

## Orchard Care Homes improves quality & performance with Civica



With the help of Civica's Coldharbour software, Orchard Care Homes, has built up quality and compliance standards throughout their homes across England and Wales and continues to seek constant improvement in all aspects of the care they provide today.

Over the last decade, Orchard Care Homes has built up a large portfolio of owned or managed care and nursing homes with great emphasis on delivering quality and excellence, to become a major care provider. The group has developed a strong reputation in the care industry, focussing on providing quality care for the elderly for over 5,000 residents.

In 2013, the challenge of a rapidly growing business and a need for efficient business systems and processes led them to select Civica's Coldharbour Residential Care solution, a single and highly scalable group-wide care home solution.

### The vision of Orchard Care Homes for a single solution

Though Orchard Care Homes has consolidated its portfolio of homes in recent years, with substantial growth over a 5-year period came the realisation, Orchard Care Home's previous IT systems and processes required significant improvement and enhancement to meet the challenges of running a larger care home business.

"Civica has delivered a scalable enterprise solution which is supporting our business strategy and improving our performance. Civica has demonstrated their ability to deliver complex systems under challenging timescales."

Deborah Johnson, Chief Financial Officer,  
Orchard Care Homes

The need to replace multiple systems across the organisation with one integrated solution would allow information to be shared at home level and to be centrally managed to ensure integrity of data, particularly for reporting purposes.

### Outcomes

- ▶ **Increased occupancy levels through comprehensive enquiry and real-time marketing management**
- ▶ **Improved staff productivity and maximised resources through automation of complex income processing requirements, client administration & billing**
- ▶ **Better visibility of debt management at a local level**
- ▶ **Reduced risk through assessment and care management with real-time workflow and escalation procedures**
- ▶ **Efficient and accurate pay calculations, based on actual time worked with biometric time and attendance**
- ▶ **Enhanced visibility and reporting of data across all areas via dashboard reporting tools.**

Increased occupancy levels



Reduced risk



Better visibility of data and improved reporting



## Flexibility aligned with business strategy

Whilst the homes needed to have the flexibility to deliver care according to local needs, the business also needed to be seen as one organisation. It was important to have a consistent approach to address corporate requirements, through standard central business processes and consistency in homes dealing with these central functions.

The top priorities of Orchard Care Homes would address a number of areas and allow the company to offer quality, personalised care more efficiently:

- ▶ A single, integrated software solution designed for the needs of a private sector social care provider
- ▶ Ability to optimise revenue opportunities and minimise costs through real-time delivery of data for both management and operations
- ▶ To grow revenue opportunities through an evidence base of strong financial control, good governance, regulatory compliance and enquiry management
- ▶ Provide the tools to enable Orchard Care Homes specific documentation & workflow to be used across the group.

## Removing the challenges for an expanding care group

The challenge of replacing multiple systems and enhancing group activities required rationalisation and a single set of procedures for the whole organisation to follow in order to lower costs and increase operational efficiencies.

By using Civica's Coldharbour, Residential Care software, including time and attendance system, Orchard Care Homes have transformed their operations, fulfilled their requirements and achieved many of their goals.

The solution which covers all aspects of care home management from enquiry and referrals, care and staff planning, through to contracts, timesheets, billing and pay, has simplified home operations and they are now able to support and enhance the role of the home manager.

The integrated system also includes transactional interfaces into other corporate systems to ensure the integrity of data and minimal data duplication.

"Civica has provided an IT system which effectively supports our care homes through simplifying data capture and then making that data available across the business. The Coldharbour solution has also centralised all group operations, providing integration and scalability to maximise our existing assets, data and skills."

**Deborah Johnson**, Chief Financial Officer,  
Orchard Care Homes

## Looking ahead

A committed Executive Management Team of Orchard Care Homes has supported the development of a pioneering, dedicated Business Systems and Management Information Team at their Support Centre based in Yorkshire. Together, Civica and Orchard Care Homes have worked on multiple projects to further improve the efficiency of systems and processes with the end goal of increased quality of care throughout the company.

Moving forward, Civica's systems will help deliver Orchard Care Homes' visionary fully electronic employment records, and further the company's pursuit for excellence. With years of experience in both HR and Business Systems, the Head of Business Systems and MI will realise an ambitious project for complete integration of employee management systems from recruitment through to rostering, fully utilising many of Civica's offered applications, and relying on great support from development through to deployment.