

Subject:	Early Help & Support Abacus System Update for Audit Committee September 2016
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Date:	09/09/16

Context

Previous systems updates presented to the Audit Committee on 26/1/16 and the Chair and Vice Chair on 27/4/16 to demonstrate progress on the delivery of the following requirements:

- Care Act 2014 compliant
- Improved financial controls
- Accurate recording of client expenditure and income
- Improved process efficiency (via an interface between CareFirst and Abacus)
- Statutory reporting requirements (SALT (Short & Long Term Care return) and ASC-FR (Adult Social Care Finance Return))

September 2016 Progress Update

1. Upgrade Abacus to B170R1

Upgrade necessary in order for all future work to progress.

Update:

Completed 1/12/15.

2. Deferred Payments Module (Care Act)

Deferred Payments already exist within Abacus via the A4W property module. However this latest module has been created in response to the Care Act. Deferred Payments functionality introduces system workflows, alerting users to action required, it automates the calculation of how long it will take a client to reach their equity limit and provides automatic calculation of interest and administration charges. This will reduce margin for error, make the process more efficient and allow for close monitoring/tracking.

Update:

Go Live completed as planned January 2016.

3. CareFirst Client Interface with Abacus

This will ensure that when the Brokerage Team set up a service for a client in CareFirst, the client information (demographics) will be pushed through to Abacus. This will make the process more efficient by avoiding double inputting of information and ensure that all appropriate clients do have an Abacus record, which has not been the case to date.

Update:

CareFirst Client Interface with Abacus completed 28/7/16.

4. Residential Payments Extranet

This will allow payment to providers two weeks in arrears but remove the requirement to pay two weeks in advance. This should reduce the need to amend and claw back any over-payments to providers when residents have moved out or passed away, giving a more accurate and up-to-date position on budget projections. This will also save time spent sending remittance advice, by the Payments Team.

Update:

System work has been completed in the Test environment and is ready to Go Live in October. The new method of sending remittances has been introduced at the Provider Forum and training will be rolled out to all Providers by the Commissioning Team between October and December.

5. Service Order/Contract Shape Changes/Data Cleansing

This is a key piece of work which will streamline and simplify setting up of Service Orders on Abacus and allow the full interface from Service Agreements in CareFirst. There are currently 622 contract shapes, i.e. types of care, in Abacus and these will be reduced to just 6. This will give a robust flow of contract information from CareFirst to Abacus, avoiding duplication of contract set up and, crucially, accurate closure of CareFirst Service Agreements, which will automatically end payments as appropriate via Abacus.

Update:

Final stage of planning/preparing the testing schedule has now been completed. There has been a technical delay to implementation into the TEST system which is with the supplier to resolve. When resolved, testing will commence with transfer of recording and GO LIVE to follow thereafter.

6. Direct Payments Module

Direct Payments are currently recorded on a spreadsheet and payment made via Agresso. The new Abacus module will be consistent with Service Orders, i.e. payments for all non-residential services will be managed in Abacus in the same way and will all be driven by Service Orders. Service Orders within Abacus will mirror Service Agreements recorded in CareFirst, simplifying the import of data onto Abacus and improving integration. Direct Payment functionality will be fully managed within Intranet, streamlining the day to day administration of Direct Payments. Greater clarity of information relating to Direct Payments will be provided, minimising errors occurring when generating payments and reducing the number of queries likely to be raised by clients.

Update:

A planned upgrade to Abacus is required before implementation can be completed. Systems set up and GO LIVE is planned for October.

7. Statutory Reporting Requirements

Update:

Work has been carried out to ensure we are able to meet our statutory responsibilities in terms of reporting of SALT (Short and Long Term reporting) and ASC-FR (Adult Social Care Finance Reporting).

8. Care Act 2014 Compliance

Update:

In addition to the work listed above, the Business Systems Support Team have completed the following:

- CarePath upgrade
- Implementation of the NHS England Accessible Information Standard to CareFirst and CarePath
- Benefits and Residential Fee uplift into Abacus
- Development of a robust training plan to ensure all workers are competent in all aspects of CareFirst/CarePath/Abacus recording
- CareFirst upgrade
- CareSupport end of year processes