



Care Software Providers Association

# Introducing CASPA

Enabling Social Care in Making the Most of Digital



Care Software Providers Association

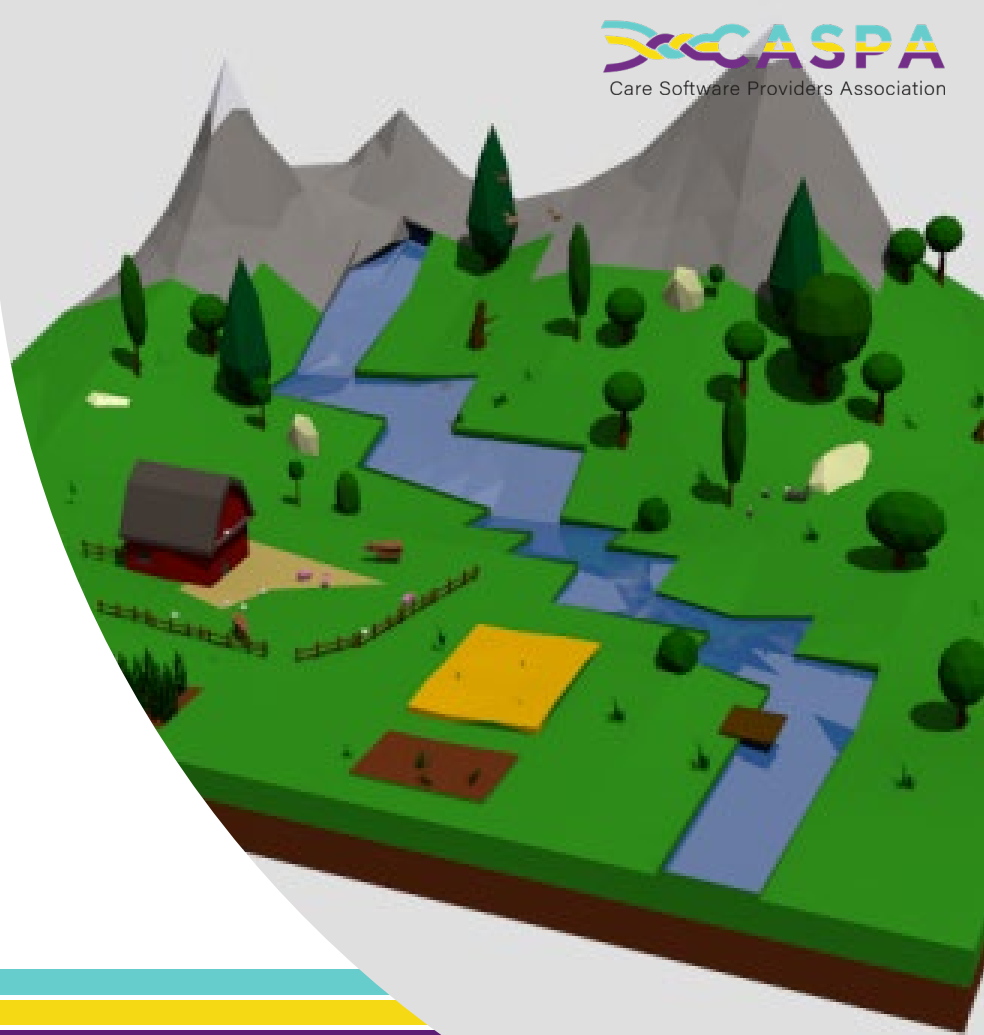
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- Our Members are your Suppliers
  - A real need for simple digital standards, preferably building upon existing interfaces
    - MDT teams
    - Hospital wards where nurses use Care home systems
    - Appropriate information, not a wish list
    - Information that is already available for operating the care provider



# CASPA's landscape

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- 5000+ Social Care providers
- 50+ Software providers
  - Nearly all are less than 30 people
  - Many product teams are less than 10 people
- Nearly all software is international
  - England, Scotland, Wales and Ireland are all different
- Very little multi-lingual software
- Software diversity
  - Billing systems, Staff Rostering, Specialist Accounting, Mobile point of Care recording, EPR, Maintenance, Staff training, HR, eLearning, Call Bells, IoT Sensors, Payroll
  - Main themes: compliance, increasing care time, justifying funding, decreasing risk, reducing staff costs



# CASPA's mission



- **The promotion and continued growth of the use of digital technologies** in the social care sector in order to improve the quality of care delivered
- **Promoting improvements in the digital information flow across social care to provide openness and transparency of care being provided**
- **Lobbying parties outside social care to improve the digital information flow between social care and others, in particular the NHS**
- **Creating standards for electronic information transfer**

# Social Care



- **Provision:**
  - 500,000+ care home beds (142,000 NHS hospital beds)
  - 873,000+ people using domiciliary care services
- **Workforce:**
  - 1.6m - adult social care workforce
  - (versus 1.4m - employed by NHS England)
- **Caspa's membership:**
  - Three founding members cover over 10% with EPR
  - In total 25% of the above are covered by members with EPR
  - Except for call bells and sensors where it is 100% of registered

# Digital in Social Care



Over 75% of providers still use paper

Significant uptake of digital - adoption is happening

Increased transparency brought by digital is highly correlated to higher quality care

Positive impacts are many, including:

- *shift from hours of paperwork to hours of care*
- *faster internal audits, potential to generate efficiencies*
- *better coordination of care around each person's needs*

# CASPA brought about because



- Multiplicity of suppliers; multiplicity of care homes (mainly privately owned)
- Difficult for suppliers to communicate with regulators and vice versa
- CASPA formed to provide a central voice into the regulators, NHS and central government:
  - Reflecting the views of its members
  - Driving the use of standards
  - Supporting the use of digital technologies
  - Improving communication and the quality of care in the long-run
  - Already working closely with NHS Digital

# Care providers discussing with us

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- Costs, Staffing and Funding
- Discharge letters
- Quality & Compliance monitoring
- Benchmarking
- Plug and Play between systems
- Information they need to provide to others
- Removal of paper work e.g. ambulance drivers waiting for paperwork for 1+ hours – the ambulance can't wait they have somewhere else to be.





# Why now, what is driving Care providers to ask for more?



- NHS Digital – Engaging with Social Care providers via the CPA
- Care Providers Association – Creating guidelines for purchasing new digital systems
- The Cloud – The data exists in only a few places, in a few formats
- Inappropriate systems - Primary care system are not suitable for social care providers.

# What could CASPA's drive for standards enable for local authorities



- Contract monitoring reporting, for contract monitoring teams, including records of care provided, quality audits etc.
- A standard protocol for collecting care evidence, training records etc during criminal safeguarding cases – The first time we received a production order about one of our customer's data was a shock, and very disruptive.
- CCG / LA wide benchmarking for clinical issues, infections, pressure ulcers etc – pre and post Hospital admission.
- Engagement with appropriate systems providers.

# How to contact CASPA



Care Software Providers Association

Talk to us today

Visit: [www.caspa.care](http://www.caspa.care)

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