

# Calderdale Council

## CASE STUDY

The Calderdale Community Equipment Loan Store is a partnership between Calderdale Council and the NHS in the Calderdale borough. The service is available to provide the community with a wide range of equipment to help people live more independently in their homes.

### Project Brief:

Calderdale approached us intending to find a system that streamlined their equipment ordering process for referrers and the service alike, ensuring the solution being procured was user-friendly and ultimately added operational efficiencies throughout their service. They also required a system that could incorporate outsourced services such as minor adaptations, as the Council's 'Handy Person' service would use the system to manage deliveries, installations and repairs of Keysafes and Grabrails among other products.



### The Solution

Calderdale is using both **TCES Community** and **Pro-Cloud**. TCES Community provides the contract with the front-end system that they need to generate equipment orders, collections or repairs, whilst managing service user records and tracking previous activities. While, the Pro-Cloud interface ensures all orders are processed, delivered and tracked correctly whilst utilising the asset management feature to control warehouse stock.



Calderdale's service requirements meant on-the-go working was necessary. Mobile ordering is easy when using TCES Community, with the system being fully responsive; meaning all activity can be recorded and orders confirmed in real-time.

Our **Clinical Assessment Toolkit** was also procured by Calderdale, to assist them in reducing costs in high spend areas such as pressure care provision.

### The Implementation & Training Process

At the initial mobilisation meeting Calderdale's ways of working and our implementation processes were discussed allowing a project plan to be formalised. As standard Calderdale's implementation timeline was mapped out over 16 weeks. To ensure each stage of the process ran as smoothly as possible weekly calls were initiated enabling both project teams to discuss requirements and any potential concerns or risks.

Weekly calls come as standard before and after software go-lives and are continued until both parties are happy to sign off the project. Weekly calls include:

- **System setup** - Transferring information from legacy systems to TCES Community/Pro-Cloud
- **Training** - When this is going to occur and where it will take place
- **The ways they work** - How they issue stock, how many depots they have
- **Hardware** - What hardware they think they need and if they have Wi-Fi for hardware connectivity

Before Go live day, the following must happen:

- ✓ System Training
- ✓ Pin matrix transfer
- ✓ UAT sign off
- ✓ Warehouse Assistance

Calderdale was extremely responsive throughout the whole implementation/training process, communicating with our team effectively to ensure all of the above was completed promptly, resulting in a successful system go live.



## On-going Support

Now that Calderdale has successfully gone live, they will have continual support from our customer support team. Any queries that they have regarding the system will be raised with our support team via either our online ticketing system or by phone. The system we use for online support is called Zendesk, which can be used 24/7, with a fully auditable ticketing trail in email form.

The project has been signed off by both parties, and a warehouse review has been completed to ensure Pro-Cloud is operating effectively and Calderdale's warehouse team are using it to its full potential.



## Testimonial:



Calderdale has recently purchased a modern warehouse management IT system from Creative Software Solutions (Europe) Limited (CSS) which support the Loan Store services provided to patients/service users, and is run in partnership between the council and hospital.

After viewing a number of different systems, the CSS system of 'Pro-Cloud' and 'TCES' were by far superior to other systems and a joint decision was made to purchase this system. Pro-Cloud is the warehouse system and TCES is a catalogue style equipment ordering system. Both work concurrently to ensure the stock management, ordering and delivery services work in unison to provide a smooth service to patients/service users who require equipment and provides clear delivery information to the clinicians ordering equipment.

Working closely with a dedicated Project Lead from CSS (and support team), the implementation was completed successfully and comfortably within a 10 weeks timescale. There was no slippage and in fact the service was delivered a week early. Weekly conference calls were held and all personnel involved in the programme of work were kept fully informed on progress. During this time various IT extracts were taken from our old legacy system and migrated to the new system. Thorough testing was undertaken (both system and user) to ensure the information was in the right format. Over 350 people were trained by a dedicated CSS trainer to use the system in a timely manner which was well received by our clinicians.

We developed a great relationship with CSS and aftercare has been provided by a dedicated CSS Account Manager who has supported Calderdale Loan Store personnel long after the launch. There is also a Helpline for users to contact if they have any technical issues which is manned with system experts.

This system is well worth the investment as the benefits to clinicians and patients/service users are outstanding. The new system has streamlined processes for Calderdale and is making the lives of anyone using the system - from warehouse staff to end users - so much easier.

Since going live with the system, additional modules have been explored to expand the functionality of the system further which is providing more benefits to all system users.

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