



SERVICE
DEFINITION
DOCUMENT
G-Cloud 15

What is the BroadCare Software Suite?

The BroadCare Software Suite is software specifically designed for organisations managing NHS All-Age Continuing Care – including Funded Nursing Care, Children’s Continuing Healthcare, Complex, Specialist, Joint Funded, Sections 117 and Sections 75 and Child Adolescent Mental Health Services.

The BroadCare Software suite is a digital end to end solution that helps to reduce risks and inefficiencies associated with manual systems. BroadCare makes data collection, storage and retrieval quick and simple.

BroadCare integrates directly and securely with the NHS Personal Demographics Service (PDS) via NHS Spine for real-time validation and automatic population of patient demographic data. BroadCare also performs automated weekly checks against Spine for RIP and automatically update the patient record. BroadCare supports interoperability via HL7 FHIR R4, PRSB standards, an integration API, and secure SFTP.

There is full case management available including document creation and storage, work flow, actions, activity reporting and invoicing as well as actions, alerts and full case management. The suite is fully compliant with national reporting requirements including the quarterly Funded Care Report and PLDS/AACDS return at both locality and ICB level.

The platform incorporates over 50 standard readymade operational and assurance reports covering case management, referrals, reviews, PUPoC/retrospective, appeals/LRM/IRP, providers, DoLS/COPDoLS and finance (forecasting, accruals, spend). All reports include filters for period, locality, pathway, care type and funding stream, with export to Excel/CSV/PDF for audit and board reporting. There is a built in ad hoc report generator and report scheduler tool available that can automate weekly, monthly or quarterly reporting packs for named recipients or distribution lists.

Reporting is supported by our real-time BI tool (Qlik), featuring more than 20 dynamic dashboards refreshed every 40 minutes. It offers full filtering, drill-through capability, export options, with optional RAG scorecards and scheduled report delivery.



The suite supports digital receipt, validation and triage of referrals through its Digital Referral portal allowing for paperless caseload data collection, storage and retrieval.

The Provider Portal is designed to communicate and manage providers effectively as well as broker care and communicate directly with providers. Full integration with CQC allows ICB’s to easily manage providers whilst ensuring they have the most up to date information from CQC.

The BroadCare Software suite is fully scalable, flexible and capable of supporting large number of patient data volumes at patient and provider level.

BroadCare has extensive adoption across England’s Integrated Care Boards and has an established footprint in Wales, highlighting its widespread use across the UK and operational maturity in the NHS.

Service impacts of the BroadCare Software Suite:

- Allow organisations to bring their payments function in-house, significantly reducing operating costs whilst helping to meet national standards, identified KPIs and forecasting.
- Detailed finance monitoring reports cover packages, invoicing, committed spend, accruals and prepayments, all exportable for robust financial control.
- Control of care home and domiciliary care provider costs (actual rather than commissioned).
- Automated invoice scheduling and uploads reduce manual effort, saving up to two days per month.
- Excellent ongoing value for money via a concurrent licensing model that provides strong value and allows unlimited users against a fixed licence allocation.
- Efficiencies in validation of data/automatic data transfer (via the digital referral module), improving quality of referrals.
- Provider Portal enhances procurement, communication and invoice validation.
- Improved security and efficiency through digital forms including electronic Checklists, DSTs and Fast Track Tools.
- BI Tool eliminates manual extraction and Excel analysis, with dynamic dashboards saving around 12 hours per month.
- System upgrades for PLDS, AACCDs and Funded Care Reports included at no additional cost.

BroadCare Software Suite Key Features:

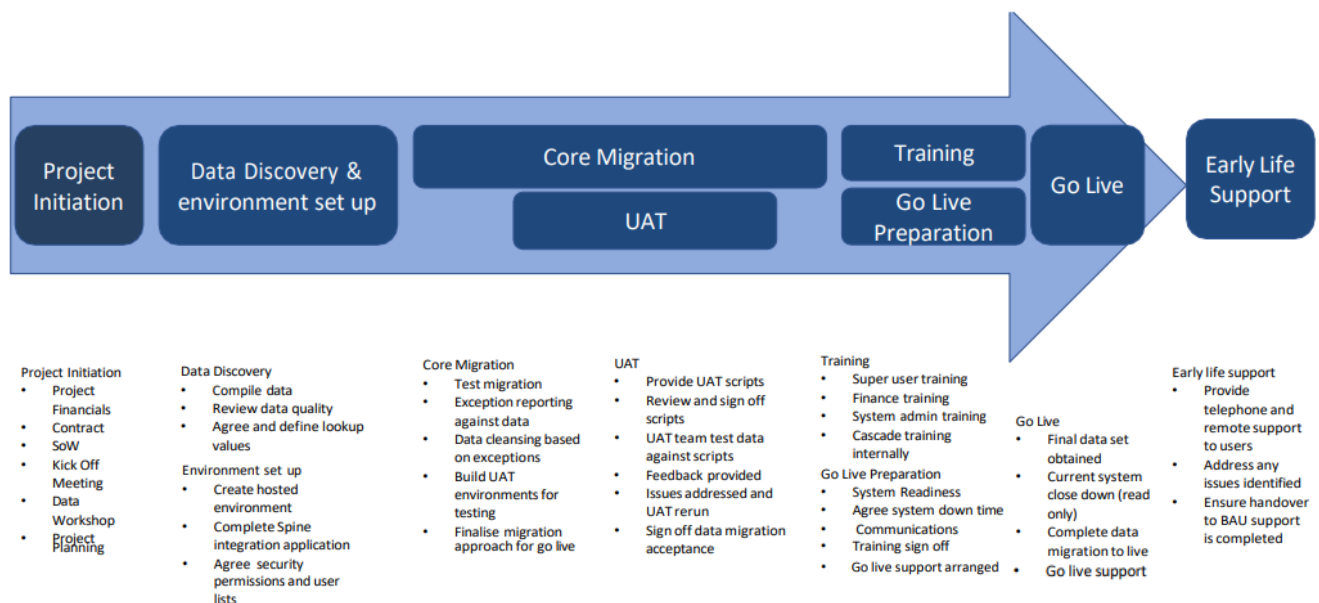
- End-to-end patient management system capturing full patient information, case management and workflows (referrals, assessments, reviews, appointments, panels, appeals, DoLS/COPDOLS, PHBs)
- Digital Referral Portal providing fully digital CHC, Fast Track and DST form submission
- The Provider Portal integrates with CQC to provide up to date provider information and features a full brokerage/dynamic procurement tool to broker care. It offer real-time bed availability and a comprehensive provider library with advanced search capabilities
- The BI Tool (Qlik) provides real-time dashboards for CHC KPIs, activity, caseloads, workflow status and financial performance etc
- Live dashboards showing: CHC KPIs, activity, workload and finance
- The suite provides secure storage of all correspondence, documents, evidence and generated standard letters in one place
- Dedicated helpdesk support, training, Account Management and expert guidance across implementation and ongoing usage of the suite
- Full storage of all incoming/outgoing correspondence and associate documentation
- Standard letter generation
- Training/expert advice & guidance on setup, and continued use of the platform
- Allocation/ownership/progress of caseload by case manager
- Full financial visibility and control (historical, current, future)
- Insightful reporting at case, user, team and organisation
- BroadCare uses an agile look-ups model, giving the ability to customise drop down options and parameters to specific processes. Whilst the framework of BroadCare remains consistent, customising look-ups means that ICBs, can record a wide range of both Local and NHS processes
- Remote/off-site working via by secure internet access
- Product development via feedback and regular user forums.

Onboarding Support

Every client is assigned a dedicated Client Account Manager, serving as the primary contact for enquiries, escalation, attending meetings, and delivering updates/reports according to agreed frequencies and formats during contract implementation. They will be accessible by phone and email during standard office hours

Implementation and Project Management

Each project will be assigned a dedicated Project Manager who will work closely with the client, stakeholders and the BroadCare delivery team to ensure the project is conducted and concluded to scope and within the agreed timescale and cost



BroadCare is regularly required to mobilise our operation quickly, often being required to allocate development, data migration, training and support resource to ensure a smooth, low risk, on-time mobilisation. Our draft onboarding plan has been developed using experience and lessons learnt on past projects and which is adapted for each new client.

Our project procedures ensure a comprehensive review of requirements at the outset. This will be led by the Project Manager (PM) with support from the project team. The PM will work with the client to ensure a full requirements data set and corresponding test plan is documented, that fully meets the client's needs, including the delivery of functional and non-functional system components. Final requirements documented within a detailed Statement of Works will always be agreed with the client prior to contract commencement.

Following every project as part of the closure/BAU phase, we conduct a lessons learnt session internally and with the client. We share learning via our user forums and working development groups.

Training and Ongoing Support

Training will cover the entire BroadCare Software Suite: Provider Portal, Digital Referral Portal, BI (Qlik), and BroadCare. Each session focuses on a specific platform, with multiple sessions and sections for key functions.

A dedicated IT Systems Trainer, will develop a bespoke Training Plan for each ICB however, the core training plan will include:

- **Initial Training Phase** – The IT Systems Trainer will work with the ICB to develop concise, role-specific training plans, delivered via interactive workshops, demos (in-person or online). Champions will be trained to lead future sessions, with delivery dates set to match the platform go-live.
- **Ongoing Training Support** - Refresher and update training will be offered as needed and during major upgrades, ensuring all users remain proficient with new features.
- **Collaborative Approach** - Our experience with ICBs will ensure tailored training and ongoing support to match each organisation's needs.
- **Knowledge Base** - Comprehensive user guides and video's available for all user journeys and functionality alongside FAQs
- **Live Training System** - users can practice/train, any time, on a fully functional training version of BroadCare , Provider Portal, and DRAR.
- **New User Training** - We use a train-the-trainer approach, providing user guides, videos, and documentation to equip all new users.
- **Training Matrix** - A training matrix will be provided if required to track training effectiveness and knowledge gained.
- **Training Calendar** - The Training Calendar lists all software platform training sessions for the year. ICB users can sign up for interactive online sessions, each covering a specific topic. Users may self-register for sessions. Sample topics include Schedules, General Reporting, and Finance Reporting.
- **Learning Check** – The IT Systems Trainer will conduct feedback and learning checks to ensure effective software use.
- **Refresher Training** – Alongside the Training Calendar, refresher training is also available to ICB users on request to the Account Manager/Systems trainer.

The BroadCare Software Suite is designed to be intuitive for users with minimal IT experience.

Technical requirements

BroadCare as cloud-based solution and is flexible and easy-to-implement. It supports the following browsers: Google Chrome, Microsoft Edge and Mozilla Firefox. No additional software is required on local machines.

Customisation

BroadCare provides a hierarchical security model which allows the ability to set different levels of system permissions and restrictions for different groups of users according to the user profile. Each time a user is added they can apply a role to users that fall under the organisational structure and banding specifications.

As well as roles, each accessible area within BroadCare is manageable, allowing for Entry or Denying Entry. As well as entry level based permissions, for example Add, Update and Deletion of Records, Read only or No Permissions.

This gives a very complex role-based access arrangement that is crucial to the management of Continuing Health Care Patients. Only those with Supervisory rights can amend these permissions and users are not permitted to amend their own permissions regardless of supervisory status.

As part of the system build, we will agree bespoke user access levels for each role within the client (e.g. Administrator, Finance, Commissioner, Director, etc.). We will guide and suggest access levels to but, ultimately clients can build their own unique access levels to suit each role. The system can accommodate temporary access being granted to users that need to see (for example) transition patients.

BroadCare uses 'lookups'; whereby customers can define drop-down lists to meet their requirements.

The BroadCare product team works with the third parties listed below and integrates with NHS applications as our clients require:

- NHS SPINE
- Outsystems
- CQC
- Legalesign
- Auth0
- Post Office Address File (PAF)
- Qlik Sense

We work with suppliers and clients to understand where data integration would be of benefit and then following our standard product development methodology for any system change, we develop a full dataset dictionary and statement of works for the development.

Reporting

There are over 50 predefined reports, that can be exported to Excel for further analysis, enabling clients to build a bespoke reporting suite. They range from simple reports such as 'Patients per Home' which lists all the patients currently in each Home, to complex financial reports that detail the financial position of the ICB. All essential information such as ICB GP Code and GP Practice are available.

BroadCare is an SQL Database and any information that is recorded can be reported against using either the standard Reports or bespoke Report Builder.

BroadCare also integrates with a fully hosted BI Platform utilising the Qlik Sense platform containing around 15 data dashboards displaying KPIs for referrals, reviews, care packages and finance related data. Users are able to interrogate data sets and identify trends as well as operational performance.

Service levels

Support

BroadCare helpdesk provides support 8.30am to 5pm on weekdays. Our helpdesk system allows users to submit a ticket for assistance. Incidents and service requests can be raised directly by users by email, telephone or our online helpdesk portal; our team can log requests in the service system on the user's behalf. Users can nominate incident priority; full history and progress of requests can be viewed using the online portal.

Availability

The solution is available 24/7/365.

Maintenance

Scheduled downtime may occasionally be necessary to carry out essential maintenance or network upgrades. This will be kept to a minimum and scheduled to minimise disruption. We aim to provide 7 days' notice of scheduled downtime, performed during a window between the hours of 18:00 and 06:00 UK-time, Monday to Friday. If emergency maintenance is required, we will use reasonable endeavours to give prior warning and will endeavour to keep such maintenance to an absolute minimum.

Ordering and invoicing

Orders will be taken in line with the terms of the G-Cloud 15 framework agreement; we will maintain our terms and conditions for the customer, including the pricing in our Digital Marketplace entry at the time of the order, for the length of any contract. A PO and invoice for the purchase must be raised and paid prior to go-live of the system.

Terminating a Contract

In the event of termination, we will work with the organisation on an exit plan and provide a fully managed project for offboarding.

Business Continuity and Disaster Recovery

We have a fully documented Business Continuity Plan and Disaster Recovery Policy to enable us to maintain essential business activities following a major disruption. The BCP considers a range of scenarios including loss of premises and staff, as well as systems. It is reviewed and tested regularly to ensure its ongoing fitness for purpose.

To mitigate the risk of a major failure of our IT systems, a risk assessment is carried out regularly and includes deleting of test data, hardware failure test and recovery timescales and the findings of reviews results in an action plan and where appropriate this document is updated. Our procedures within our IT Service Continuity Plan are subject to regular testing.

Financial Assurance Managed Services

BroadCare also provides bespoke financial assurance services to ICBs through our experienced managed services team that include:

- Invoice validation of care delivery
- Auditing of domiciliary care and residential care (including one-to-one care)
- Patient experience audits
- Payment schedules for CHC, FNC or Complex Care cohorts

As part of the service, we commit to demonstrating a 5% saving to commissioned care forecasts annually.

Digital Security and Compliance

The BroadCare Software Suite is a cloud-based system, requires no installation and is compatible with all major internet browsers.

Complies with all data protection and GDPR requirements, including:

- Cyber Essentials+,
- DTAC
- DCB0160
- DCB0129
- ISO27001
- NHS DSP Toolkit

The Suite utilises the following features to achieve multi-layer access control:

- Multi-Factor Authentication (and SSO)
- RBAC User Templates
- Roles dedicated for Ops, Clinical, Finance & Care Providers
- Ability to restrict PID access
- Superuser access within ICB
- Centralised SIEM monitoring for threat detection and logging
- 24/7 intrusion detection and prevention systems (IDS/IPS)
- Vulnerability scanning and patching using ManageEngine
- Annual external penetration testing
- Regular internal audits and risk assessments

All data is held within the UK