

FoundationLink™

Data Platform Accelerator for Social Care

Service Definition Document

G-Cloud 15

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1. Executive Summary

FoundationLink™ is a pre-built data platform accelerator designed specifically for UK social care organisations. It compresses typical data platform build timelines from many months down to a couple of months or weeks by deploying proven, sector-specific components onto your own cloud infrastructure.

Unlike traditional SaaS products, FoundationLink™ deploys into your environment. You own your data, your infrastructure, and your future. There is no vendor lock-in, no per-service-user pricing that scales with your caseload, and no dependency on external systems for your critical regulatory reporting.

1.1 Why FoundationLink™

- **Rapid Deployment:** Production-ready data platform in weeks, not months
- **You Own It:** Deployed in your cloud, no vendor dependency for day-to-day operations
- **Sector Expertise:** Pre-built for social care with template views for CQC metrics, safeguarding indicators, and Care Act compliance
- **Multi-Cloud Choice:** Runs on Databricks (Azure/AWS/GCP) or Microsoft Fabric
- **Predictable Costs:** Fixed annual licence, no per-service-user or per-caseload scaling

1.2 How We Engage

Every engagement begins with a paid Discovery phase that assesses your data landscape and confirms MVP scope. This de-risks delivery by ensuring we understand your source systems, data quality, and specific requirements before committing to platform build timelines and investment.

Following Discovery, we deploy FoundationLink™ domain by domain, starting with your highest priority business need, whether that is CQC compliance, workforce management, or outcomes tracking. Additional domains can be added over time as your platform matures.

2. The Data Challenge in Social Care

UK social care providers face an unprecedented convergence of regulatory pressure, operational complexity, and data fragmentation. The Care Quality Commission demands evidence-based quality assurance. The Care Act 2014 requires comprehensive needs assessments and outcome tracking. Safeguarding duties require rapid identification of at-risk individuals. Yet most organisations struggle to answer even basic questions about their service users and care delivery.

2.1 Common Challenges

- **Data silos:** Care management, rostering, finance, HR, and case management systems hold fragmented views of the same service users and staff
- **Manual reporting:** CQC submissions and commissioner returns require weeks of spreadsheet wrangling and reconciliation
- **No single source of truth:** Different departments report different numbers for the same metrics
- **Reactive operations:** Unable to identify at-risk service users, predict workforce gaps, or optimise care delivery
- **Bespoke builds take too long:** Traditional data warehouse projects take many months and frequently fail to deliver business value

2.2 The Cost of Inaction

Organisations without integrated data capabilities face regulatory risk from unreliable CQC evidence, operational inefficiency from manual reporting processes, strategic blindness from inability to model service demand scenarios, and safeguarding exposure from failure to identify at-risk individuals proactively.

FoundationLink™ addresses these challenges by providing a pre-built, sector-specific data platform that can be deployed rapidly onto your own infrastructure.

3. FoundationLink™ Solution Overview

FoundationLink™ is licensed intellectual property deployed via professional services into your own cloud environment. This is not a hosted SaaS solution and is only available with implementation services. You control your infrastructure, your data, and your costs.

3.1 What We Provide

- The FoundationLink™ accelerator codebase: data models, ingestion pipelines, transformation logic, and semantic layer
- Deployment and configuration services to connect your source systems
- Template views for CQC Key Lines of Enquiry, safeguarding indicators, and outcomes reporting as starting points with standard logic
- Sample Power BI dashboards for each business domain
- Knowledge transfer and documentation
- Ongoing support and platform enhancements via Managed Services

3.2 What You Provide

- Your cloud subscription (Azure, AWS, or GCP)
- Databricks workspace or Microsoft Fabric capacity
- Access to source systems for integration (APIs, database connections, or file exports)
- Subject matter experts for requirements validation and UAT

3.3 Supported Platforms

Platform	Cloud Providers	Notes
Databricks	Azure, AWS, GCP	Full feature parity across clouds
Microsoft Fabric	Azure only	Native Microsoft integration

4. Architecture & Technology

4.1 Medallion Architecture

FoundationLink™ implements the industry-standard medallion architecture pattern, organising data into three progressive layers that transform raw source data into business-ready analytics.

Layer	Purpose	Social Care Examples
Bronze	Raw data ingestion, preserves source format, immutable history	Care management exports, rostering data, HR records, finance extracts
Silver	Cleansed, validated, conformed data with business keys	Unified service user records, standardised visit data, matched staff profiles
Gold	Business-ready aggregations, metrics, and semantic models	CQC metrics, safeguarding indicators, workforce utilisation, outcome measures

4.2 SQL-First Semantic Layer

The Gold layer exposes data through SQL views that can be queried directly by any BI tool, data science notebook, or application. This SQL-first approach means your team can work with familiar tools without learning proprietary query languages.

4.3 Core and Custom Layer Separation

FoundationLink™ separates LASHAN-maintained Core components from customer-specific Custom extensions. This separation enables you to receive platform updates without overwriting your customisations, while maintaining full flexibility to extend the platform for your specific needs.

5. Business Domains

5.1 Domain Overview

FoundationLink™ for Social Care organises data into logical business domains. Each domain includes ingestion pipelines, transformation logic, and template Gold layer views.

Domain	Coverage
Service Users	Demographics, care needs, assessments, care plans, outcomes, safeguarding alerts
Care Delivery	Visits, tasks, medications, observations, incident reporting, care notes
Workforce	Staff profiles, qualifications, training, rosters, availability, travel time
Quality & Compliance	CQC KLOEs, audit findings, complaints, compliments, incidents, notifications
Finance	Commissioning, invoicing, payroll integration, cost per service user
Outcomes	ASCOF indicators, personal outcomes, wellbeing measures, progression tracking

5.2 Domain Complexity

Implementation effort varies by source system complexity. Domains are categorised as Standard (well-structured APIs or exports, minimal transformation), Extended (multiple sources, complex business logic, data quality remediation), or Custom (bespoke requirements, legacy system integration, complex matching logic).

6. Delivery Model

6.1 Phased Approach

Phase	Duration	Deliverables
Discovery	2-4 weeks	Data landscape assessment, MVP scope definition, technical design, implementation plan
MVP Build	6-10 weeks	Platform deployment, first domain(s), sample dashboards, knowledge transfer
Expansion	Ongoing	Additional domains, custom views, advanced analytics, AI/ML capabilities

6.2 Knowledge Transfer

Every implementation includes structured knowledge transfer to enable your team to operate and extend the platform. This includes documentation, working sessions, and hands-on training.

LASHAN Digital Ltd | info@lashan.digital | <https://lashan.digital>