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making a splash

Liquidlogic recognised as one of the fastest
growing technology companies by the
Sunday Times Tech Track 2006

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A CONTINUUM OF CHILDRENS SERVICES
From the Child Index through to Children at Risk

A Continuum for Children's Services

The Every Child Matters green paper identified a Continuum of Need relating to children and the requirements around them.

The majority of the estimated 11 million children in England and Wales have their needs met by the "Universal" services of health and education. For a minority of vulnerable children though, (possibly as many as 35%) these services need to be supplemented by other specialist support.

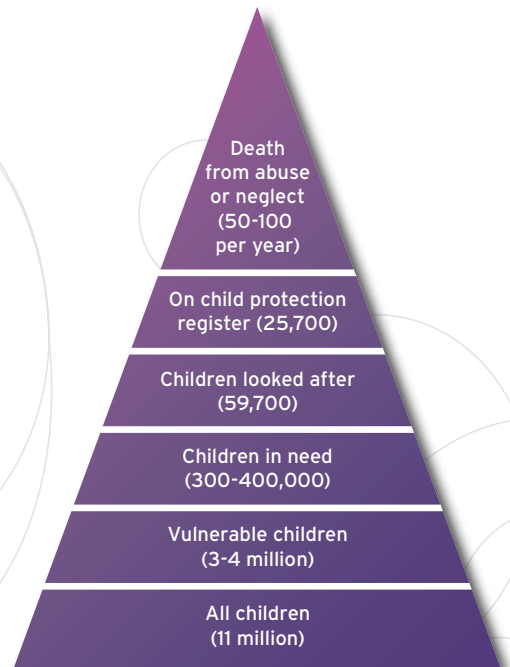


If the correct support is delivered in a timely and co-ordinated manner the benefits are significant. Not only in improved outcomes

for the children and families concerned, but also in the huge cost differences to the agencies involved between intervening early and "picking up the pieces" too late when a child becomes looked after, abused or falls into the criminal justice system.

Liquidlogic's integrated solution allows agencies to manage children and their needs on a multi-agency basis no matter where they are on the continuum. A multi-agency electronic common assessment can trigger episodes comprising action plans, support and review meetings.

If it is decided that a child's needs are beyond this sort of multi-agency intervention, then referrals can be made to particular specialist services like social care. The case is then managed in the Integrated Children's System. The Liquidlogic eCAF and ICS are available as separate systems or as an integrated single solution.



Liquidlogic recognised as one of the fastest growing technology companies

The Tech Track 100 ranks Britain's fastest-growing private technology companies based on sales growth. The league table, in its sixth year and sponsored by Microsoft and PricewaterhouseCoopers, saw companies sales growth range from 38% pa to 301% pa, with sales typically between £4m and £10m. The results for 2006 were released in the Sunday Times on 24 September.

Liquidlogic was ranked 15th in the league and was amongst the 71% of companies in profit. With the average number of staff for the Tech Track list during 2005 at 102, Liquidlogic is delighted and empowered to have achieved this status with a core team of 33 employees during 2005. Sales at Liquidlogic have grown 137% a year from in 2003 to 2005. A significant recruitment drive is currently underway to support the ongoing growth in sales.

Fast Track produces annual league tables of Britain's top-performing private companies, which are published for The Sunday Times. For more information visit www.fasttrack.co.uk.

Cumbria County Council rolls out eSAP and ICS

As part of its continual improvement programme Cumbria County Council is rolling out across the County systems to improve services to Children, Older People and their Carers, whilst at the same time underpinning good practice and performance management.

eSAP enables Cumbria to ensure a consistent approach to the assessment of health and social care needs in older people and determine their level of eligibility within Fair Access to Care. The eSAP application is integrated into Cumbria's client database, to avoid entering data into two systems. Next steps include the use of offline working, using the 'Briefcase' facility, to allow social workers to take their laptops into a home or hospital setting, complete with up to date user information. Plans for the next phases include implementing a module to support Care Planning, Review and Re-assessment.

Cumbria was one of the earliest Councils to go live with ICS well in advance of the January 2007 deadline. Since going live in April 2006, roll out continues across the County as area by area switches to using the system.

The products are being delivered through Cumbria County Council's strategic ICT provider, Agilisys who are also helping Cumbria deliver transformational changes to service delivery.



Knowsley's Preferred Choice

Knowsley Council

Knowsley Metropolitan

Borough Council has announced Liquidlogic as their preferred supplier for delivering new technology applications for children and adult services. Following a recent tender procurement procedure, Liquidlogic teamed up with IT Service Provider, Serco, offering solutions for the Integrated Children's System and an electronic Single Assessment Process for older people.

The proposed ICS and eSAP solutions from Liquidlogic will deliver real time integration with Knowsley's existing systems. Knowsley have opted for a phased go live approach, commencing early 2007.

Knowsley were invited to attend Liquidlogic's recent Children's Services User Group, where their contribution to discussions around the ICS system and their integration requirements was extremely valuable.



Hertfordshire County Council

Having selected Liquidlogic's **PROTOCOL** application to provide their ICS solution, Hertfordshire County Council is preparing to engage users of the system at the earliest opportunity.

The proposed roll out of the system across the County will primarily cover 4 major sites, with user numbers increasing to 700. During the planning for implementation of ICS, Hertfordshire were keen to provide their users with a feel for the system, prior to commencing an extensive training programme for staff later this year in ICT skills and the new ICS application.

Plans are in place for a simple demonstration of the ICS system to be aired on large screens in communal areas, such as the reception and canteen at the County's primary office locations. The scrolling demo will last a few minutes, allow Council staff to familiarise themselves with the look and feel of the new application whilst understanding some of the benefits the system will bring.

A staged go live of ICS is planned across Hertfordshire commencing January 2007. The system will be integrated with the County Council's existing Oracle based social care system.

Practice Based Commissioning: Pilot to reduce unplanned admissions



In the new world of Payment by Results and Practice Based Commissioning, renewed emphasis is being given to reducing unplanned admissions to hospital. Unplanned admissions are expensive and often regarded as a failure by health and social care to manage effectively.

Hospitals are under increasing pressure to reduce unscheduled admissions and shorten lengths of stay, placing a strain on community services. Improving the systematic assessment and care of patients in the community is, therefore, an essential part of developing this complex system. Across the country, many initiatives are under way to increase the capacity and capability of community-orientated health systems.

"The beauty of the STEP instrument is that it gives a comprehensive template for the junior doctors to follow"

In Cumbria, a GP practice is piloting the use of a systematic assessment and management instrument, combined with a new brand of junior doctor. The DoH accredited STEP instrument, developed by Professor Idris Williams, is being used by Foundation 2 (F2) doctors in the community. In particular, the junior doctors, under the supervision of a GP, are assessing patients recently discharged from hospital.

The lead GP on the pilot in Cumbria, Dr Jim Gardner said: "We are keen to give our F2 doctors a rich learning experience in terms of community medicine. These doctors will

have completed a minimum of 12 months post qualification in hospital medicine. We are aware that their training so far has, quite understandably, not prepared them too well to undertake clinical work in the community. Nevertheless, we are anxious they learn quickly and contribute to improve community care. The beauty of the STEP instrument is that it gives a comprehensive template for the junior doctors to follow."



As confidence in the STEP system grows, Professor Williams and his team are now developing specific hospital discharge and care home modules to improve patient assessment and management. Improved patient care, reduced hospital admissions and enhanced education and training is an attractive combination of attributes.

Liquidlogic is pleased to be a collaborative partner in the project, developing software solutions to further enhance the STEP portfolio.

Pen technology draws wide support



Digital pens have the advantage of allowing practitioners to continue completing a hand written form, whilst capturing the data electronically and negating the need for keying in information. Being much more discrete than a laptop or handheld PC the appeal of digital pens is not surprising.

Liquidlogic is currently engaged in a number of pilots using digital pen technology, covering a range of assessment instruments to enable **PROTOCOL** applications to keep pace with both technological and functional changes.

The digital pen is being viewed increasingly as a viable alternative to capturing assessment data. Digital pen technology is now poised to allow significant benefits to users completing forms electronically, particularly when working remotely.

How does a digital pen work?

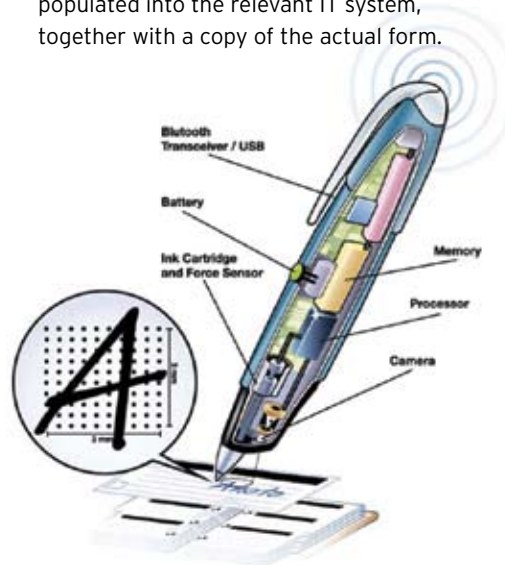
The digital pen functions in the same way as a standard biro, but it also facilitates the electronic capture of written information.

Along with a processor, memory and transmitter, a tiny camera is built into the pen which registers the pen's movement. When used with special paper with minute, faint dotted grids on the surface, the camera registers the pen's strokes and stores them as a series of map coordinates.

"A tiny camera is built into the pen which registers the pen's movement"

These coordinates correspond to the exact location on the form and are translated into an image. This results in an exact copy of the completed form and converts any hand written text.

On completion the stored information from the pen is synchronized via a docking cradle or wirelessly, to a PC or server. The information from the form is then populated into the relevant IT system, together with a copy of the actual form.



Adults Services: Building on SAP success

2005 saw the Independence Wellbeing and Choice consultation raise certain issues about the Single Assessment Process, including its intrusive nature and inability to be more personalised. Not surprisingly the white paper; Our Health Our Care Our Say, highlighted similar concerns regarding the Common Assessment Framework.

Despite these concerns SAP has had success across a number of localities. Building on the achievements of SAP, a cohesive assessment framework for adults can be realised and the process expanded to incorporate all adults, via the CAF.

The white paper goes on to suggest an integrated adult assessment framework should address key criteria:

- Incorporate self assessment, self care and integrated teams and networks
- Encourage the creation of multi-disciplinary networks and teams at PCTs and respective Local Authorities
- Enable all PCTs and Local Authorities to jointly manage the support of people with long-term conditions, by 2008
- A personal health and social care plan, as part of an integrated health and social care record, for all those in need or on request.

This all sounds well and good, and of course whilst there are numerous successful SAP implementations across the country, it cannot be ignored that there could have been many more if certain difficulties could have been surmounted. Along with organisational and technological barriers, the lack of senior level leadership has been identified as a primary factor.

There is a clear way forward for SAP and CAF to become an integrated adults system, built upon existing process and technology. However a clear business case with benefits analysis, not to mention the early buy in at senior level, must take priority in order to guarantee success.