



CareCubed Cost of Care Service Definition

What is CareCubed Cost of Care?

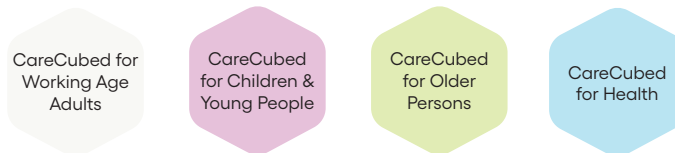
The National Care Costing tool giving a single consistent approach to fair and sustainable care pricing across the UK. Currently used by more than 70% of commissioning authorities and over 500 care providers, the CareCubed Cost of Care platform is a secure online tool to support open and transparent negotiation of costs for care placements. It gives a structured, person-centred, approach to recording needs and provides a clear baseline of costs for negotiation between commissioner and provider, as well as a mechanism for evaluating the impact of changes.

Why choose CareCubed Cost of Care?

- CareCubed is unique and purpose-built with the support of councils, ICB's, health boards and care providers.
- Full implementation and support available to embed best practice and deliver immediate benefit.
- Cost data is regularly updated making your calculations accurate, fair and sustainable.
- Regular functional upgrades driven by legislative changes and customer needs.

Modules and Licence Options

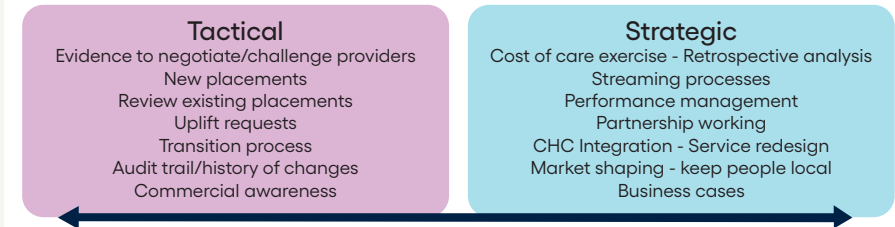
CareCubed Cost of Care covers all age cohorts – children and young people, working-age adults and older people and is implemented based on the specific priorities and working practices of the customer to deliver maximum benefit.



Two licence types are also available for each module:

- Core - unlimited user licences for the purchasing authority meaning relevant officers can work on the cohorts of cases covered by the modules purchased.
- Place-based - as per the Core licence, but allows councils to give controlled access to both care providers and health service colleagues. This supports collaborative working and allows costings and needs information to be submitted directly to CareCubed. CareCubed is used as both a day-to-day tool to support negotiations between providers and commissioners, and also as a strategic planning tool to model future changes to service provision.

Typical use cases for CareCubed include:



SaaS Subscription

Our annual subscription fee includes:

- Your own secure organisation account on CareCubed.
- Unlimited user access for your organisation .
- Bi-annual updates to CareCubed cost model.
- Ongoing programme of enhancements.
- Online documentation and training resources.
- Support for any issues.
- CareCubed online community access to network with over 1,500 users.
- User forum for sharing experiences.
- Full GDPR compliance.

Onboarding

CareCubed is provided on a software-as-a-service basis and accessed directly via the browser with no IT implementation required. All mainstream browsers are supported including Microsoft Internet Explorer, Microsoft Edge, Google Chrome and Safari. Upon receiving confirmation of a customer order, iESE will grant access to CareCubed for a Primary User/System Administrator who can then add and manage other users access to the system.

A kick-off meeting is then setup to discuss the specific challenges faced by the customer, and the expected outcomes from using CareCubed. This meeting will also include project planning and clarification of the implementation support that is available for the customer to use. For example, system training, CPD accredited negotiation training , case review sessions to find quick wins, and the online CareCubed Community. Review meetings will be scheduled to check on progress during the implementation and then on an ongoing basis with your Account Manager to ensure each customer continues to benefit from CareCubed.



Support

iESE offers a support solution in the form of a Helpdesk which can be accessed directly in the application and via a range of other channels including email and the CareCubed Community. Requests will be responded to as quickly as possible and in line with our SLA's detailed in our terms and conditions. Our helpdesk is available 09:00-17:00 Monday-Friday (excluding bank holidays). Customers will also be allocated an Account Manager who will manage the business relationship and contract.

Features include:

- Robust methodology based on 20 years' experience.
- Secure web-based tool accessed via the browser with no installation required.
- Proven tool across public sector used by more than 70% of councils and 500 providers.
- Established cost building blocks in line with the Care Act.
- Robust data model which is understood, widely accepted and updated annually.
- Person-centred recording of needs ensures packages are focused on positive impact.
- For residential and supported living placements.
- Single solution covering the full range age cohorts - Children, Working Age Adults and Older Persons.
- Covers both health and social care needs.
- Improvement outcomes measure the quality delivered by providers including reporting and review alerts based on time-limited supports.
- Templates to capture cost of care information and use for future placements.
- Model changes in your area to support strategic planning. For example modelling of in-house provision.
- Reports and dashboards provide intelligence covering financial, commissioning and market information.
- Sharing and collaboration functions across health, social care and care provider organisations.
- Convenient user management and robust security features.
- GDPR compliant.
- Ease of use on mobile devices.
- Manages out of area placements with benchmark data covering all of England, Scotland and Wales.

Benefits include:

- Governance and cost control.
- Positive outcomes for residents.
- Fair pricing for providers and commissioners.
- Forward planning based on robust evidence and data.

What our customers say about CareCubed:



Adult Services

"To not be using CareCubed, means you are missing a crucial tool in your armoury for both tactical, day-to-day commissioning, and for those wider strategic projects. It is robust, nationally recognised, impartial and pays for itself from just one or two uses. These challenges aren't going away, and more are coming as a result of the reform agenda, and we would be at a loss without CareCubed."

Hugh Evans, Executive Director of People, Bristol City Council.

"CareCubed Place-Based has been a god-send for us in Bristol! It has provided us with an intuitive solution that can be accessed by providers to submit the costings of each of their services. This has made the process quick and easy and reduced the resource required for both the council and care providers. CareCubed and our new approach has been very well received by providers."

Jonathan Wright, Strategic Commissioning Manager, Bristol City Council.

Lancashire Children's Services



"We began with a pilot of CareCubed in 2021 and were excited to see what difference it could make in helping us to better manage the costs of residential children's homes."

It wasn't long before we began to understand the potential benefits, and we invested in a market analyst to really help drive its use. Four years on, CareCubed has become an essential component of our approach to working with providers and our children's social care teams. I couldn't envisage being without it."

Dave Carr, Director of Policy, Commissioning and Children's Health, Lancashire County Council.

About iESE

Created by local authorities as a shared resource to transform public services and retain experience within the sector, iESE has a successful track record of delivering transformation and service improvement programmes across the UK. With over 20 years of experience in public service improvement and transformation, we have delivered real savings of over £1billion for our members and clients to help them meet the challenges they face.

Our mission is to advance the improvement and efficiency of local public services. iESE are uniquely positioned to bring a combination of best of breed technology, and a team with the skills and experience to continually evolve our tools with our customers to support the sector. Our previous role, SE REIP & National Lead for Social Care, has given us a breadth of experience which remains current within our team, made up from front line health and social care, software design and digital development expertise, to bring CareCubed to market.

For more information about iESE, please go to: www.iese.org.uk

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