

Elate Service Definition

1. About Elate

Elate is a UK-based care technology supplier providing a cloud-hosted care management platform for domiciliary and community-based care providers operating in regulated and unregulated environments.

Elate's mission is **to empower people to live with grace, joy, and dignity**. The platform is designed to support high-quality care delivery while reducing administrative burden and improving operational and financial clarity for care providers.

Elate has been developed through live deployments with care providers and through publicly funded innovation programmes, including Innovate UK and UKRI funded programmes. This provides assurance that the service has been subject to external scrutiny and development-stage risk reduction.

2. Elate Care Management Platform

The Elate platform provides an integrated set of tools that connect care delivery, scheduling, and finance in a single system. It is designed to ensure that:

- Care that is planned, delivered, and recorded is consistent
- Managers retain oversight and control
- Operational data flows through to invoicing and payroll accurately

Core capabilities include:

- Digital care and support plans
- Visit scheduling and rota management
- Care worker check-in and check-out
- Delivered-care time capture
- Contract and rate management
- Invoice generation from delivered care
- Payroll preparation and exports
- Operational and financial reporting

The service supports multiple funding models, including local authority-commissioned and privately funded care.

3. Security

Elate applies appropriate technical and organisational measures to protect customer data and ensure service resilience.

I. Threat and Risk Detection

- Role-based access controls
- Secure authentication
- Audit logging of key actions - available to user on request
- Monitoring of platform availability and performance

II. Business Continuity and Disaster Recovery

- Regular backups of production data
- Disaster recovery processes designed to restore service within agreed timeframes
- Business continuity planning reviewed periodically

III. Backups

- Encrypted backups stored securely
- Separation of backup and production environments

IV. Incident Response

- Defined incident management process
 - Communication to customers during service incidents
 - Prioritisation of incidents based on severity and impact
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4. Onboarding and Off-boarding Support

I. Onboarding

Elate provides structured onboarding designed to minimise disruption to live care services. Onboarding typically includes:

- Initial discovery and configuration
- Data migration for clients, staff, and contracts
- Training for managers and care staff
- Go-live support

a. Training Resources

- Manager and administrator training
- Care worker training materials
- Ongoing access to guidance and support resources

b. Customer Support

- Ongoing support via agreed support channels
- Support designed around the operational needs of care providers

c. Implementation Packages

- Implementation scope and pricing are agreed in advance
- Larger or more complex providers may require structured implementation support

II. Off-boarding and Access to Data upon Exit

- Customers may export their data in a commonly used format
- Reasonable support is provided to enable transition to another system
- Data is retained and deleted in line with contractual and data protection requirements

5. Service Constraints

- Planned maintenance may result in temporary service unavailability
 - Maintenance is scheduled to minimise impact on care delivery where possible
 - Service availability is dependent on customer internet connectivity and supported devices
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6. Service Levels

I. Performance and Availability

- Target service availability of 99.9%, excluding planned maintenance

II. Support

- Support is provided during UK business hours as standard
 - Incident severity determines response prioritisation
 - Enhanced support arrangements may be agreed contractually
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7. Technical Requirements

To use the Elate platform, customers require:

- A modern web browser for management access
- Supported iOS or Android devices for care workers
- Reliable internet connectivity

Detailed technical requirements are provided during onboarding.

8. Hosting

- Elate is delivered as a cloud-hosted SaaS service
 - Customer data is hosted in UK-based cloud infrastructure
 - Hosting arrangements support data protection and service resilience requirements
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9. Compliance and Regulatory Context

Elate is designed to support care providers in meeting their regulatory obligations, including:

- Care Quality Commission (CQC) expectations
- UK GDPR and Data Protection Act 2018

Responsibility for care delivery and regulatory compliance remains with the care provider.

10. Summary of Benefits

Use of Elate supports care providers to:

- Improve visibility of care delivery
- Strengthen audit readiness
- Reduce billing and payroll errors
- Maintain operational control
- Reduce administrative burden

By connecting care, scheduling, and finance in one system, Elate supports sustainable, high-quality care delivery aligned with its mission to empower people to live with grace, joy, and dignity.

