Fife Community Equipment Store (FCES), funded by Fife Council provides a loan service for specialised equipment and the provision of products to support the activities of daily living and nursing care of individuals in the community of Fife.

Project Brief:

After demonstrating the TCES Community system, Fife awarded us as their new community equipment ordering solution and successfully procured the system through the digital marketplace framework, G Cloud.

They required a solution that streamlined their equipment ordering/management processes, was user friendly for thier staff and ultimately assisted them in cutting costs. Key security requirements were also a high priority for Fife; they required us to be cyber essentials plus accredited and to have the correct processes in place to adhere to data storage and processing. Secure authentication and authorisation with Fife's current infrastructure was also a must-have.

The Solution:

TCES Community was procured by Fife as it fulfilled all of the requirements listed in the specification requirements. TCES Community is much more than an equipment ordering solution; it offers many bolt-on modules and services that assist with the management of a service, whilst supporting healthcare professionals in their everyday working lives. The solution ensures streamlined equipment ordering, collections and repairs, with minimum navigation for an order to be placed. Depending on clinical and financial levels authorisation controls can be set with ease, ensuring spend is monitored and the correct equipment is always ordered.

Fife realised the benefits of procuring TCES Community with additional modules and are now utilising our clinical assessment toolkit, purchasing, supplier and cost efficiency modules. Using the solution to its maximum provides them with a centralised platform that connects every aspect of their community equipment store, it improves their internal processes and subsequently the service they provide.

System Accessibility:

Azure directory AD integration and two-factor authentication was something that Fife requested for within their specification requirements. CSS fulfilled this requirement enabling Fife's employees to access TCES Community within moments. This integration means that the TCES Community platform links with Fife's active directory, securely validating NHS employees to their email addresses after one single login to the system.

It provides:

- ▶ Quicker system access
- ▶ Eliminates the need to remember a password
- ▶ Keeps security high

COVID-19 Challenge:

Due to the COVID-19 outbreak a few weeks before Fife's software implementation date of the 1st April 2020 both parties had to adjust the way they worked to ensure the system still went live as planned.

CSS's usual protocol is to have at least one on-boarding employee on site the week of system go-lives to ensure any queries and potential issues are resolved as quickly as possible. Covid-19 put a stop to this for Fife's go live and therefore any queries had to be dealt with via telephone communication & Zoom Conferencing. Even though normal protocol had to be adjusted our team ensured the system was implemented as always and any issues that did occur were resolved quickly.

Testimonial:

I would like to pass on my sincere thanks to all of you for all the work that you have put into setting up and implementing TCES in Fife. I know that there have been many challenges to get to the finishing line, but I am very glad to say that we have made it to launch day. I want to thank you all for your professionalism, patience and determination to get the job done despite the difficulties encountered. I thought when COVID-19 arrived that we would struggle to get to this day, so I am very happy tonight that we are going ahead tomorrow as planned.

I am looking forward to working with you over the next month to bed TCES in and going forward with CSS to get the system well embedded in Fife.

Thank you for an excellent job well done.

Anne McAlpine - Clinical Service Manager