



## Kilcreggan Homes

### Case Study

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### Client Profile

Kilcreggan Homes is a Northern Ireland based service provider offering unique services to individuals with a learning disability, an autism spectrum condition or an acquired brain injury. Their aim is to enhance the lives of individuals using their services and facilities while also ensuring they themselves play an integral role in the local community. Kilcreggan offers services in a variety of settings including their own housing provisions, individual homes and even a unique urban farm and garden centre. The emphasis is always on assisting the individual's wish to have an active and inclusive participation in their community.

### Challenge

Kilcreggan needed to have all of their information stored in one, easily accessible online platform. Many of the funders they work in partnership with have a minimum requirement of holding records for 7 years. Multiplying the number of tenants by the number of outcome plans, risk assessments and notes being recorded daily for each individual, would result in a great quantity of paper and the additional need for space to store it all.

In addition to this, care needs assessments plans, reports and other information coming from social workers needed to be scanned and stored securely.

### Solution

To meet the above challenges, Kilcreggan Homes needed an online service to allow managers and support workers to easily record and access service user records, outcome plans, risk assessments and social worker reports. Additionally, in line with Kilcreggan's service user inclusivity goals, they needed a version of the online system that the service user (or family member) could also access and support input into their life outcomes and activities.

Having researched the possible options for an innovative, paperless and secure online platform, the **iplanit** suite was selected and has now been in use by Kilcreggan Homes since 2015. As a web-based service for providers and funders who are focused on the above challenges, **iplanit** was an excellent fit for Kilcreggan Homes. As part of the implementation, a number of Kilcreggan Homes' specific planning approaches and unique social worker report templates were configured to meet their needs.

## Benefits

Kilcreggan Homes use iplanit to drive **improvements in information storage and ease of access** in addition to managing **individual outcome plans configured to provider and funder requirements**. **The other benefits include:**

- Improvements in **service user inclusion**. This is enabled through the service user "portal" allowing individuals receiving support at Kilcreggan Homes and their families to actively participate in the process. They can view their own outcome plans with the "My Plan" module while having access to the "Calendar" function allows them to view existing activities and plan new daily activities.
- Reduction in **paper based processing costs**.
- **Information storage and ease of access** - As a result of the project, Kilcreggan Homes can now easily monitor and store individual notes, outcome plans and risk assessments.
- **Improve Management information and Quality control** - Using iplanit's "Dashboard" and "Reports" modules, Kilcreggan Homes' management and support workers are able to quickly access information with one or two clicks at any point in time. The greater accessibility and organised storage of information is meeting the needs of funders while also improving day to day tasks for all employees and service users. iplanit is a key factor in moving the organisation rapidly towards a paperless service.
- **Quality and management information:** The live reporting dashboard also allows managers to easily provide evidence of the value and quality of the service to external stakeholders while also satisfying the seven-year historical data protection and archiving/storage obligations which providers have.
- **Funder evidence of value** : In addition, the **funder configurations of individual outcome plans** allow commissioners to be easily provided with accurate evidence of outcome based achievement. Management have regular reports to track quality of service delivery and access to statutory performance indicator graphs.
- **People supported are feeling more in control** of their own care and can see the progress that is being made on their plan outcomes while also having access to an enjoyable, unique activity calendar.
- **Support workers activity management** – Staff are impressed by the way the iplanit service at Kilcreggan Homes offers live information on an individual's progress while the "Support Tasks" module informs them of the tasks that need to be completed to address the individual's needs for the day.

## Implementation

Support workers and managers recognised that the implementation of any system would be a new way of working and acknowledged the support given from the iplanit team throughout the implementation phase. Various training sessions were delivered to support staff in understanding the system

Support workers find computer work is now quicker and easier with everything in one web-based system while support task and activity time can be very efficiently managed using the iplanit system.

**For more information email [enquiry@aspirico.com](mailto:enquiry@aspirico.com) and see [www.aspirico.com](http://www.aspirico.com)**