeding our

expectations we had for the first 12 months. It is now embedded into our processes and playing a critical role both in day-to-day commissioning and also as a strategic tool for us to work closely with providers to shape our market and ensure it is sustainable. Not only is it helping the council achieve our goals, but it has also been very well received by our providers too, who value the open and transparent approach to talking about price."

Chris Tisdall, Commissioning Service Manager, Surrey County Council.

About iESE

Created by local authorities as a shared resource to transform public services and retain experience within the sector, iESE has a successful track record of delivering transformation and service improvement programmes across the UK. With over 16 years of experience in public service improvement and transformation, we have delivered real savings of over £1 billion for our members and clients to help them meet the challenges they face.

Our mission is to advance the improvement and efficiency of local public services. iESE are uniquely positioned to bring a combination of best of breed technology, and a team with the skills and experience to continually evolve our tools with our customers to support the sector. Our previous role, SE REIP & National Lead for Social Care, has given us a breadth of experience which remains current within our team, made up from front line health and social care, software design and digital development expertise, to bring CareCubed to market.

For more information about iESE, please go to: www.iese.org.uk

For more information about CareCubed, please go to: www.iese.org.uk/project/carecubed