

# Digital and technology



Faced with fragmented systems and manual processes, Be Caring struggled with duplicated data entry, paper-based care plans and limited mobile access. These inefficiencies prompted a strategic review, ultimately leading to the need to develop a bespoke platform designed to unify scheduling, care planning and outcomes monitoring.

To support adoption, Be Caring delivered inclusive training via classroom sessions, eLearning and peer support, while equipping staff with secure mobile devices and messaging tools, helping build digital confidence.

The platform continues to grow, helping to address inefficiencies like rota optimisation, real-time data and electronic call monitoring and improving oversight and service quality.

This section is split into the following topics:

- reviewing current infrastructure
- choosing the right additional solution
- what the customised solution offers
- building digital confidence
- technology-driven efficiencies
- key decisions, key learning and advice, recommendations.



# Reviewing current infrastructure

**“We didn’t have the digital systems needed and without that, it’s almost impossible.”**

**Sharon Lowrie**, Chief Executive Officer, Be Caring

In 2020, Be Caring’s digital infrastructure was fragmented and largely manual. The two digital platforms used in adult social care to manage care planning, scheduling and real-time documentation were inconsistently used. Many locations relied on paper-based care plans, printed communication logs and hand-audited medication records - creating inefficiencies and compliance risks.

Mobile technology was minimal. Care workers used a system to log visits but couldn’t access care plans or real-time updates. Office systems lacked integration, requiring duplicate data entry across platforms.

An infrastructure review revealed key gaps:

- no unified system for scheduling, care planning and outcomes tracking
- limited real-time data access, affecting responsiveness
- incompatibility with neighbourhood prime provider model requirements.

In order to identify what was needed for the future, Be Caring undertook a review of its digital infrastructure. This review process was collaborative, involving input from care workers, office staff and central teams.

# Choosing the right additional solution

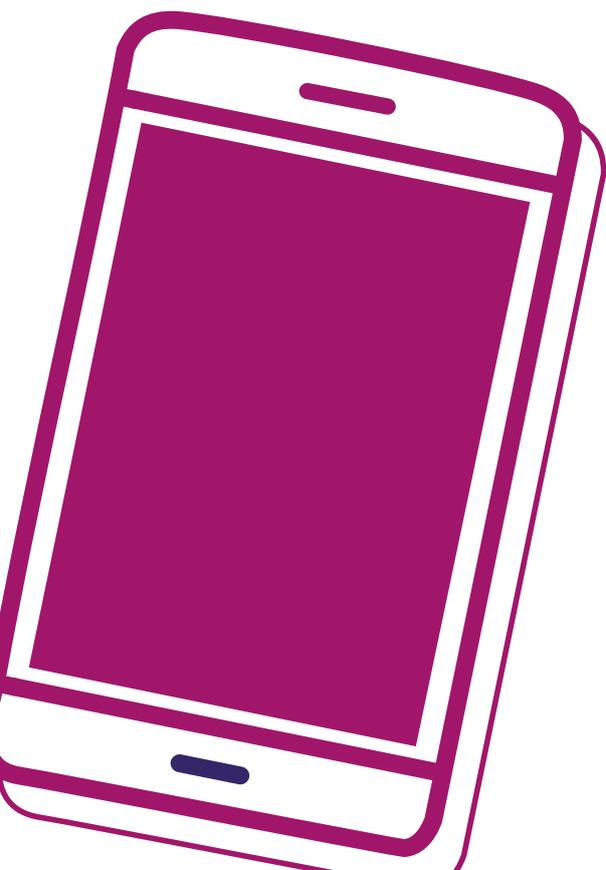
**“After failed procurements and recognising system limitations, we chose to build a single platform that integrates care planning and scheduling, giving us full control and reducing duplication.”**

**Sam Booth**, Director of Performance, Be Caring

Following their digital infrastructure review, Be Caring recognised the need for a unified, intelligent digital platform to support its neighbourhood-based, block-pay and outcomes-focused model. After several unsuccessful procurement attempts, the decision was made to invest in a bespoke solution: CAREVIEW 360.

Initial engagement with external developers began several years ago, sparked by the need for a more integrated and responsive platform. Over time, this collaboration evolved into a close working relationship, with Be Caring providing detailed insights from frontline operations, service coordination, and care planning.

Be Caring staff played a central role in shaping CAREVIEW 360, contributing their practical knowledge and lived experience of care delivery. Office teams, managers and care workers were actively involved in identifying system requirements, testing features, and refining functionality. This inclusive approach ensured the platform was intuitive, fit for purpose, and aligned with everyday workflows. By embedding staff feedback throughout development, CAREVIEW 360 reflects the realities of care and supports better outcomes for both workers and the people they support.



# What the digital solution offers

CAREVIEW 360 is a next-generation digital platform developed to transform how community-based care is delivered, monitored, and funded. It replaces multiple legacy systems by integrating rota management, electronic care monitoring (ECM), care documentation and performance reporting into a single, mobile-accessible system. This streamlines workflows, reduces duplication and creates a unified source of truth for care delivery and workforce data.

At the heart of CAREVIEW 360 is its mobile app, which empowers care workers to view live schedules, record care activity in real time, and communicate instantly with office teams. This improves responsiveness, reduces errors, and strengthens continuity of care. The platform also tracks contact time, travel and external tasks - such as liaising with GPs or families - ensuring care workers are paid fairly for all time worked, not just time spent with service users. This supports Be Caring's commitment to staff wellbeing and fair pay.

For managers, CAREVIEW 360 offers dynamic rota management. Real-time adjustments to visits and tasks can be made without disrupting continuity or compliance. The system automatically optimises schedules based on travel routes, visit lengths, and workforce capacity across defined neighbourhoods. Staff receive live updates through the app, ensuring changes are communicated instantly and efficiently. Managers also benefit from real-time data insights to monitor service quality, identify compliance issues and respond proactively. Customisable reports and automated insights support better resource allocation, rota planning and visibility into service density and true care costs - critical for operational planning and funding negotiations.

CAREVIEW 360 includes built-in ECM functionality using QR codes, GPS location and time-stamping to track care activity accurately. This data links directly to rota management, payroll and quality monitoring, eliminating the need for separate ECM systems. Importantly, the platform is designed with open APIs, allowing integration with local authority and commissioner systems where appropriate. This enables secure, real-time data exchange and alignment with commissioning processes, such as confirming visits, outcomes and fair payment verification.

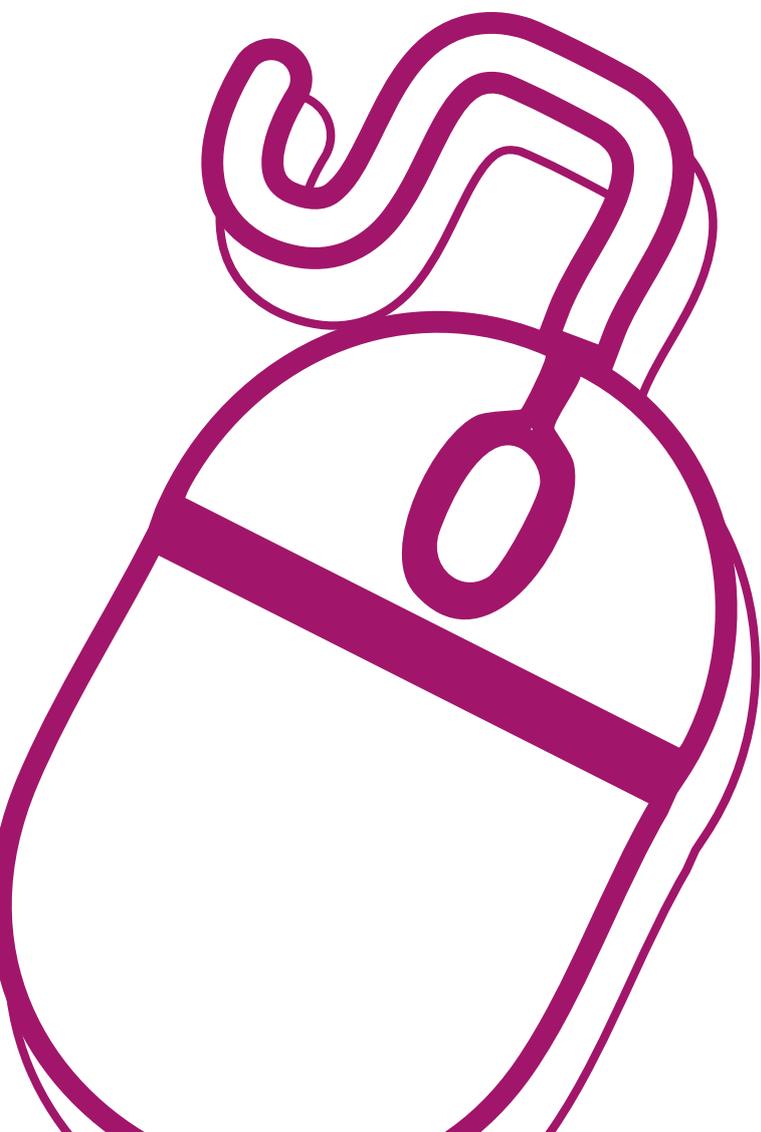
Be Caring understood commissioner concerns around system compatibility - particularly with platforms such as Mosaic, LiquidLogic, and ContrOCC - and recognised the potential need for local adaptations to support integration with existing commissioning and payment infrastructures. These concerns are valid and important.

Drawing on its experience, Be Caring demonstrated that such adaptations are both achievable and beneficial. For instance, in Wirral, the LiquidLogic system was successfully adapted to support trusted assessor and review functionality, enabling providers to contribute directly into the system under appropriate permissions. Similarly, other local authorities are exploring ways to extend provider visibility and access to social work support plans and assessments. These developments show that shared access can be achieved within existing frameworks, leading to improved efficiency and quality.

CAREVIEW 360 has been developed in line with NHS data integration and interoperability standards, ensuring future compatibility with a wide range of local authority and NHS systems. Dynamic reporting ensures that data from CAREVIEW can be extracted in specified formats and uploaded to commissioner systems. Our approach is proactive and collaborative: we work closely with commissioning and IT partners to design, test and adapt integrations that meet both local requirements and longer-term strategic goals. While some local configuration may be required, the platform is intentionally built for flexibility. We take a partnership approach - working alongside commissioners, system providers and operational teams - to support evolving models of neighbourhood health, delegated care and shared accountability.

CAREVIEW 360 also underpins Be Caring's neighbourhood-based, outcomes-focused model by strengthening service continuity and operational efficiency. Features such as travel route optimisation, GPS tracking, QR code-based ECM, and mobile device management ensure secure and efficient deployment of staff.

Beyond Be Caring, CAREVIEW 360 has the potential to support wider sector transformation. By sharing tools and insights, it can reduce infrastructure costs and give smaller, values-led providers access to high-quality data typically reserved for larger organisations. It promotes ethical, sustainable care by enabling smarter commissioning, fairer pay and higher standards.



# Building digital confidence

**“Training is tailored and inclusive, combining classroom sessions, peer support and voice-to-text tools to overcome barriers and build digital confidence across the workforce.”**

**Sarah Tate**, Continuous Improvement Manager, Be Caring

Digital transformation is not just about introducing new systems, it's about ensuring that every member of the workforce feels confident, supported and equipped to use technology effectively.

As Be Caring moved toward a digitally integrated model, building confidence among staff became essential. The organisation understood that successful adoption relied on staff feeling equipped and supported.

The transition from paper-based systems to digital platforms was managed with care and sensitivity. Rather than implementing changes abruptly, Be Caring adopted a phased rollout that allowed staff to adjust gradually.

Training was inclusive and practical, using a blended approach: classroom sessions, eLearning and one-to-one support. Staff received centrally managed mobile devices, removing access barriers and ensuring consistency.

Key enablers included:

- digital champions offering peer support and promoting shared learning
- app messaging for daily updates, reminders and seasonal alerts.

Support didn't end with initial training. Community coaches and care assessors accompanied carers on early visits, helping them navigate the app and troubleshoot issues. Ongoing help was readily available from office teams or designated digital champions. Office teams received phased training on scheduling and performance tools, with early adopters helping test and refine systems.

Over time, digital confidence has grown across the organisation. Staff who were initially hesitant have become proficient users and digital systems are now embedded in daily practice. Be Caring's inclusive, supportive approach has ensured that technology is seen not as a burden, but as a tool for improving care, communication and job satisfaction.

# Technology-driven efficiencies

**“Digital tools like GPS, real-time uploads and rota visibility have made our services more responsive, auditable and efficient - reducing travel, improving compliance and enhancing communication.”**

**Sarah Tate, Continuous Improvement Manager, Be Caring**

The adoption of digital tools at Be Caring led to major improvements in efficiency, care quality and staff experience. These gains came from a coordinated strategy to embed technology across service delivery.

A single integrated system has helped eliminate duplication and streamline workflows. Rota planning became smarter, factoring in geography and client needs to reduce travel and improve punctuality.

Electronic Call Monitoring (ECM) added accountability through QR code scanning and GPS verification, supporting payroll, compliance and performance reviews. Managers use digital reports to monitor care plan compliance, training and visit durations, enabling proactive decisions and supporting audits.

Additional benefits included:

- real-time care updates and medication changes
- secure mobile communication via Carer App messaging.

Across the organisation, carers report spending less time on paperwork and more time with people. Office teams respond faster, co-ordinate more effectively and maintain higher standards of oversight. People benefit from more consistent care, improved safety and better communication.





## Key decisions

- Conducted a strategic infrastructure review to identify inefficiencies and gaps, laying the foundation for a unified, responsive digital platform.
- Adopted QR code-based electronic call monitoring with GPS tagging to ensure accurate visit logging and enhance data transparency.
- Built a bespoke system after failed procurements, ensuring alignment with operational needs and support for the block-pay care model.
- Delivered inclusive training and equipped staff with secure mobile devices to build digital confidence and ensure consistent system use.

## Key learning

Be Caring's digital transformation highlights that success relies on people as much as technology. A collaborative review led to developing a bespoke platform, shaped by agile development and staff feedback. Inclusive training and mobile access built confidence and eased adoption. Technology simplified processes, supported values and improved care.

Organisations should begin by listening, align solutions with purpose and invest in both systems and people to build a resilient, human-centred digital environment.

## Recommendations for providers

A checklist of practical recommendations and resources to help providers to adapt and adopt similar informed by this building block section.

## Recommendations for commissioners

A checklist of practical recommendations for commissioners to help adopt some or all of the approach used by Be Caring's commissioners.