Residential

The more efficiently you work, the better you can care

Leading online care management software that helps you improve efficiency, giving you the freedom to deliver outstanding care

Software created specifically to help you deliver outstanding care

Made to save you time, reduce costs and minimise errors, as well as give care workers, residents and management real-time access to the information they need.

![access — freedom to do more]

From national care organisations to small independents.

Trusted by over 3,000 care providers delivering over 46 million hours of care per year.

Avery — Care With A Difference

Canterbury Care

Four Seasons — HEALTH CARE

ORCHARD™ — Care Homes

PJ Care — specialised neurological care

HC one — The kind care company

hillcare

minster

Westgate — HEALTHCARE

Staff management is greatly important to our organisation and services. We understood that to successfully develop our business we needed to move away from manual processes and our outdated legacy system in favour of a new care and staff management solution.

Neil Russell, PJ Care - Company Director

How Access helps you

Speed up admin

Manage your staff, rotas, care plans, and finances electronically. Whenever and wherever you are.

Reduce costs

Optimise staffing, reduce paperwork and avoid duplicated effort.

Minimise errors

Give care workers real-time information wherever they are, with alerts if tasks are missed.

Gain greater visibility and control

Record, monitor and analyse care and management information in real time.

Improve communication

Securely communicate care information to staff, family and healthcare professionals.

Software for every part of care management

Our software can be configured to suit each individual organisation and is suitable for small independents through to large multi-service organisations and franchises.

Access Workspace
The only integrated software suite that brings together all the products, tools and data you need to manage and deliver outstanding care.

Handover
Give care workers and shift managers an accurate and complete picture of the previous shift helping them deliver consistent, high-quality care.

Medication Management
The safer, more accurate and efficient way to manage, record and monitor medication.

Resident Enquiries
Handle enquiries efficiently, capture requirements, create proposals and contracts, and add new residents seamlessly.

Scheduling and rostering
Build schedules for your care homes, allocate staff based on suitability and availability, and communicate with staff.

Resident, family and funder
Securely communicate care plans, set automatic updates and alerts, and streamline communication with residents, family and funders.

Electronic care plans
Build comprehensive care plans using industry-standard assessment forms, and keep them up to date with real-time information.

Care Compliance
The only complete governance tool in care, helping you to improve the quality of care by giving you a view of compliance across multiple homes.

Daily records, risks and incident reporting
Manage day-to-day care effectively, report risk and incidents as they occur and get real-time monitoring and alerts.

Facilities Management
Easily control all types of maintenance work in your homes while meeting compliance obligations.

Business Administration
Finance, Accounting & Payments
Payroll Service

Access Workspace

The only integrated software suite that brings together all the products, tools and data you need to manage and deliver outstanding care

All your care software in one place

Access Care Suite delivered through Access Workspace has all your care software in one place, with a single sign-on and 2 factor authentication.

- Personalised workspaces that are built to suit the way you work and give you insight to transform your business.

- Connect everyone – in the office or with residents – with clever apps that give you the important information you need to make everyone's job easier.

Enjoy the freedom to do more

Overview of the number of residents in the home and out of the home alongside enquiries for new admissions.

- Insight on the number of shifts covered by agency workers and the cost to the organisation in single or multiple homes so you can focus on profitability.

- Easily access information on income and expenditure, staff absence, and much more to manage your business effectively.

Medication Management

The safer, more accurate and efficient way to manage, record and monitor medication
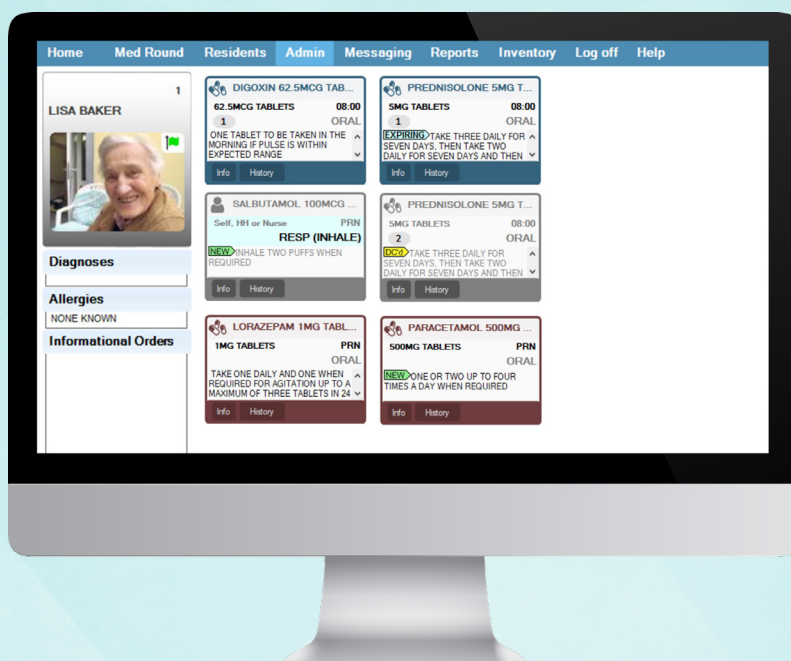
Improve medication practice

Make sure the prescribed medicines are given to the right resident at the correct time

- Ensure administrations are not overlooked and reduce the risk of medication errors.

- Get immediate access to key medication information to resolve safeguarding issues and prepare for CQC inspections.

- Stay on top of inventory with recurring and ad-hoc stock checks with pro-active alerts.

## Increase accuracy and efficiency

Electronic, real-time recording helps carers ensure that residents get the correct medication while reducing the time they spend on admin.

- Ensure that all medications, including ad hoc administrations, are given within a safe tolerance or not too close together, with automated alerts and warnings if anything does go wrong.

- Continue to record all medication administrations during Internet outages or in poor reception areas, keeping data entry to a minimum while maintaining data integrity.

- Easily keep track of medication stocks with inventory management tools and a direct interface with your pharmacy.

- Give your team a thorough understanding of how the system helps them complete their daily tasks, with bespoke eLearning content.

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Scheduling and rostering

Build schedules for your care homes, allocate staff based on suitability and availability, and communicate rotas with staff.
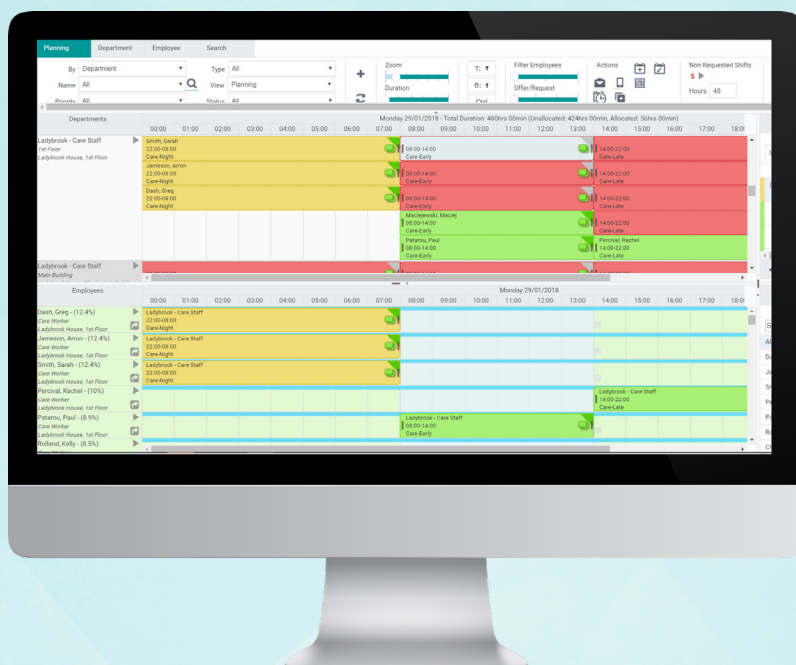
Build schedules easily

Use software to create weekly schedules for each of your care homes.

- Define the requirements for each shift, including staff requirements and pay.

- See the total number of hours, shifts and cost per home.

- Set up staffing targets to understand if these are being achieved and view the rota by department and area.

Allocate staff in seconds

Match shifts to staff and get every shift covered in a few quick clicks.

- Use the split screen to match unfilled shifts with staff, based on availability, qualifications, skills and preferences.

- Use the 'automatic rota' function to allow the system to build rotas from previous preferences.

- Allocate shifts automatically at the touch of a button, or get a list of suggestions for the best people for each shift. Offer any uncovered shifts to care workers through the portal or by text message.

Communicate with staff

Keep staff informed of their shifts in real time.

- Care staff can access their rotas, timesheets and payslips, advise extra availability, request shifts, book holidays and update their personal information.

Electronic care plans

Build comprehensive care plans using industry-standard assessment forms, and keep them up to date with real-time information.
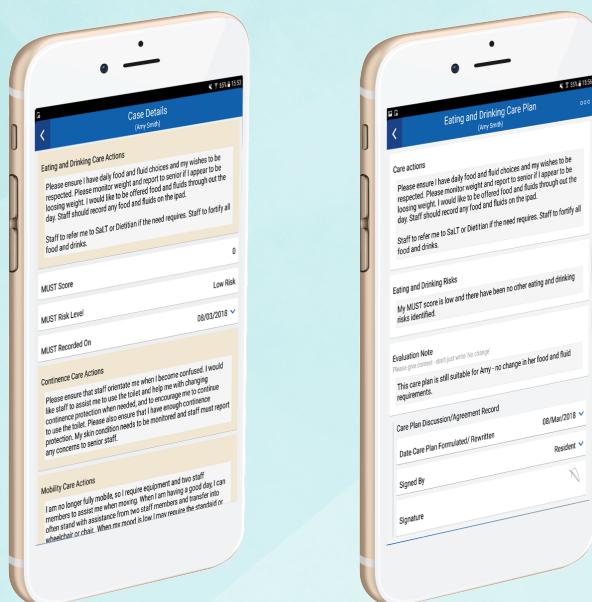
Build care plans easily

Create robust plans to meet each individual's care and support needs.

- Use industry-standard assessment forms or create bespoke forms to assess residents.

- Based on your assessments, the software automatically calculates dependency and risk scores, identifies specific care requirements and feed these into care plans.

- Complete pre-admission assessments when out and about and create plans using your mobile device to allow residents or family members to be fully involved in the preparation of their care plan.

- Control access to care plans for different members of staff.

- Share important information in an easy-to-read summary, so care workers can access each individual's care needs and preferences, quickly and easily.

Up-to-date care plans

Keep care plans up to date with real-time information.

- Keep a single, detailed record per resident, improving consistency and removing the need to duplicate information.

- Get real-time observations, risk assessments and incident reports and address any changes in needs in care plans immediately.

- Care workers are alerted to any changes to care plans as soon as they happen.

- Set reminders to review plans and ensure they meet current needs.

Daily records, risk and incident reporting

Manage day-to-day care effectively, report incidents and risks as they occur and get real-time monitoring and alerts.
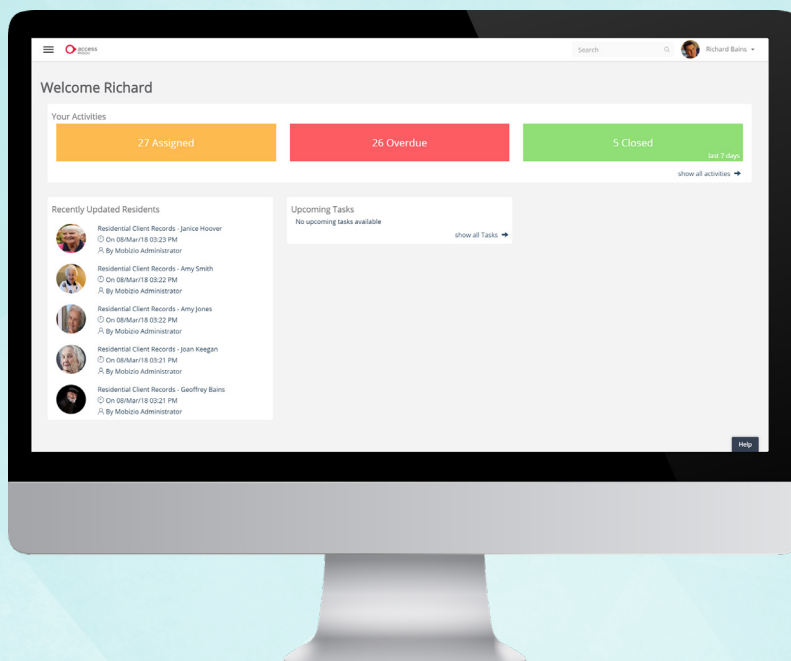
Manage day-to-day care effectively

Communicate efficiently to ensure all care needs are met.

- Set up daily activities and tasks with exact or flexible times, and be alerted if they don't happen.

- Use handover notes, plus a feed of recent activities, updates and incidents, to improve quality and continuity of care.

- Multiple people can update the record at the same time, and a detailed audit log ensures data isn't lost.

- Complete ad hoc activities as they happen on hand held devices.

Report incidents and risks

Inform the right people about any incidents, as soon as they occur.

- Receive alerts, plus a copy of the incident file, in real time.

- Report on incidents and risks, identifying trends for further investigation.

Real-time monitoring and alerts

Ensure all care activities are completed and issues addressed.

- Track daily tasks and activities such as fluids, nutrition and repositioning, be alerted if these are not done.

- Choose the criteria for automatic alerts – what, when, how and who receives them.

- Access a wide range of reports on incidents, tasks, key health indicators and more.

Handover

Give care workers and shift managers an accurate and complete picture of the previous shift, helping them deliver consistent, high-quality care.
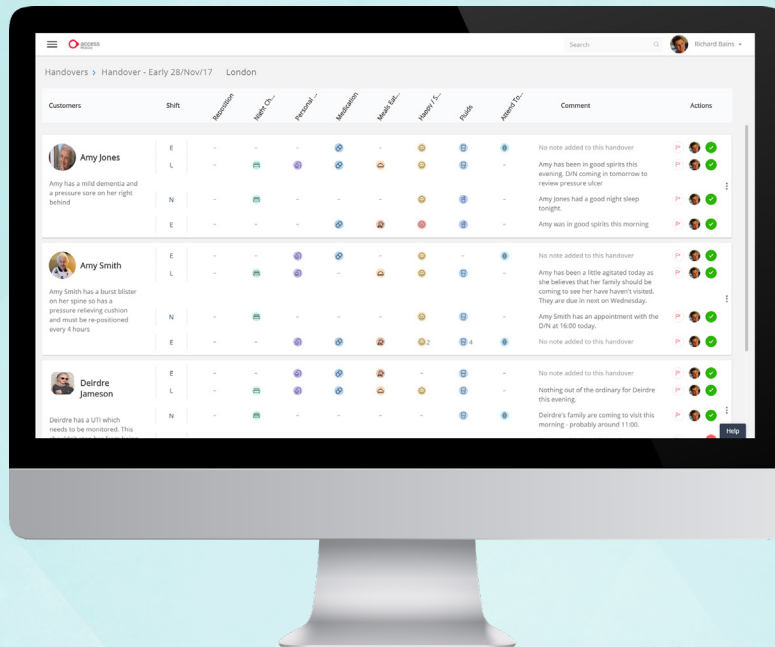
Give care workers all the information they need

Give care workers and shift managers an accurate and complete picture of the previous shift.

• The handover function automatically creates full, accurate handover notes for the next carer or shift.

• At the start of a shift, get an at-a-glance view of daily records, updates and see which key daily activities and tasks have and haven't been completed.

• View handover notes to see detailed information recorded during previous shifts.

• During the shift, use the mobile app to mark activities as completed and record observations and incidents as they occur.

Improve care standards

Safeguard residents' safety and wellbeing with a consistent, structured handover process.

• Improve efficiency and accuracy with notes recorded at the point of care.

• Reduce the errors and risk of misinterpretation that comes with manual handover notes.

• Gather a complete history of handovers for audit control.

Resident enquiries

Handle enquiries efficiently, capture requirements, create proposals and contracts, and onboard new residents seamlessly.
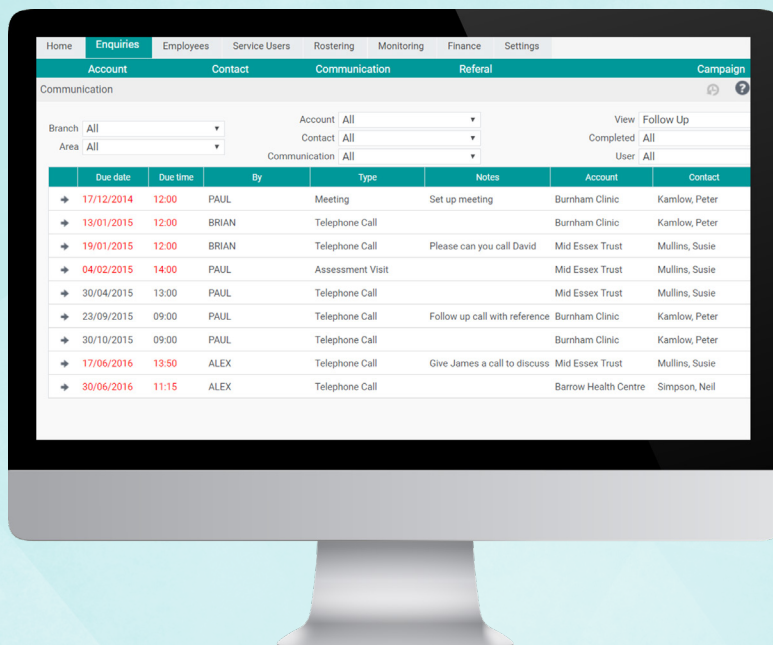
Handle enquiries efficiently

Follow a smooth, efficient process for dealing with new resident enquiries

- Capture the right details from every enquiry, including the caller and their contact details, the potential resident and their relationship to the caller, and who they were referred by or how they heard about your service.

- Set deadlines for follow-up tasks, like sending out funding information or carrying out assessments, and tick them off as they're completed.

- Attach any documents sent to the resident to create a record.

- Create reports to understand how many enquiries are made, where they come from and which campaigns are most successful.

Onboard new residents seamlessly

Generate proposals, quotes and contracts and add new residents' details straight into the system

- Merge prospective residents into the system easily. Convert information into a new client profile, including pre-admission assessments. Complete with contact and funding information, schedule of care requirements and history, at the click of a button.

- Merge resident details with document templates to send letters and contracts.

- Build proposals for the services needed and see costs instantly.

- Keep an accurate audit trail of new resident enquiries through the system.

Resident, family and funder

Securely communicate care plans, set automatic updates and alerts, and streamline communication with residents, family and funders.
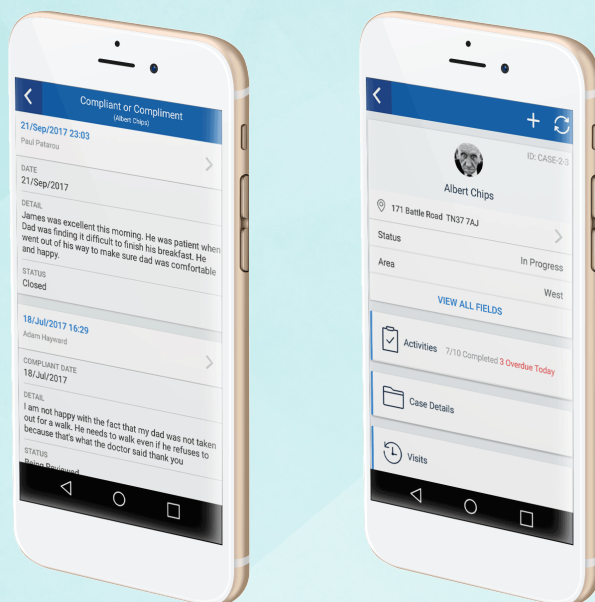
Securely share care plans and updates

Involve residents, reassure family members and inform healthcare professionals.

• Give residents and family secure access to care plans, allowing them to be fully involved in their care.

• Give peace of mind to family members with evidence of their loved one's care.

• Set family and healthcare professionals up to receive updates when tasks have been completed or other criteria are met.

Streamline communication

Give residents and funders the information they need.

• Give residents and funders restricted access to care schedules and timesheets, allowing them to monitor care delivered.

• Allow them to update their information and access invoices, ensuing you have the right details and reducing admin time.

• Allow them to feed back on the service delivered, and track progress of outcomes.

• Automate alerts to healthcare teams such as district nurses, doctors, or other members of a multi-disciplinary team.

Care Compliance

The only complete governance tool in care, helping you to improve the quality of care by giving you a view of compliance across multiple services.

Stay CQC-ready at all times

Prepare audits, estimates and reports for CQC inspections, quickly and easily.

- Conduct internal CQC-style audits and generate accurate CQC rating estimates with our easy-to-use CQC assessment tool

- The tool takes you through each Key Question and Key Line of Enquiry (KLOE), creating a report at the end

- Each report provides clear evidence and indexed action plans

Manage all your audits

Create consistent audits and Action Plans that can be used and shared across multiple services.

- Manage and track all your audits in one place and produce integrated action plans to evidence improvement against the Key Lines of Enquiry (KLOE).

- Easily build your own audits or chose from an extensive library of audits built for your sector such as Care Plan Audits, Medication Audits, Infection Control, Meal Time Audits, Recruitment, Health & Safety and many others.

- Manage, track and collate all Action Plans in one place for every location. Index actions to incidents and specific audit areas to improve outcomes.

- Share action plans easily and demonstrate that you are 'Well Led' with tracked actions and timelines.

Access can also supply software across
HR, Insight, Finance...

Speed up admin

Access Human Resources software will support every aspect of your HR, talent management, learning and development, and absence management. From recruitment and onboarding to performance and absence management, as well as a flexible range of payroll solutions, we will help you to unite, integrate and optimise all of your people processes.

Insight & Analytics

Our business intelligence solution simplifies the way people use data by making it a natural part of how they make decisions. Our mission is to deliver innovative, reliable and high-quality business analytics. With deep vertical expertise, we help organisations to identify and measure KPIs for improved care quality and financial performance.

Finance & Accounting

Access Financials gives you complete control of your business operation. Over 3000 organisations use our solution to streamline processes and make informed business decisions. Our unified system enables users to access consolidated, accurate data with extensive reporting & analysis capabilities.

Software that grows with you

...Payroll, Facilities management and Procurement

Payroll

When it comes to paying your staff, we will help you do this in the most efficient and reliable way for your organisation. Whether you're looking for simplified payroll processing, or a service to manage the entire function for you. Onpremise, payroll processing or a fully managed service; your payroll, your way.

Facilities management

Easily control all types of maintenance work in your homes while meeting compliance obligations.

Procurement

We have helped organisations secure millions of pounds of efficiency savings through implementing our solution by streamlining procurement, reducing indirect spend and automating invoice processing.

About The Access Group:

The Access Group is a leading provider of business software to mid-sized UK organisations. It helps more than 16,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace technology transforms the way business software is used, giving every employee the freedom to do more.

Established in 1991, The Access Group, with an enterprise valuation of £1billion, employs more than 1,500 staff.

Classification: Public

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