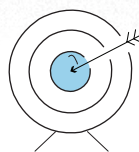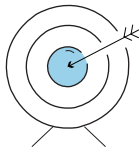Oxford Computer Consultants | Original, robust and flexible IT solutions
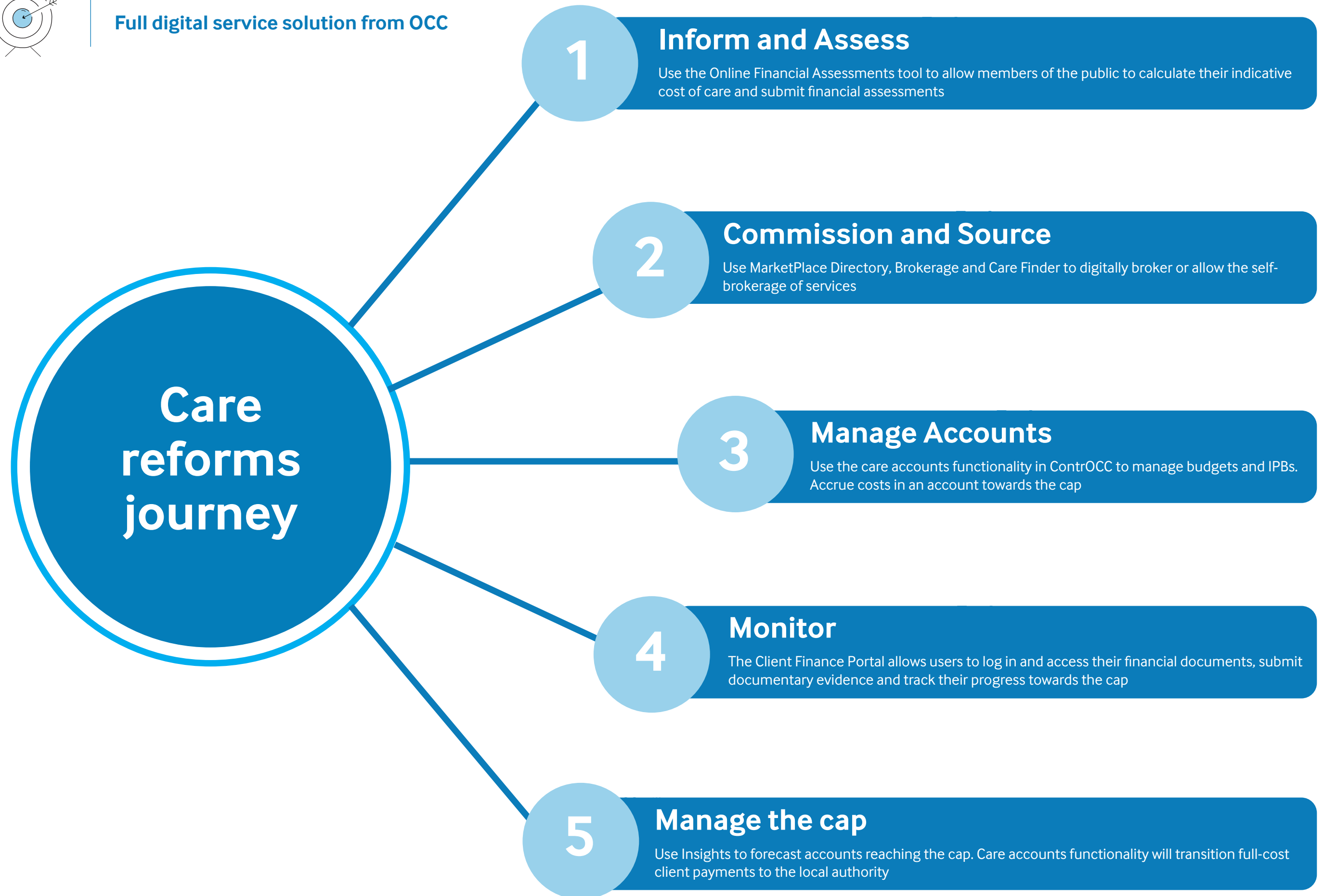
Preparing you for the care reforms

Full digital service solution from OCC

Full digital service solution from OCC

Care reforms journey

1 Inform and Assess
Use the Online Financial Assessments tool to allow members of the public to calculate their indicative cost of care and submit financial assessments

2 Commission and Source
Use MarketPlace Directory, Brokerage and Care Finder to digitally broker or allow the self-brokerage of services

3 Manage Accounts
Use the care accounts functionality in ContrOCC to manage budgets and IPBs. Accrue costs in an account towards the cap

4 Monitor
The Client Finance Portal allows users to log in and access their financial documents, submit documentary evidence and track their progress towards the cap

5 Manage the cap
Use Insights to forecast accounts reaching the cap. Care accounts functionality will transition full-cost client payments to the local authority

Are you ready?

The planned social care reforms are set to bring the biggest changes in a decade to the social care charging landscape, through the introduction of a revised funding threshold and a cap on personal care costs. The workload for local authorities will increase as more service users become eligible for funding.

With an increasingly tech savvy generation either requiring care, or providing care for loved ones, citizens will want to administer their care digitally. Considering the shift to online self-service, a key step for local authorities could be to move more services online.

Whether you are looking to financially assess residents, direct self-funders to local services, or keep tabs on a citizen's progress towards the cap, OCC have a range of digital social care finance tools available now to help you prepare.

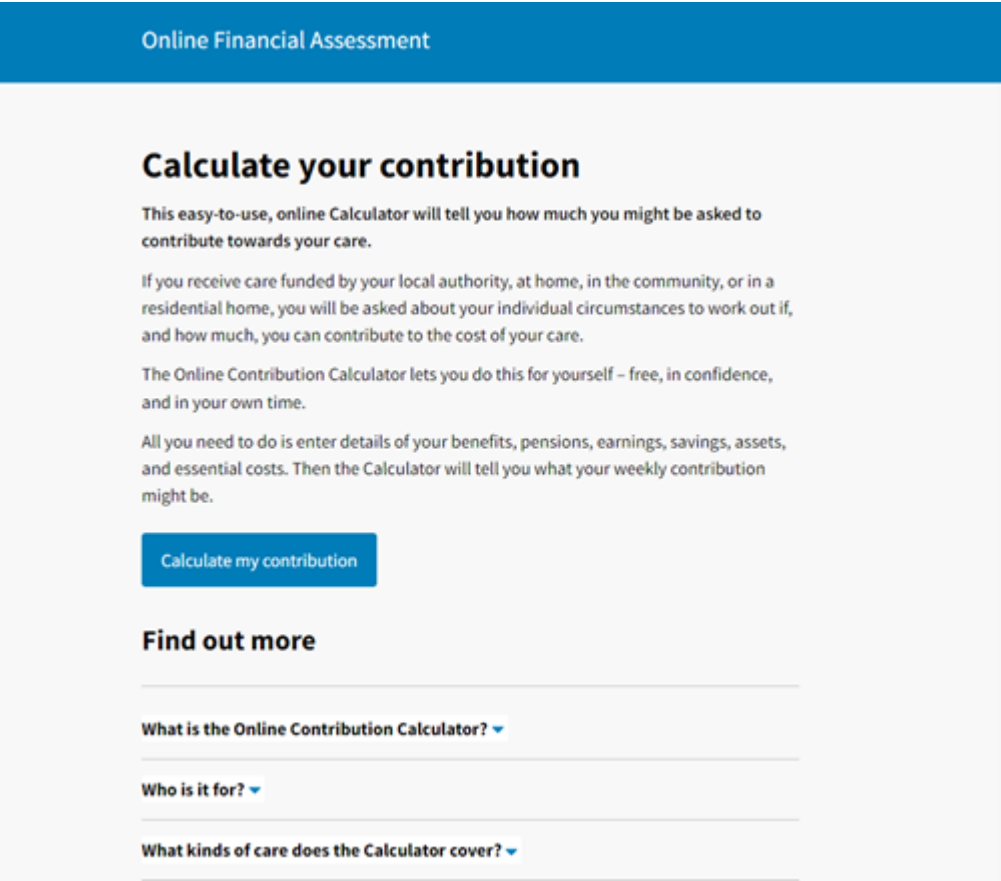## Challenge: Increase in Financial Assessments

Under the new rules, more people will need to be assessed. There are two reasons for this:

- The raising of the capital threshold from £23,250 to £100,000 will mean an increase in residents eligible for council support

- Independent personal budgets will need to be tracked towards the £86,000 cap

How we can help: Online Financial Assessments

OCC has a self-service assessment tool which can alleviate this issue. Citizens or their representatives can submit assessments digitally.

The tool is straightforward to use and can be customised to reflect local charging policy. It will provide an indicative cost of care to those looking for council support.

Our Online Financial Assessment tool is intuitive and guides users through the process step by step

Challenge: Arranging care to meet the additional demand

The increase in the savings threshold means that more self-funders will become eligible for support. Councils will be under greater pressure to find providers with available care placements in an already crowded market.

Inevitably councils will see a surge in people contacting them for guidance, or wanting their accrual of expenditure towards the cap to be managed with the council. This will ensure that progress towards the cap is tracked smoothly and efficiently.

How we can help: OCC MarketPlace

Brokerage

Allows commissioning teams to procure packages of care online. Details of the required care package can be sent digitally to potential matching providers.

Care Finder

Allows self-funders to broker packages from appropriate providers directly through the council website. It can also help citizens to evidence how much they have spent towards their cap.

Directory

A powerful domain-trained search engine which provides a trusted source of information on local services, advice and events.

Care Finder will suggest services which match the requirements entered

Challenge: Monitoring progress towards the cap

In addition to the day-to-day processes of paying providers and raising service user invoices, council finance systems will offer the following functionality:

- Creation of care accounts and independent personal budgets
- Collection of evidence for self-funders
- Tracking the accrual of fees and notifying people before the cap is reached
- Continued invoicing of daily living costs for residential placements

How we can help: ContrOCC care accounts

ContrOCC calculates the difference between the cost of care and the eligible amount accrued towards the cap. To reach this figure, calculated hotel fees, top ups and health funding will be deducted from the totals.

OCC's approach is customer centric, we are running ongoing workshops to gather requirements and design this in conjunction with the councils who will be using this functionality.

An example of ContrOCC care accounts with the ability to record evidence

Challenge: Keeping residents informed of progress

Local authorities will need to:

- Inform service users of their progress towards the cap

Service users will need to:

- Be given an estimate of the projected date that they will reach the cap
- Submit evidence of expenditure where they are managing their own care

How we can help: Client Finance Portal

Self-service online tools present an ideal solution for effectively managing the care cap and facilitating increased requirements for sharing data.
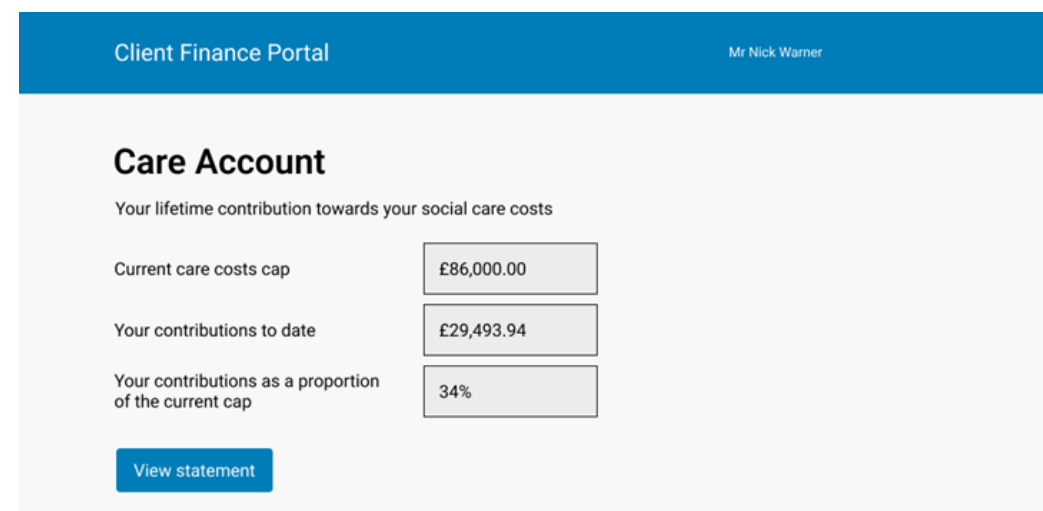
The portal will enable users or their representatives to track:

- Total expenditure
- Progress towards the cap and the projected date for reaching it

Service users will be able to:

- Submit evidence to the LA
- View statements and direct debit information
- Update financial assessments

This functionality reduces the need for the council to print and send documentation, but also means that service users have access to their documents online.

Client Finance Portal — Mr Nick Warner

Care Account

Your lifetime contribution towards your social care costs

Current care costs cap	£86,000.00
Your contributions to date	£29,493.94
Your contributions as a proportion of the current cap	34%

View statement

Users will be able to view care account details and download statements in the Client Finance Portal

Challenge: Managing budgets and forecasting

Those with responsibility for budgets and the deployment of council resources will need to understand:

- The impact of the higher capital threshold and the cap on future budgets
- The number of service users close to hitting the cap
- Reporting requirements

How we can help: Insights

ContrOCC Insights offers an ideal solution for strategic reporting on cap forecasts as well as the day-to-day reporting on balances, payments, and charges. Dashboards can be designed with input from council teams.

Care accounts will be designed to manage the transition of:

- Services
- Changes in charging
- Payments that arise as the result of the cap being met

ℹ Case management integration

OCC is currently developing care reform functionality in partnership with Liquidlogic. This will ensure we deliver an efficient end-to-end solution through the Liquidlogic Adults' Social Care System (LAS) and OCC's ContrOCC and MarketPlace tools and includes close integration between our citizen-facing portals.

Contact us for a demo

If you would like further details and a demo, please do contact your account manager or one of our product managers.

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