access

Care

Connected digital care enabled by Access

It's more than just meeting needs. It's about making a difference to every individual.

Better efficiency, better care

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

The most widely used domiciliary care system in the UK

353k+
care workers rostered

4500+
home care branches and community services

190m+
hours of home care

HONEST SENIOR CARE
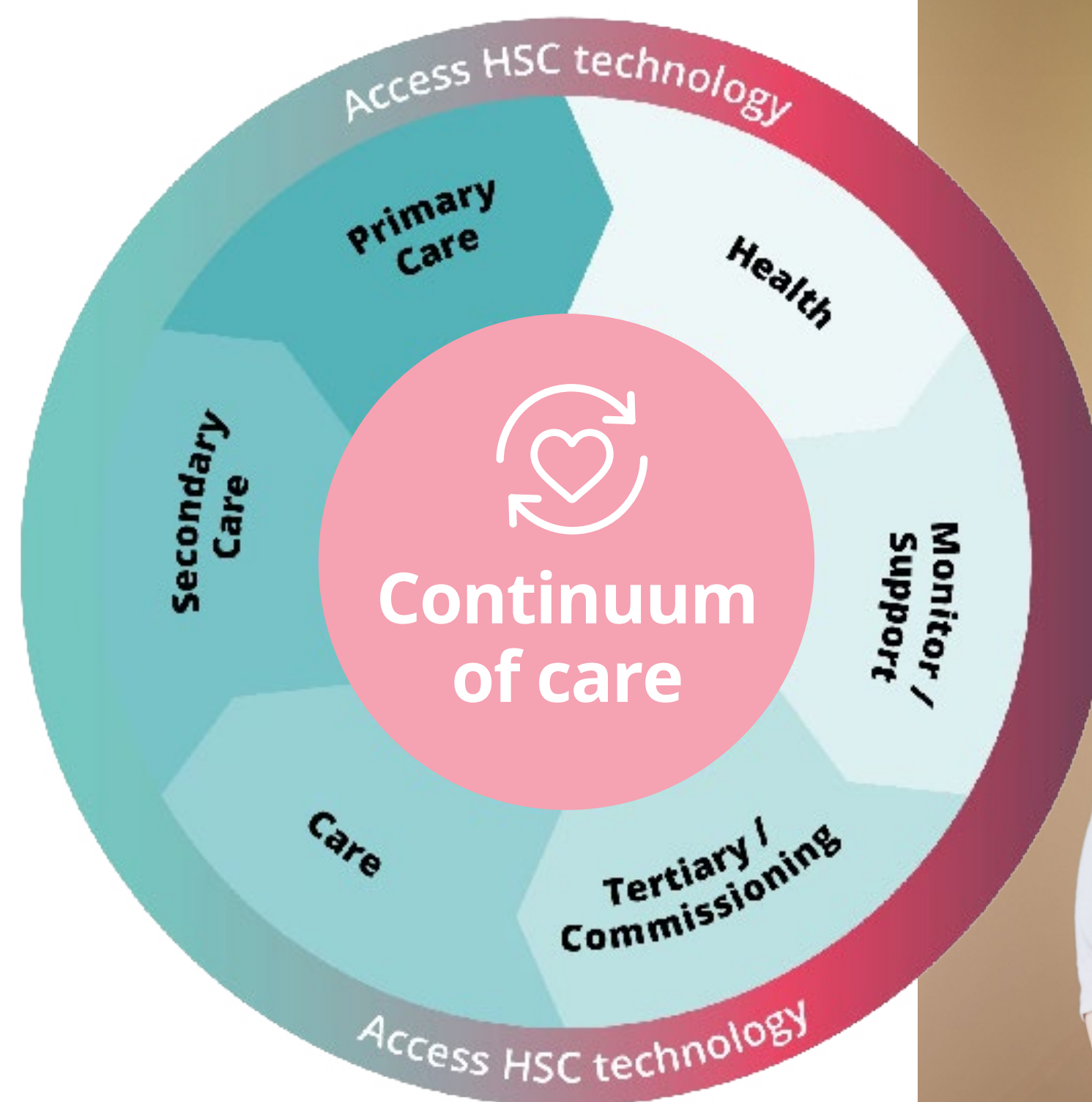
CARING CARE

Caremark®

Continuum of Care

Our software helps to deliver across the care continuum with the widest eco-system of Health, Support and Care products.

If you work in any area of health and care you will recognise the importance of putting the person at the centre of everything you do. A well-coordinated continuum of care is crucial to ensuring that this focus is not lost at the health and care systems level, and as people transition from one service or provider to another.

- ⊘ Improve efficiency, quality, safety and outcomes in each area of the care continuum.
- ⊘ Integrate or enable information sharing and collaboration between different services or providers in the care continuum.
- ⊘ Improve the speed and appropriateness of people's movements between services or providers in the care continuum, such as secondary care to residential and community social care.
- ⊘ Enhance data collections and analysis to enable the identification of trends, outcomes and other insights, to enable more informed decision making and interventions in an individual's care, at a service level or in a locality.
- ⊘ Delivery of scalable, tailored, connected care solutions across all parts of the care continuum with the interoperability and flexibility to meet your business needs.

Access HSC technology

Primary Care

Health

Secondary Care

Continuum of care

Monitor / Support

Care

Tertiary / Commissioning

Access HSC technology

How Access helps you

Our care portfolio ensures you can deliver quality, robust care with improved safeguarding whilst giving you the freedom to make care personal.

Gain greater visability and control
Record, monitor and analyse care and management information in real-time.

Improve compliance and governance
Be ready and prepared for regulatory inspections with a single management solution.

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

Minimise errors
Give carers real-time information wherever they are, with alerts if care visits or tasks are missed.

Reduce cost
Optimise staffing, reduce paperwork and avoid duplicated effort.
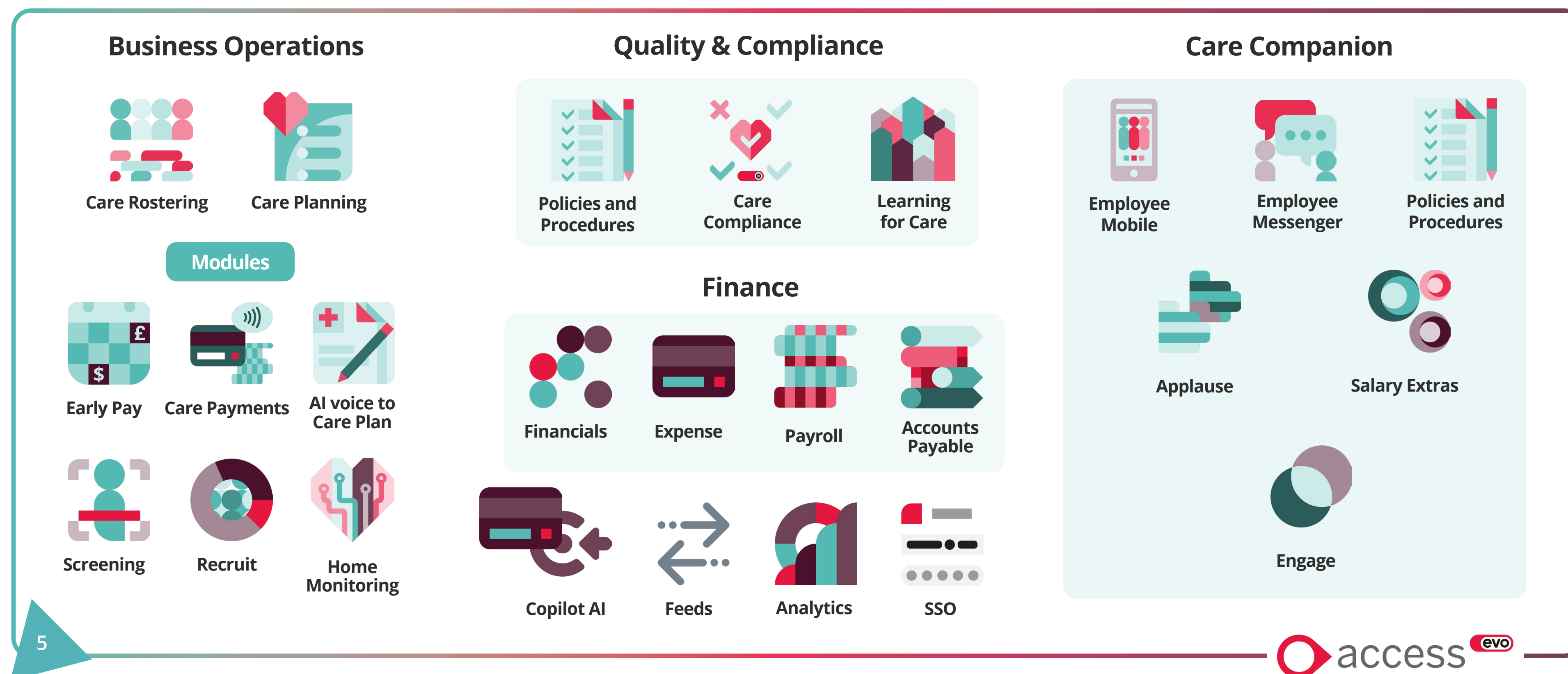
Improve communication
Securely communicate care information to staff, family and healthcare professionals.

Access Care Connected: Community

Access Care Connected is a comprehensive solution suite, supporting care providers of all sizes in the three key challenges of: Efficient Business Operations, Quality and Compliance, Employee Reward, Recognition and Retention. Underpinned by AI-driven automation, business intelligence, and proactive feeds.

Business Operations

- Care Rostering
- Care Planning

Modules

- Early Pay
- Care Payments
- AI voice to Care Plan
- Screening
- Recruit
- Home Monitoring

Quality & Compliance

- Policies and Procedures
- Care Compliance
- Learning for Care

Finance

- Financials
- Expense
- Payroll
- Accounts Payable
- Copilot AI
- Feeds
- Analytics
- SSO

Care Companion

- Employee Mobile
- Employee Messenger
- Policies and Procedures
- Applause
- Salary Extras
- Engage

access evo

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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 clients using your mobile device.

- ⊘ Based on your assessments, the software automatically calculates dependency and risk scores, identifies specific care requirements and creates care plans to meet those needs.

- ⊘ Share important information in an easy-to-read summary so that 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 client, improving consistency and removing duplication.

- ⊘ Get real-time observations, risk assessments and incident reports, with the ability to address any changes in care needs immediately.

- ⊘ Reminders automatically flag up to ensure care files are always up to date.

- ⊘ Securely communicate care plans, set automatic updates and alerts, and streamline communication with clients, family and funders.

Improving care planning outcomes with insights from **Access Technology Enabled Care (TEC)**, our digital telecare solution.

Integration between Access Care Planning and Access TEC, our digital telecare solution, makes Smart Alert and Alarm data visible to care workers in the mobile app. Understand what has happened in between care visits to allow flexible care planning through more informed decisions, delivering higher standards of personalised care.
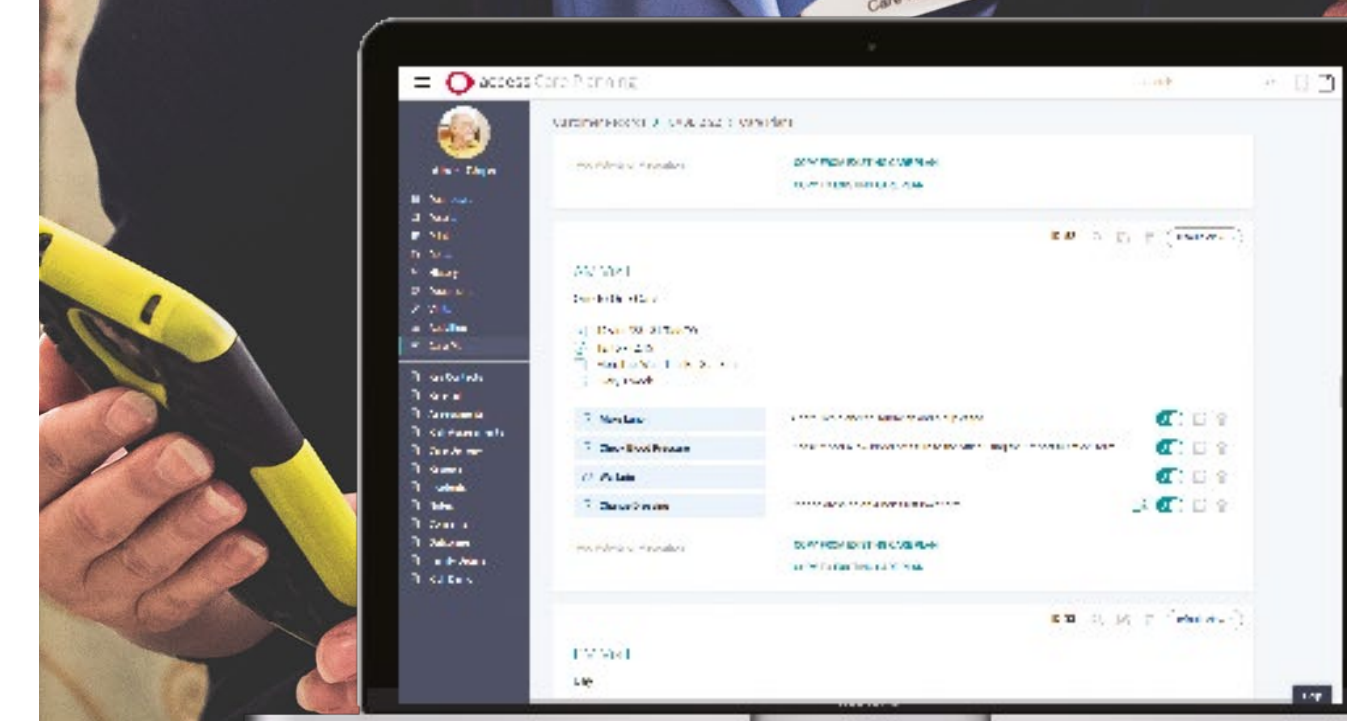
Click here to find out more about Access Care Planning

access **Care Planning** evo

access Technology Enabled Care

Access Group is an NHS England Assured Supplier of Digital Social Care Records (DSCR)

NHS APPROVED SUPPLIER

Speak to our dedicated Health, Support and Care specialists today

Discover the Power of Smarter Care Planning

Our care planning capabilities can help give you clearer insights, faster workflows, and improved accuracy.
By reducing admin and supporting confident decision-making, your teams can save time and focus more on delivering high-quality care.
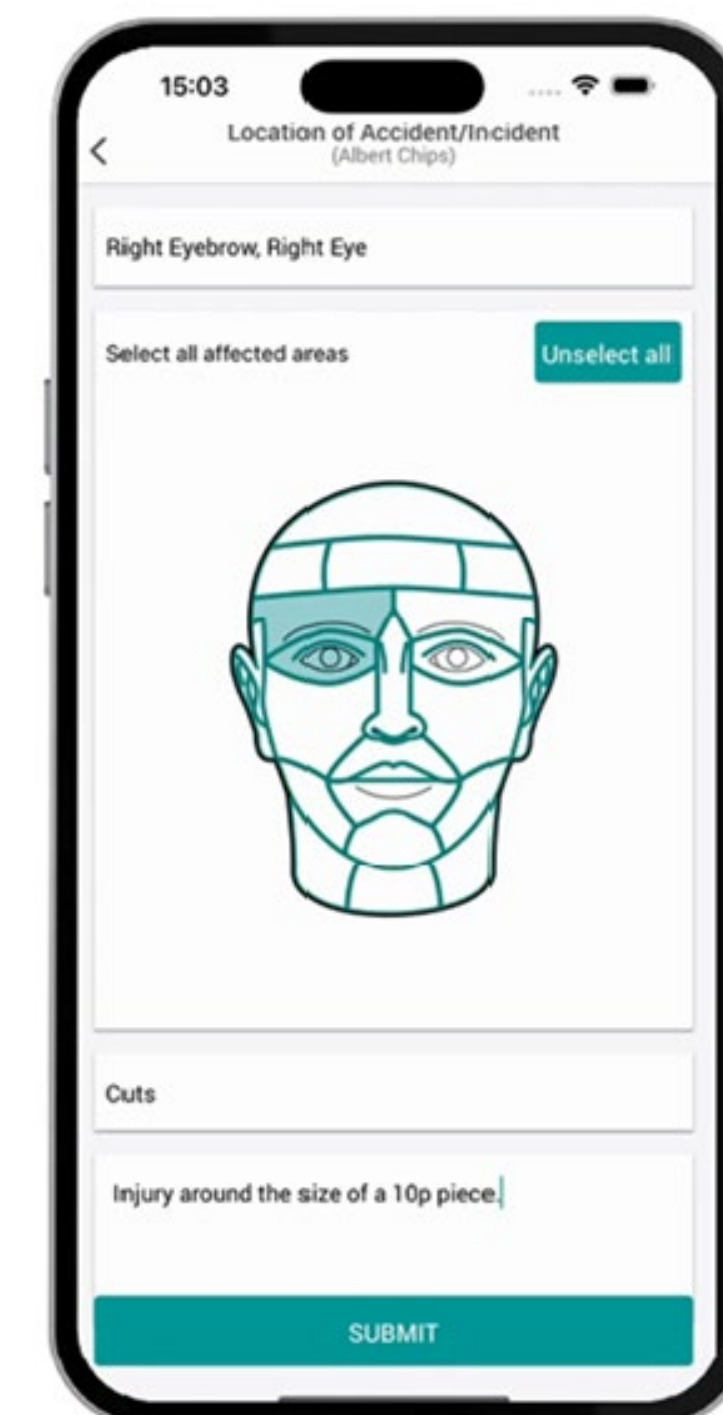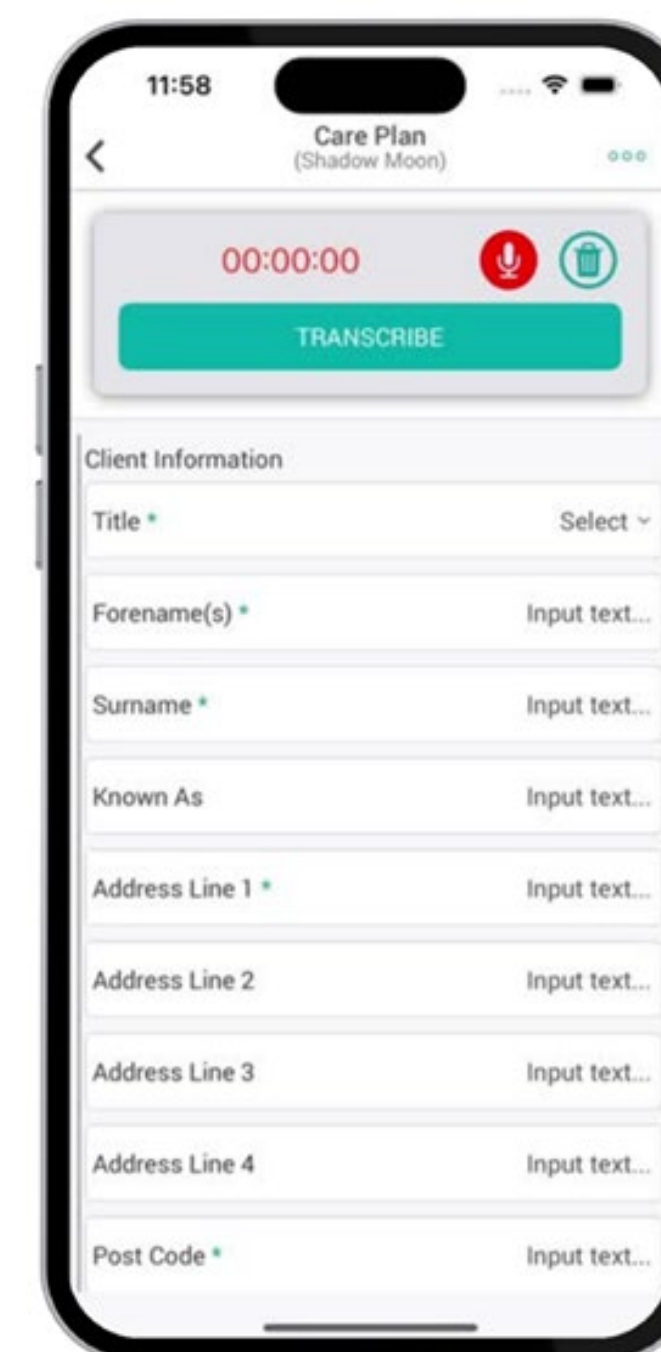
Access Smart Notes

Record voice notes and complete assessments on the spot using our AI-powered tool, Access Smart Notes. With native integration to Access Care Planning, captured notes will sync seamlessly to the platform, removing the need for tedious duplication and manual write ups.

GP Connect

Instantly access critical medical information including medications, allergies, and clinical history exactly when and where it's needed during care delivery - whether in the office or at the point of care during home visits through our GP Connect within Access Care Planning. Reducing potential care incidents through complete information, eliminating manual data access processes and freeing up time to care.

Body Maps

Body Maps allow care staff to visually record and track physical concerns with precision, directly within Access Care Planning on both web and mobile. With easy-to-use diagrams, customisable concern types, and service-specific settings, teams can document issues clearly and consistently - improving record accuracy and streamlining communication across care services.

access **Care Planning**

Speak to our dedicated Health, Support and Care specialists today

Care Planning with eMAR

Ensure medicines are delivered safely and effectively, whilst keeping accurate and complete records at all times

Make managing medication and eMAR simple

- ⊘ Get prompts and instructions for which medications to give during each shift or visit
- ⊘ Record when medication has been administered or explain why it hasn't using a reason code and notes
- ⊘ Quickly view eMAR charts from any date range, and print or convert to pdf to share them
- ⊘ Give Care Workers access to current details at the point of care delivery
- ⊘ Receive alerts when medication hasn't been taken

Click here to find out more about eMAR

access **Care Planning** evo

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Care compliance

The complete governance tool for care, helping you to improve the quality of care by giving you a view of compliance across one or multiple services.
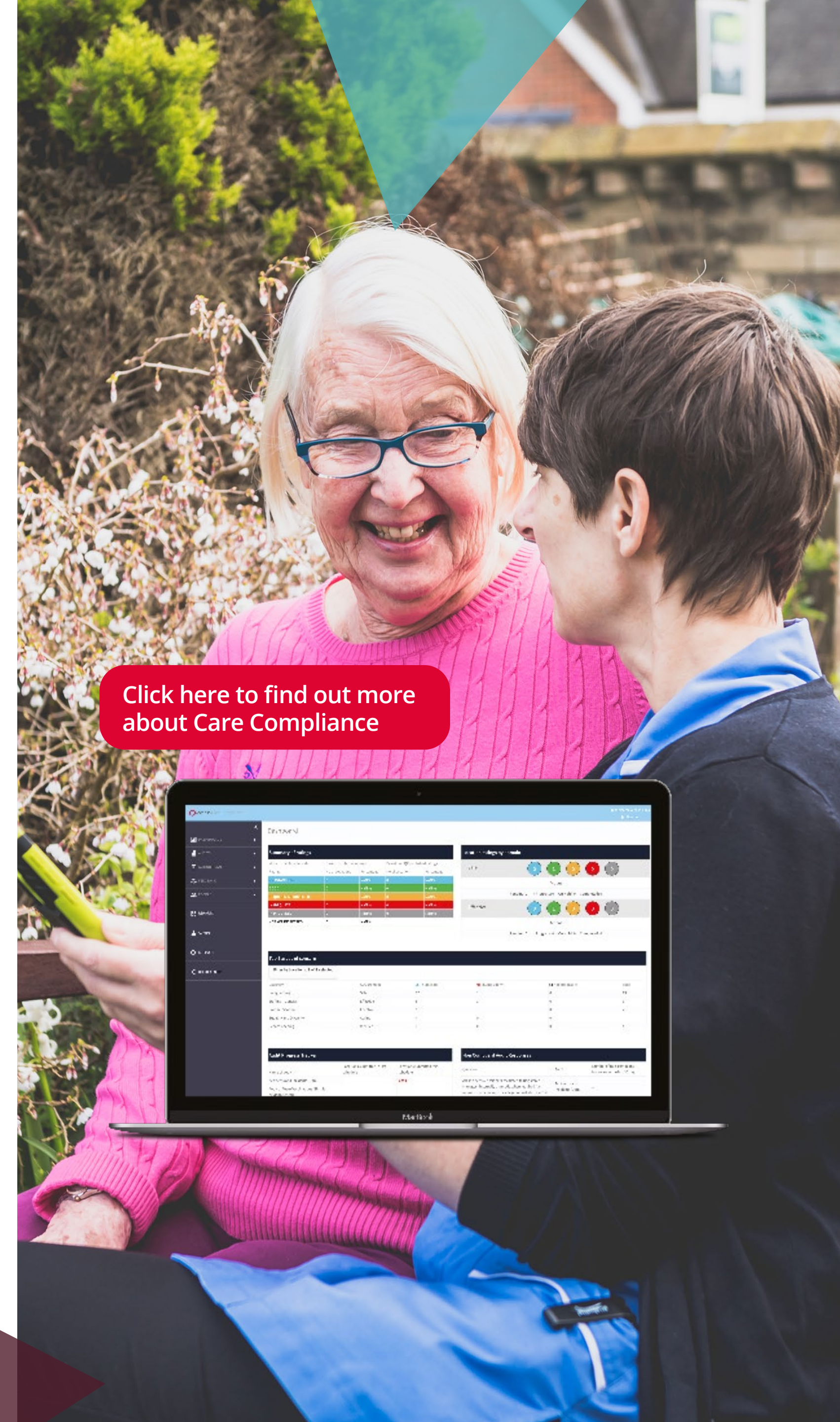
Always stay compliant

Prepare audits, checklists, spot-checks and observations of care to be evidentially inspection ready at all times.

- ⊘ Conduct mock inspections and collate feedback to maintain an up-to-date assessment of your performance with our easy-to-use assessment tools.

- ⊘ Each report provides clear evidence and indexed action plans.

- ⊘ Action plans are allocated & notified to team members to ensure accountability.

- ⊘ Manage your external reports and certificates in the solution, so you have a single repository covering all aspects of governance and quality assurance.

- ⊘ Manage complaints and compliments digitally, including investigations and lessons learned.

- ⊘ View your live governance dashboard on a page.

Manage all your audits

A library of audits which you can deploy or personalise based on your needs. Create your own to ensure consistent targeted audits are scheduled, tracked and completed, with action plans that can be used and shared across multiple services.

- ⊘ Conduct scheduled and ad-hoc audits using the mobile app, which typically saves 50-60% of the time manual audit processes take.

- ⊘ Embed evidence, including photographs into audits and actions.

- ⊘ Use speech to text to capture audit observations and feedback dynamically and efficiently.

- ⊘ Use co-production to enable the people you support to quality assure your service.

Click here to find out more about Care Compliance

⬤ access **Care Compliance** evo

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Policies and procedures

Accessible, digestible, always up-to-date policies and procedures, delivered in an intuitive browser-based app, ensuring continuous compliance.
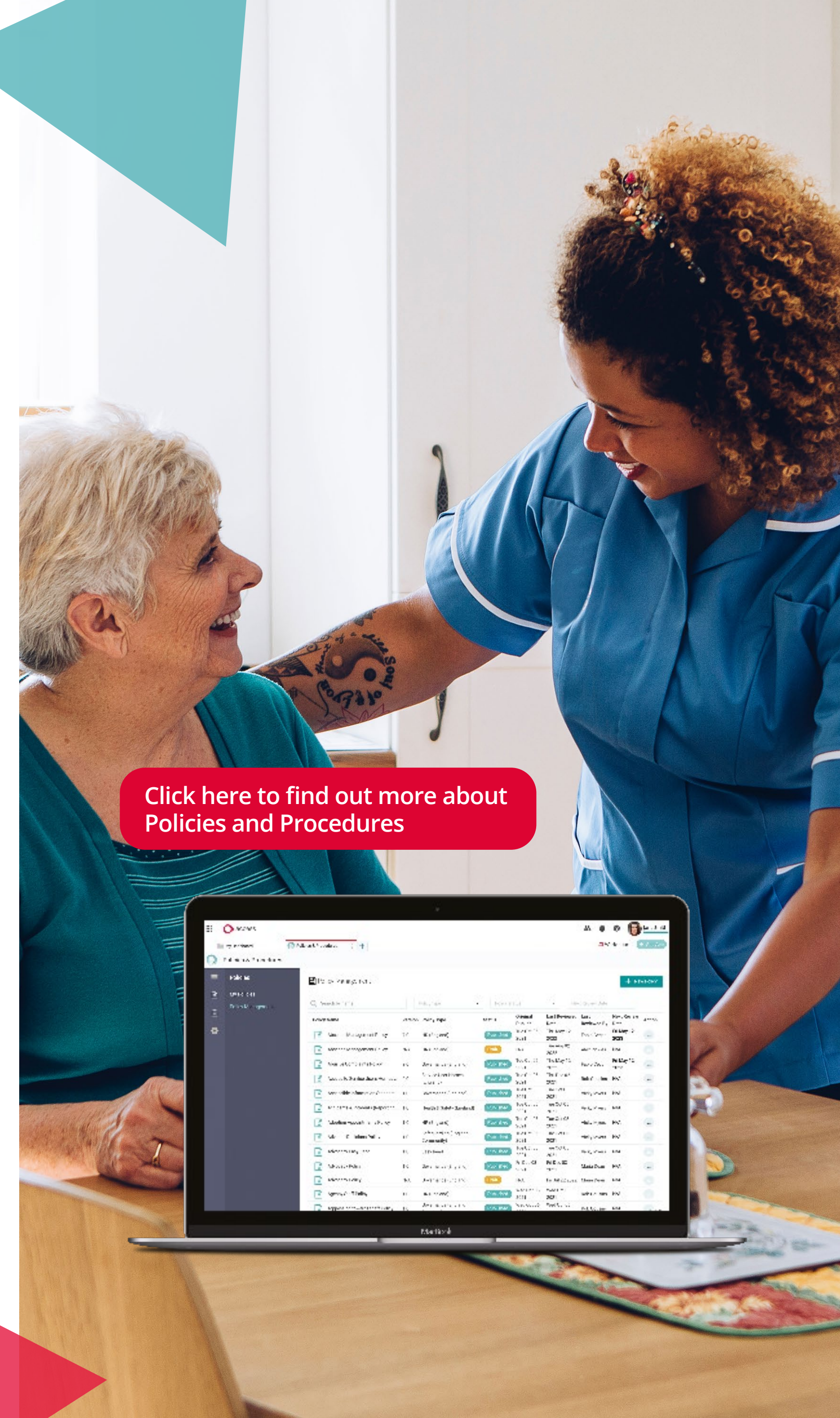
Manage your policies simply

- ⊘ Provides effective support with registration and compliance with your nation's standards.
- ⊘ Developed and written by experienced care professionals.
- ⊘ Delivered in an easy-to-use app where you can tailor relevant documents to staff members and check that they have read them.

Everything you need

- ⊘ Optional staff handbook designed to meet the needs of a care operator.
- ⊘ Synchronised updates throughout the year to capture regulation changes.
- ⊘ Easy-read policies presented in an accessible, easy-to-understand format.
- ⊘ Recruitment pack with templated checklists, factsheets, contracts and letters for optimised recruitment and onboarding.

Click here to find out more about Policies and Procedures

access **Policies and Procedures** evo

Speak to our dedicated Health, Support and Care specialists today

Scheduling and payroll

Manage rosters and log staff attendance to create automatic timesheets and gross payroll.

Efficient scheduling and allocation

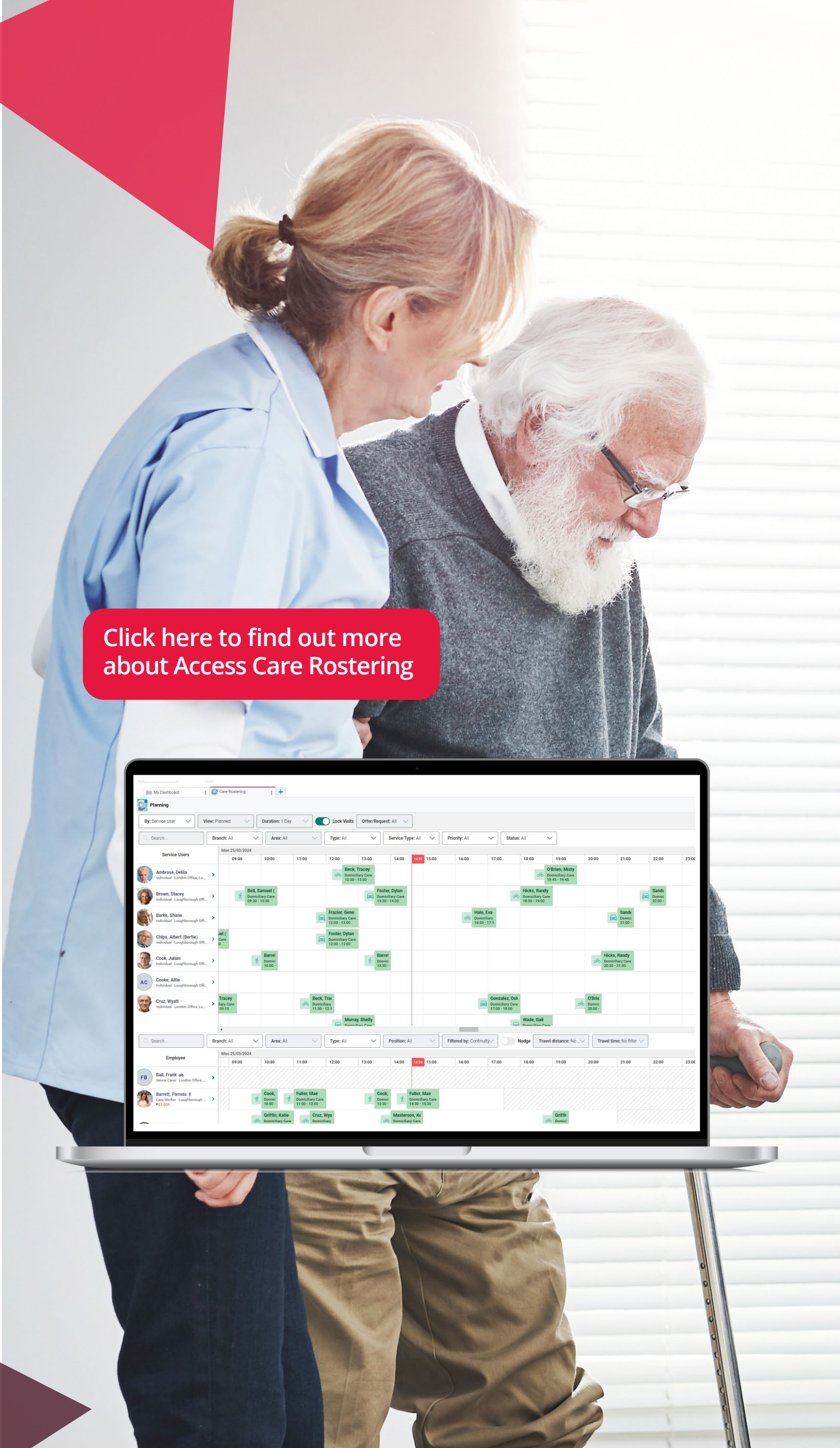Use software to create schedules, define shift requirements and communicate with your staff.

- ⊘ Set up rolling rosters based on the needs of the service user.
- ⊘ Allocate staff automatically or receive suggestions for the best staff members for each shift.
- ⊘ Offer any uncovered shifts to employees through the portal or by text message.
- ⊘ Manage holiday, sickness, and staff compliance including alerts for actions due.

Track and control staffing costs

Track staff time and attendance with automatic time logging and timesheets.

- ⊘ Keep an accurate audit trail of visits and contact time to meet statutory requirements.
- ⊘ Lateness, earliness, and additional hours can be flagged automatically.
- ⊘ Export accurate and timely gross payroll to your payroll system.
- ⊘ See the total number of hours, shifts, and cost per bed.
- ⊘ Agency usage can be tracked, and minimised by effective rostering and staff communication via the portal.

Click here to find out more about Access Care Rostering

access **Care Rostering** evo

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Extend the Power of Access Care Rostering

Take your care rostering to the next level with additional capabilities designed to streamline operations and boost staff engagement. Elevate your rostering experience to drive measurable improvements, whether you're a small organisation or a larger business.

Access Care Payments

Save time and reduce errors with **Access Care Payments**. Seamlessly integrating with **Access Care Rostering** solution to house your rostering, invoicing, and payments within one system.

⊘ Offer a smooth payment experience for your customers, allowing them to pay your invoices instantly and securely.

⊘ Benefit from faster payments, automated reconciliation and improved cash flow, through eliminating inefficient payment processes.

⊘ Grows with your needs, accommodating increasing volumes of payments with ease.

Access Care Employee Mobile App

Enhance staff engagement and satisfaction with the **Access Care Employee Mobile App**.

⊘ Integrating data from **Access Care Rostering** employees can easily view rotas, switch up availability, instantly access payslips and explore the latest offers of available shifts - all in one app.

⊘ Push notifications ensure important updates won't be missed.

⊘ Improve capacity planning, reduced agency costs, and ensure important actions are taken right away. Focus on delivering the right care, at the right time, to the right person.

access **Care Rostering** evo

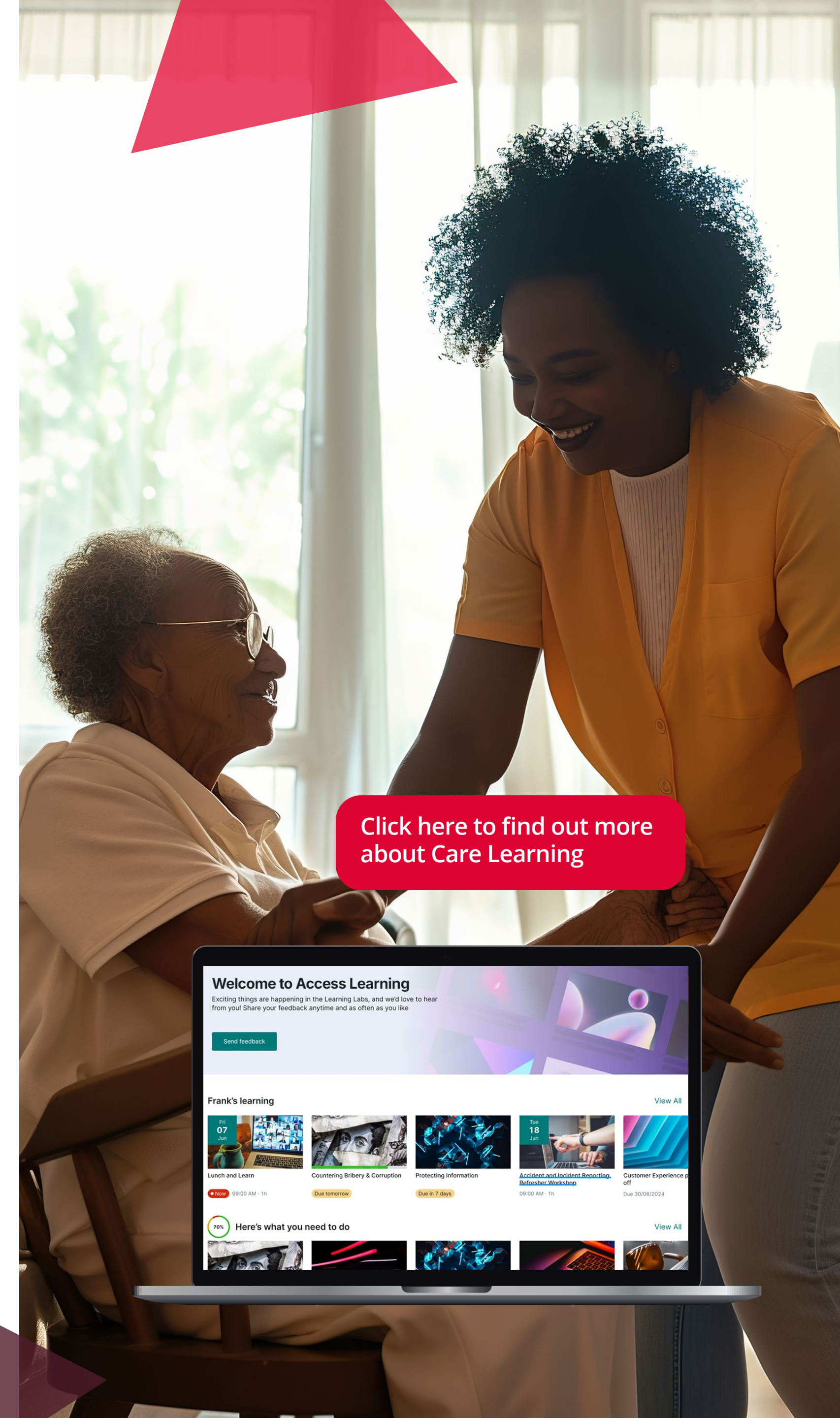**Speak to our dedicated Health, Support and Care specialists today**

eLearning and eCompetency

Make training more manageable, engaging and cost effective.

Engaging content that can be accessed at a time that suits you

- ⊘ Endorsed by Skills for Care, with engaging content that replaces expensive face-to-face training.

- ⊘ Courses can be accessed anytime, anywhere.

- ⊘ Progress can be tracked and monitored easily.

- ⊘ Following the assessment, employers will be able to identify specific areas where improvements are required, allowing for more targeted learning.

- ⊘ Each module takes an average of 20 minutes to complete, offering an efficient method of testing that can fit around the demands of day-to- day work-related duties.

- ⊘ The eCompetency module has been designed to effectively test staff in line with industry regulations.

Click here to find out more about Care Learning

access Learning for Care

access Care e-Competency

Person centered care enabled by Access

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Access Technology Enabled Care

Access Technology Enabled Care (TEC) improves care outcomes through joining up your data to provide proactive care insights. Enabling a more preventative and proactive approach to care, whilst supporting people to live a more independent life both at home and in their communities.

Replace reactive care, with a proactive and pre-emptive approach

- Combines reactive alarm functionality with proactive digital monitoring.
- Continuous data capture and analysis for both clinical consultants and care providers.
- Aggregates data collected and transforms it into actionable insight, improving care planning, reviewing nd delivery.
- Enhanced visibility and mobile accessibility provides positive reassurance to family, friends, and carers.
- Technology Enabled Care (TEC) Quality Certified.

Promote autonomy and independence

- Increases choice, safety and independence, whilst giving a sense of control and improved support for people with long-term health conditions.
- Improves patient outcomes and the delivery of quality care.
- Simplifies communication, enabling care staff to be on-hand and assist when necessary, instead of providing round -the-clock, one-on-one supervision.
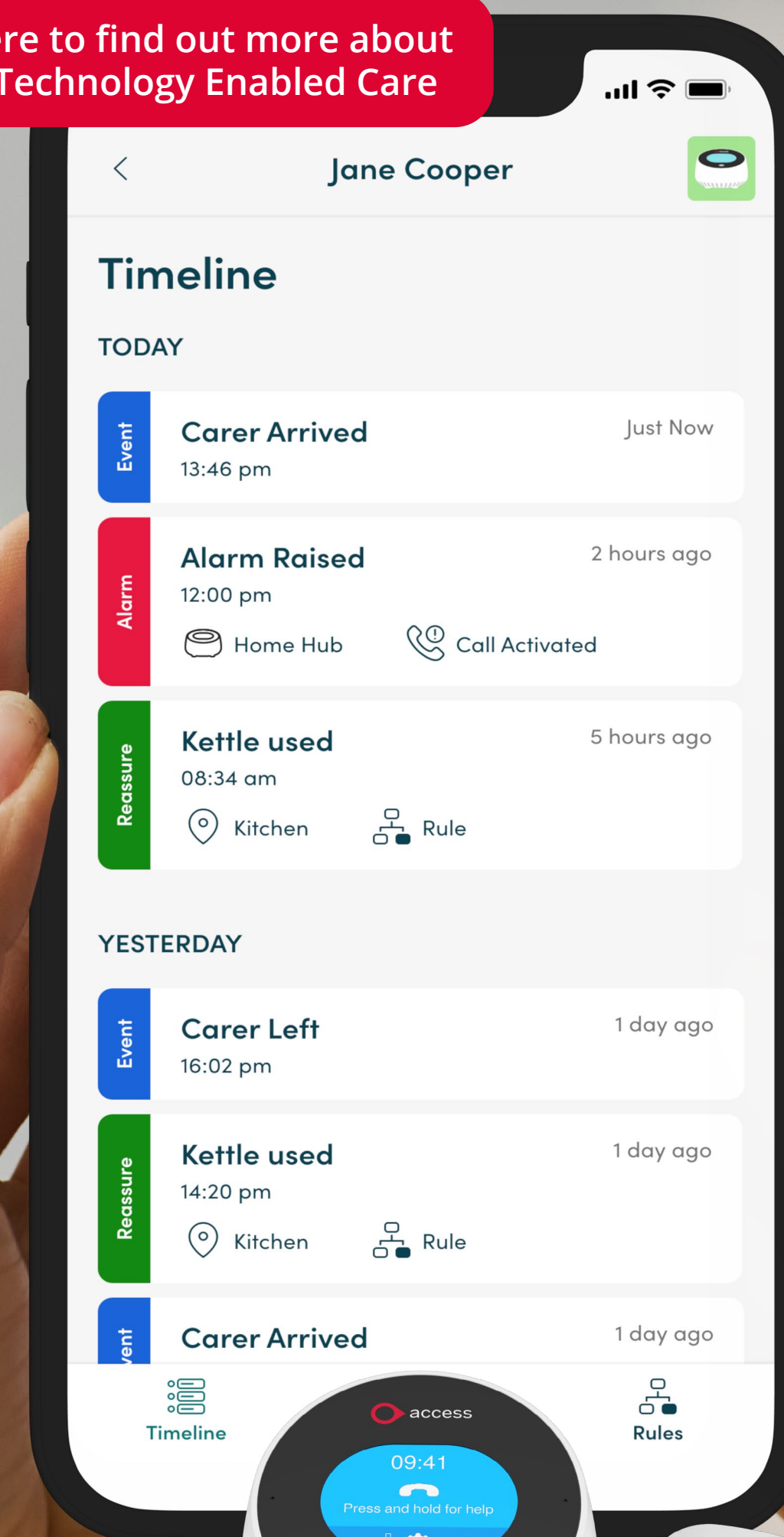
access Assure

access Technology Enabled Care

OYSTA
an access company

(Phone screen)

Jane Cooper

Timeline

TODAY

| Event | Carer Arrived | Just Now |
| 13:46 pm |

| Alarm | Alarm Raised | 2 hours ago |
| 12:00 pm |
| Home Hub | Call Activated |

| Reassure | Kettle used | 5 hours ago |
| 08:34 am |
| Kitchen | Rule |

YESTERDAY

| Event | Carer Left | 1 day ago |
| 16:02 pm |

| Reassure | Kettle used | 1 day ago |
| 14:20 pm |
| Kitchen | Rule |

| Event | Carer Arrived | 1 day ago |

Timeline   Rules

09:41
Press and hold for help

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Access Messenger

Your secure 2-way communication for sharing critical information and vital updates with your team - anytime, anywhere through voice messages or text. Connect your team in real-time.

Instant secure messaging

- ⊘ Send messages instantly to individuals or groups through text or voice.
- ⊘ Push notifications ensure messages are seen immediately.
- ⊘ Read receipts confirm delivery.
- ⊘ Available on web and mobile for 24/7 access.

Improved team efficiency

- ⊘ Real-time updates enable quick decision-making.
- ⊘ Eliminate delays from phone calls and emails.
- ⊘ Group messaging keeps teams aligned on care plans.
- ⊘ Voice notes allow communication when typing isn't convenient.

Encrypted and auditable

- ⊘ Every message is fully encrypted for maximum security.
- ⊘ Complete audit trail tracks all communications.
- ⊘ Use messages as evidence for compliance when required.
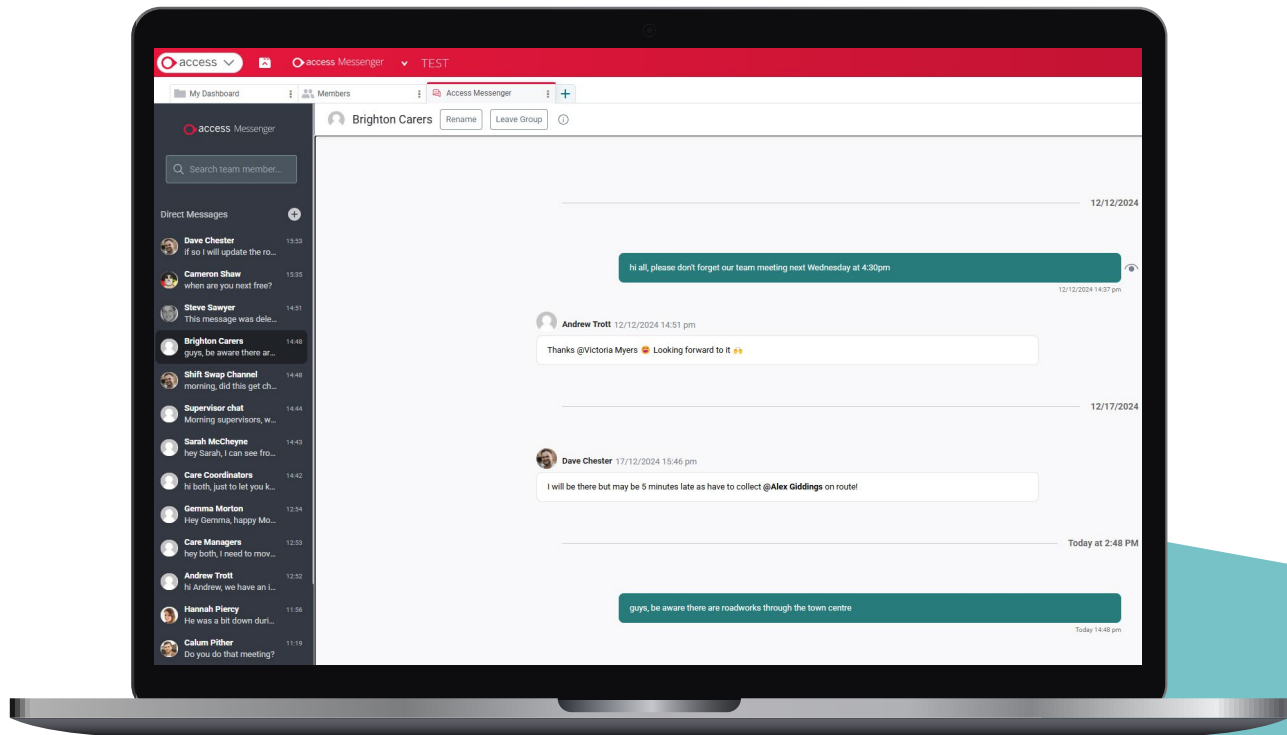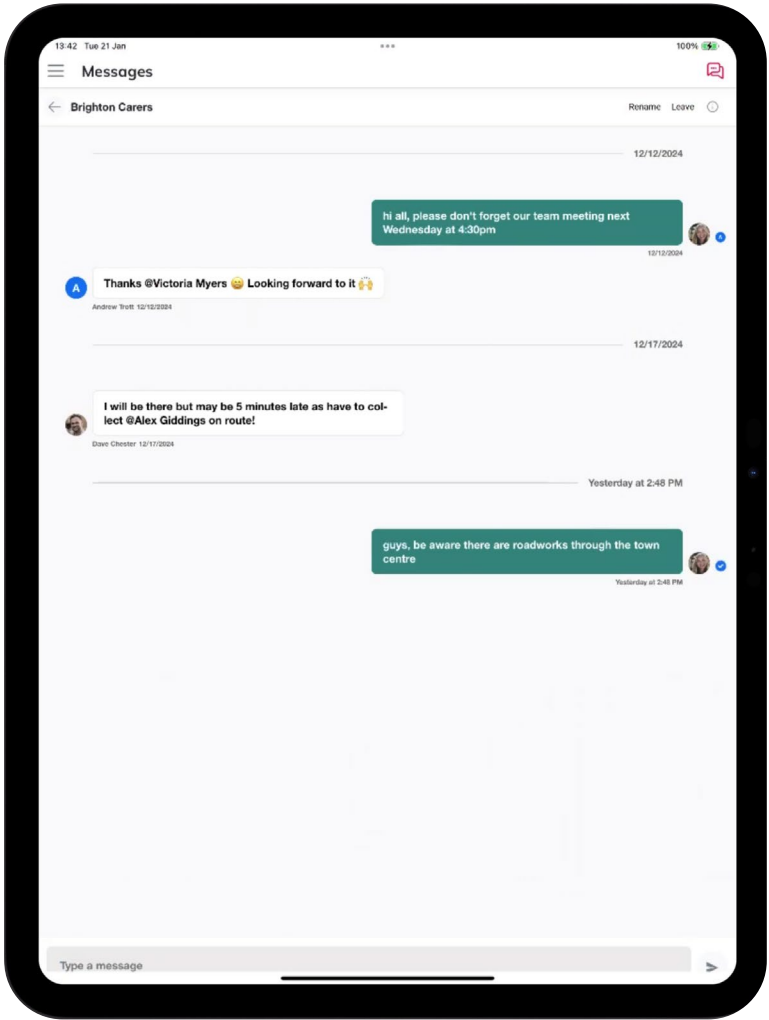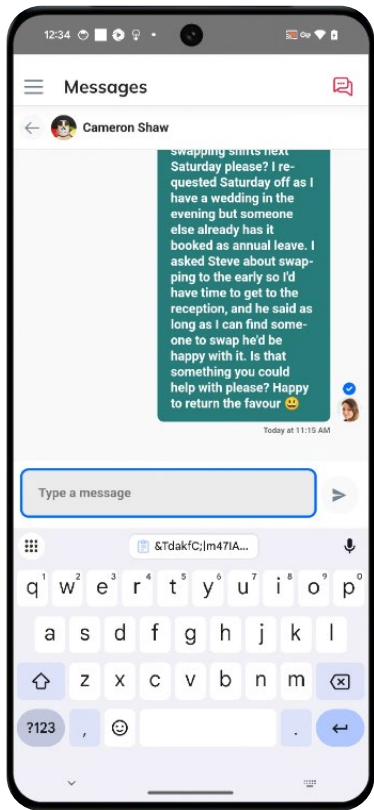- ⊘ Secure cloud storage for shared documents.

Ready for inspection

- ⊘ Maintain clear records of team communications.
- ⊘ Support regulatory compliance requirements.
- ⊘ Demonstrate effective information sharing.
- ⊘ Evidence secure handling of confidential information.

Click here to find out more about Access Messenger

Communicate with an individual or a group through text or voice messages, and receive responses for open dialogue. Share essential documents, including PDFs, Word docs, Excel files, and text files directly in conversations. Fosters alignment and empowerment, cultivating an inclusive environment where every voice is heard and valued.

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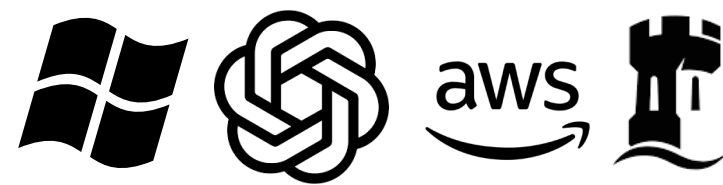# Bringing it all together with Access Evo

Access Evo is your unique integrated software experience tailored for your care organisation.

It connects all your care solutions into one unified single sign-on environment, streamlining your workflows and enhancing productivity.

This fully connected system ensures that your Access Care solutions work harmoniously, with secure data flowing seamlessly between solutions, enabling faster and smarter decision-making processes - and more time to care.

Click here to find out more about Access Evo

Private and Secure

The Access Evo robust **3 Tier Security Model** protects your organisation, your customers and your employees

1 Company Secure

All data and information is kept within a private secure environment. Your data is **never used** in other Open AI systems.

Built in Partnership with

2 Permissions aligned

Allow all your colleagues to use Access Evo with confidence. Even with the power of AI included. It maintains all user permissions and controls – no one can see what they shouldn't have access to.

3 Personally private

Everyone can use Access Evo with the confidence that their **confidentiality** will be respected.

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Software that grows with you

Access can also supply software across HR, Insight, Finance, Payments and Payroll.

HR, Recruitment & screening

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.

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 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.

Payroll

Whether you're looking for simplified payroll processing, or a service to manage the entire function for you. On premise, payroll processing or a fully managed service; your payroll, your way.

Care

About the Access Group

The Access Group is one of the largest UK-headquartered providers of business management software to small and mid-sized organisations in the UK, Ireland and Asia Pacific.

It helps more than 75,000 customers across commercial and non-profit sectors become more productive and efficient. Its innovative Access Workspace cloud solutions transform the way business software is used, giving every employee the freedom to do more of what's important to them. Founded in 1991, The Access Group employs approximately 6,300 people.

www.theaccessgroup.com/hsc
01206 890 054
hsc.access@theaccessgroup.com

Click here to find out more about Access Care