

spa at Invicta Telecare Limited

Introduction

Invicta Telecare have been using spa since May 2007. It was initially purchased for floating support services funded by the Supporting People programme, to enable the collection of information and reporting to the local authority, central government and to funders. It was chosen primarily for reporting, but other advantages have become apparent, such as:

- Its applicability to services with other sources of funding, such as those funded by service users themselves,
- The ability to work at home, through the use of spa over the internet,
- Its applicability to other types of service, such as older persons, sheltered and learning disabilities.

Below is detail on what Invicta use spa for and what they like most about it. Quotes are from Michele Foulds, Support Team Manager at Invicta Telecare.

Client information

spa enables the initial gathering of client information and for records of contact with the client to be kept up-to-date. "spa enables any of us in the team to access and understand what is happening with cases; we can all add case notes when covering so the records are always up-to-date."

Outcome monitoring

"From a monitoring point of view we are able to keep accurate records to show information on visits, cancelled visits and telephone calls for any service users within minutes and can filter this information to show us other relevant information such as what issues are regularly dealt with in relation to... the support plan."

Support plans and case notes are directly related to outcomes being monitored. "spa also keeps records to enable the final review to feed the information for the outcome forms which not only saves time, it also helps create an accurate record." spa is used to generate outcome forms according to the Communities and Local Government (CLG) standard, and can be tailored to collect and report on other outcomes data.

From the point of view of service users, "they love to see the spider's web (progress star)." This can be used to represent the Outcomes Star or other specifications.

Usability

The currency of information on the system depends on staff being happy using the software: spa is "simple to use" and "time-saving". As Michele says, "I don't have anyone in the team who cannot use it or dislikes it."

Development

Recent development of spa has focussed on its configurability, particularly for needs assessment. This is consistent with the increasing personalisation of services. A spell checker is being added, as well as flexible means of outputting information.

“spa has changed over the last few years but always for the better and the improvements are always something we have asked for”.

Support

Michele praises “great customer service” from tmwk. “Any problems we have had with the system have always been resolved within hours, and we are kept informed throughout.”