



Client

Staffordshire County Council is the biggest employer in the County with more than 30,000 staff. These range from teachers and engineers to scientists and social workers who provide Staffordshire's population of around 800,000 people with vital services, 24 hours a day, seven days a week.

Social Care and Health is responsible for a wide range of health, consumer and social care services. It provides preventative services and support to Staffordshire's 800,000 residents and directly supports 26,000 people with the help of around 4,000 staff.

Situation

Staffordshire County Council's vision recognised that new ways of working were needed to deliver better care. They needed a partner to work with them to develop a software solution to meet the transformation agenda and future needs of care in the UK.

The delivery of health and social care services has changed, with increasing demand for citizens to take control for their care plan and manage their care from the comfort of their own home.

The path of self-directed, personalised care is transforming the structure of the health and social care systems, meaning a new model of care needed to be introduced to cater for the community.

Solution

Following a rigorous selection process by Staffordshire County Council, CareWorks were selected to implement a software solution to deliver support and services more efficiently to the county.

As a global Microsoft partner, CareWorks is fully equipped to offer a flexible and unique product that integrates seamlessly with other Microsoft technologies.

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Solution

CareWorks delivered a case management solution that allows the Staffordshire team deliver more self-directed care and benefit from mobile working.

Result

An IT solution that enables multifunctional working through a single user interface resulting in better communication and better care results.



careworks
www.careworks.co.uk

The Requirement

As part of their selection criteria, Staffordshire County Council deemed the following as essential components necessary to implement a successful software solution

- A case management system for health and social care staff which could also be shared with colleagues from partner agencies and the voluntary sector
- A citizen portal for the public and for customers, their carers and family members to allow them to find information about services and direct their own support
- A financial management system to help Staffordshire CC plan and control the cost of social care services
- A business intelligence system to help Staffordshire to manage performance against national and local performance indicators

Result

- Efficient communication between Staffordshire CC staff, with other agencies and with customers
- Managing Spend by reducing administrative effort through automating repetitive tasks
- Modernised delivery of services
- Mobile Working

CareDirector in Partnership with Microsoft

CareDirector is built on Microsoft Dynamics CRM. The system works seamlessly with a number of leading Microsoft applications:

- Microsoft Windows Server
- Microsoft SharePoint Foundation or Server
- Windows Identity Foundation
- Microsoft SQL Server
- Microsoft Office

