

 access Health, Support and Care

Navigating the Cost of Living Crisis

A Guide for Care Providers



Freedom to make it personal



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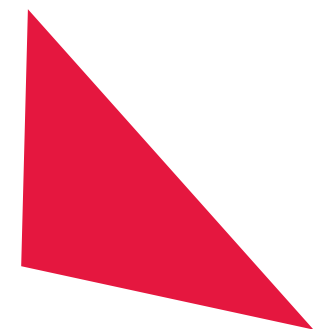
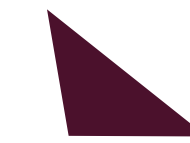
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The ongoing cost of living crisis has been challenging for adult social care providers, the people they employ, and the people they support.

In a [recent report](#) Care England found that the adult social sector is “on a precipice.” In 2022, 82% of adult social care providers were either in financial deficit or saw their financial surplus decrease. Of those who reported a decrease in their surplus, almost half (45%) anticipated that it would turn into a deficit within two years.

Increases to workers’ pay, in line with the new National Living Wage, was the most significant cost pressure (reported by 92% of providers). This was closely followed by rising utility costs (reported by 60% of providers), which increased by as much as 500%.

42% of providers had to close down part of their organisation or hand back local authority contracts. Nearly one quarter of providers were forced to offer care to fewer people to save costs. Due to increasingly stretched finances, one third of social care providers considered leaving the sector in 2022. Among smaller providers (fewer than 250 employees) almost half considered quitting.

Care workers have had to struggle, not only with increased pressures at work, but also mounting financial demands at home. Morale is low, leading to [25% of staff quitting](#) their roles.

Fewer social care providers, coupled with a reduction of workers in social care has led to less choice of care services on the market. Vulnerable people, themselves struggling to cope with rising costs, are finding it harder to access the care and support they need.

The crisis has been a long time coming. For years, leading voices from the care sector have warned of cracks in the system due to decades of chronic underfunding and neglect. Calls for government intervention have been largely unheeded by politicians who do not see championing social care as a guaranteed vote winner.

In this guide, we will examine the problems facing care workers, care clients and care providers arising from the cost of living crisis. With the aid of our expert panel, we will examine solutions to each of these problems, both with and without the use of technology.

Our expert panel



Karolina Gerlich

CEO at The Care Workers’ Charity



Daniel Casson

Digital Transformation Advisor at Care England,
Managing Director at Casson Consulting



Ben Ashton

Director at GoodOaks
Homecare Franchising



Martin Lowthian

Quality & Governance Lead
at The Access Group



Caroline Williams

Strategic Account Director
at The Access Group

01.

How has the cost of living crisis impacted care providers?



The impact of the cost of living crisis depends on the part of the market in which a provider resides.

High tier providers serve the luxury end of home care, benefit from a private fee and payer base and are least affected by the cost of living crisis. Their profit margins may be reduced, but almost certainly, they are still making a profit.

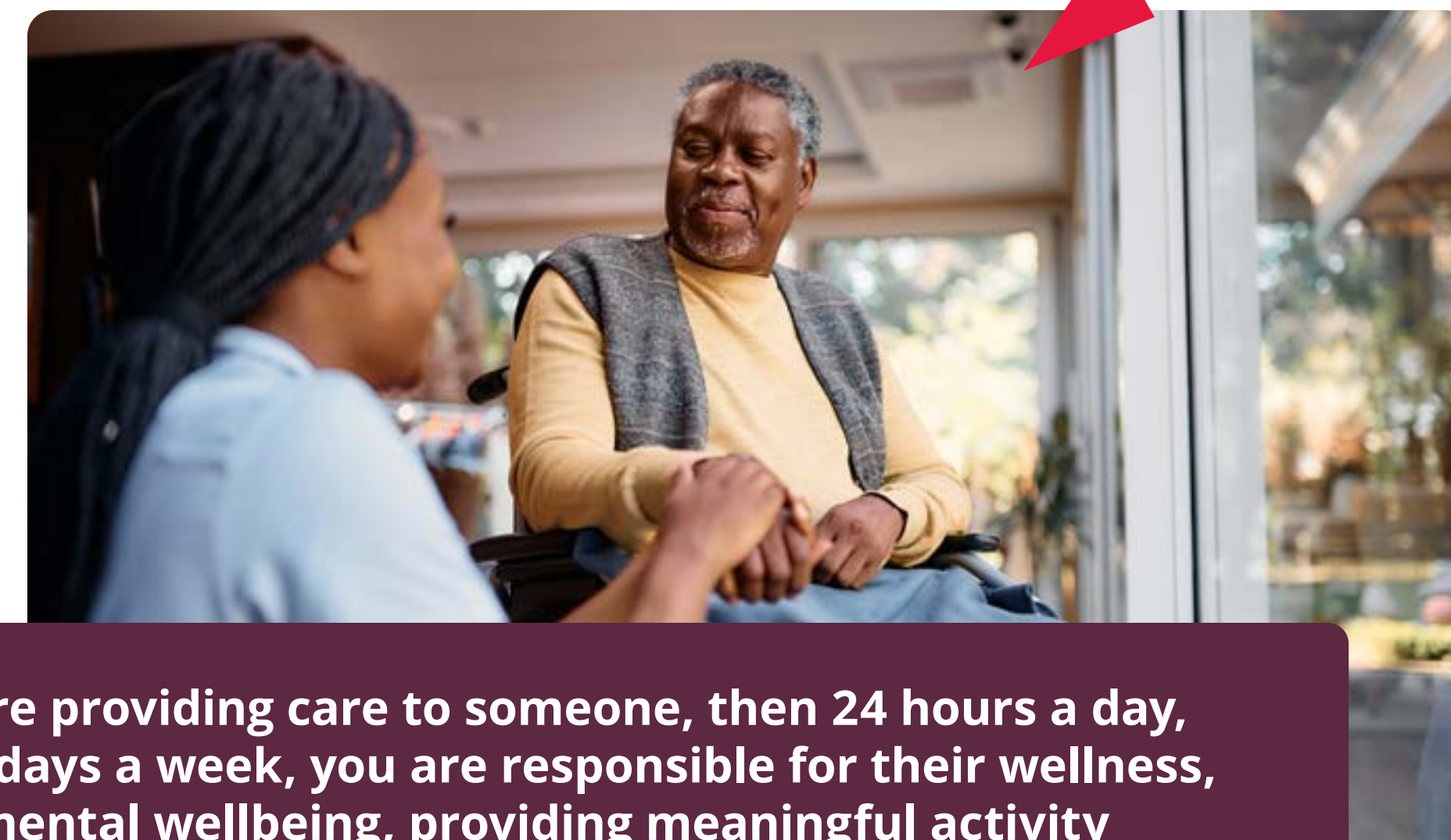
Middle and lower tier providers cater to a majority local authority market. That means caring for people who are publicly funded for social care beds, supported living, or home care. For this market the impact of the cost of living crisis is far more acute, because social care budgets aren't going up in terms of government funding.

Across the sector, staff wages have increased, albeit slightly. Utility bills up have gone up substantially, whether providers are using gas, electricity or oil.

Rising fuel costs have had a massive impact on care workers, particularly for those living in remote areas and for those doing home care visits. This leaves care workers unable to keep their car running because they can't afford to fill their tank with fuel. Some providers have the funds to help, but in many cases care workers have no other option than to turn to the Care Workers Charity for assistance.

The scale of the impact of the cost of living crisis has been huge and many providers are handing back local authority contracts because they are loss making. Other providers are constrained by their budgets and feel that they are being squeezed to provide more and more care for less money.

The challenges facing care providers arising from the cost of living crisis are accentuated by the unique demands of their highly specialised work.



If you're providing care to someone, then 24 hours a day, seven days a week, you are responsible for their wellness, their mental wellbeing, providing meaningful activity support, watching out for risks, and looking at how they interact with other people. If they're on medication, and the average person in a care home has multiple medications, then you're managing that as well.

Old, frail people often have complex conditions like skin integrity issues or continence challenges. You're supporting all of that and then you're supporting their medical challenges which might include diabetes and COPD. As a care provider, you need your staff to be professionally trained to be competent in managing all these conditions.

Martin Lowthian

02.

What can care providers do to better support their care workers?



In the cost of living crisis, prices of everything have gone up, but care workers' pay hasn't gone up in line with inflation. Care workers remain some of the lowest paid workers in the country, in many cases earning just minimum wage.

In care workers' Facebook groups, I've seen care workers talking about having a 3 minute cold shower to save on water and electricity bills.

Even something like having to fix a broken washing machine can be enough to push some care workers into debt.

Karolina Gerlich



At the same time, care workers are expected to do their job with no guaranteed hours. If a client is admitted to hospital or passes away, their care worker will suddenly lose 20 hours of work in a week.

The pressure and uncertainty inevitably takes a toll on care workers' physical and mental health. Many suffer from insomnia, anxiety and depression. As they are not taking care of themselves, they are more likely to fall sick or experience burnout.

Care workers are worried, stressed and hungry. Then they go to work and are expected to deliver outstanding care. But that's very difficult to do on an empty stomach and a mind constantly thinking about how to make ends meet.

Karolina Gerlich

Care workers remain sadly unappreciated and undervalued, despite their dedication and compassion.

The reason people work in care is because they're getting an enormous amount of satisfaction from delivering amazing care to people. And it's not just elderly care, it's younger people, it's people with acquired brain injuries, mental health challenges, and learning disabilities. Just because care workers are passionate about doing the work they do, they shouldn't be paid any less than their colleagues who work in the NHS. Especially when NHS workers have a larger support network around them.

Martin Lowthian

The care profession has been under pressure for many years and it's starting to come to a head.



There is a time bomb coming. Care workers worked through COVID, put themselves and their families at risk, they saw some of their clients die, and they've had no recognition from central government, not least in terms of pay.

They haven't had time to process what they've been through. The fallout is starting to make its appearance. People are really starting to struggle, and you're going to see even more staff shortages in care.

Caroline Williams

The impact of spiralling prices is becoming more and more hard to bear.

At the Care Workers Charity, care workers are telling us that they have to use loans and credit cards to pay for regular monthly bills such as rent, electricity, gas, water and the grocery shopping. Then that debt is piling on and they don't have anywhere to be paying that off. So that pushes them into a constant debt situation.

Some care workers are saying they're not eating or skipping meals because they want to make sure that their children are fed.

We have care workers who can't afford the mortgages anymore, so they're having to sell their homes and buy somewhere smaller, or start renting.

Other care workers are being pushed into eviction because they can't afford the rent. So they're getting eviction notices. They are being put in temporary housing or becoming homeless.

Then you have rising petrol prices and increased car maintenance costs. Some care workers have had to drop their hours of work in the community because they can't afford the petrol to travel 60 plus miles a day. Care workers have had to stop working because they can't afford the MOT or their car breaks down and they can't afford to fix it.

Karolina Gerlich



Non-tech solutions

Care providers and their managers should ensure that their team is well looked after and empowered to meet any challenges arising from the cost of living crisis. It's in everybody's interests that each care worker is happy and well supported to deliver the best possible quality of care to their clients.

Paying care workers a true living wage rather than the statutory minimum is the ideal. But realistically not every provider can afford to do that, especially those who are publicly funded.

At the Care Workers Charity, we distribute grants to care workers who apply to us for assistance. We also offer care providers the ability to open a hardship fund for their own employees.

Giving people training and support around finance management can also help. Although the issue is often not lack of money management but simply not getting paid enough.

Karolina Gerlich



Being able to guarantee care workers a minimum number of hours of work a week can also go a long way.

In the current climate, care workers need to have a bit more certainty about the money they're bringing in. Some home care workers will have big gaps between visits which can really impact the money they're bringing home each week.

At GoodOaks we pay for travel time, so we don't just reimburse travel costs, but we pay our workers for how long they've sat in the car or bike on their way to a visit.

We offer guaranteed hours contracts to people who want that certainty. So, instead of zero hours contracts which have no such guarantees, we can let people decide that they want at least 20, 30 or 40 hours of work every week. This allows staff to plan their lives accordingly.

Another thing we do is to be more consistent with those hours. So rather than phoning people up at short notice, we publish rotas a week ahead so that people can plan their lives around their shifts.

Lastly, we give a long stay bonus around Christmas because this is when people's budgets are really tight. The bonus is based on years of service with us, up to £200 for someone who's been with us for three years.

Ben Ashton

Addressing food insecurity can be a big help for many care workers.

Care providers can offer hot meals to care home workers. Home care workers can be helped by setting up a small food bank in their central office, or by handing out shopping vouchers.

Karolina Gerlich

Care providers can offer their staff discount cards like the [Blue Light Card](#) which is designed for people working in social care and other key sectors.

Employee Assistance Programs (EAPs) give care workers access to mentoring, support and counselling that could be very helpful for those experiencing financial difficulties.

Taking a longer-term view, training and development programmes help care workers progress their careers to potentially higher paying roles.

Care providers can create career pathways for their workers. If someone joins an organisation as a care worker, the provider can map out their journey, so they see where they are going to be in three, five, ten years' time. They might want to be a unit manager, a senior care worker, even an assistant chef at a care home. Part of this process is setting out the training and experience they need to acquire on the way.

Martin Lowthian

Care workers may also face mental health challenges of their own, which need to be identified at an early stage.

Registered care managers should look after the mental health of their team. They can start by spending time on their phones speaking to each of their team members, listening carefully to see if they hear any change in their mood.

Care managers can also organise events for their team to get together and talk. They talk about work at first but then move on to more personal topics. This allows managers to get to know each member of their team better so they can spot the signs when something is not quite right.

In this way, care managers can more easily identify the warning signs and ensure their team members get help with their mental health when needed.

Caroline Williams

Gestures of appreciation, whether large or small, will also make a difference.

Providers can do a lot to make their staff feel properly appreciated. Things like sending flowers or fizzy wine to recognise the anniversary of the day they started working. Taking staff out to lunch. There's one guy who holds a music festival every year for all his care workers and their families, all at his own expense.

Caroline Williams



Tech solutions

Tech solutions can be used to make the working lives of care workers easier, by automating tedious and boring tasks, thus enabling care workers to focus on caring for their clients. When work becomes less strenuous, workers are more able to take on extra shifts, allowing them to bring home extra income to make ends meet.

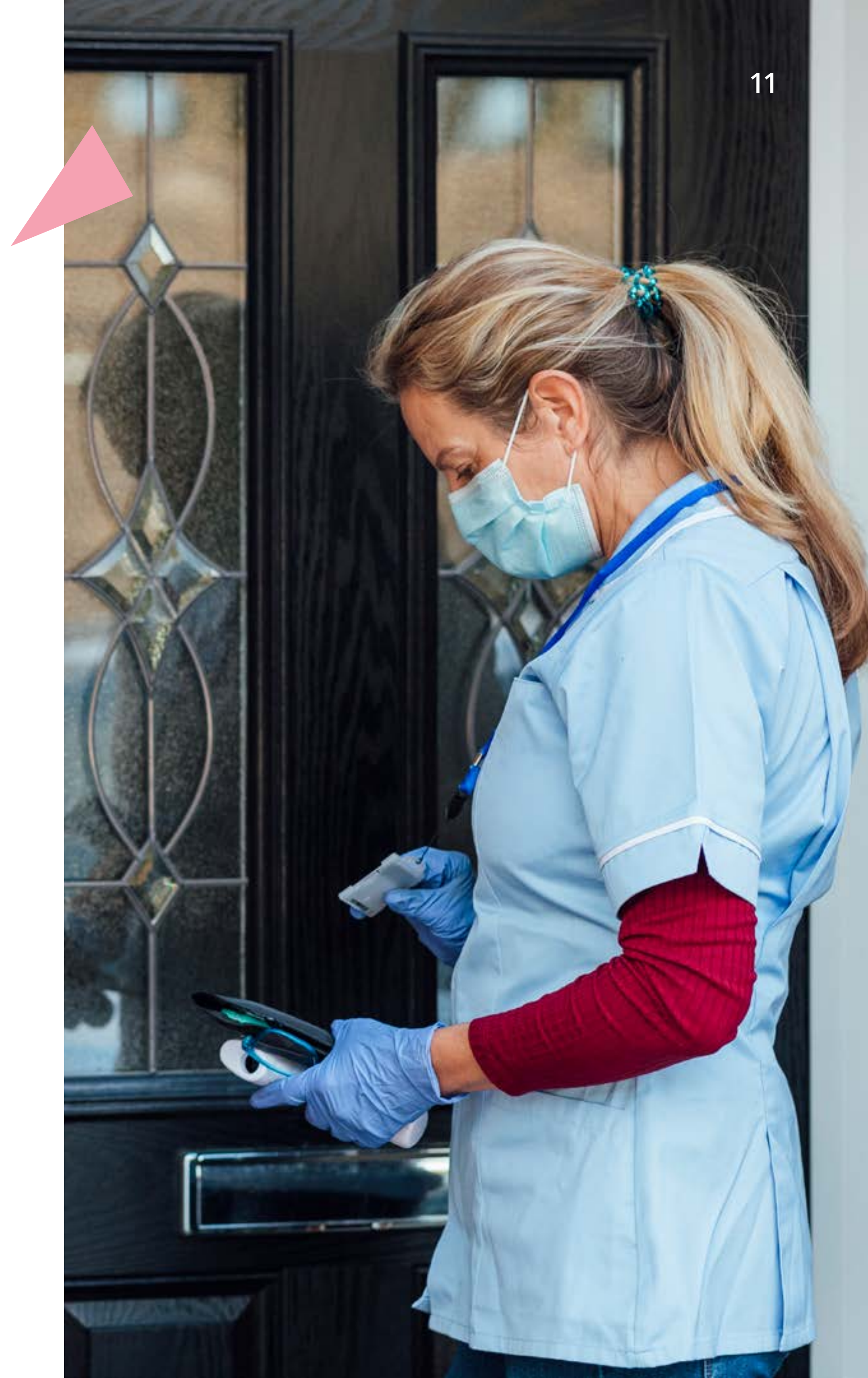
Social care workers can sometimes feel that they're in a pressure cooker environment, leaving them physically exhausted by the demands of their job. Technology can help to reduce their burdens and their levels of stress.

Say a home care provider has staff who are scribbling notes by hand on paper, which they need to type up later. This takes away from the time staff have to support the person they're caring for. Instead, the provider can deploy a care planning solution with a mobile app that logs the support activities as they are carried out for each client. Now the worker can talk into their phone, list what their client had for breakfast and that automatically goes on the client's records.

For care home providers there are mobile apps that manage care records and medicines administration. Professional learning and development can be facilitated on a mobile device rather than having staff spend time in a classroom.

Thus technology solutions allow care workers to do their job more efficiently, so they can focus on what they want to do which is to support the client. Removing all the boring and tedious tasks eliminates a lot of the stresses of the job. They are less likely to get burned out and they may even have the energy to take on another shift because work has become less draining. Doing an extra Saturday shift every week could mean another £150 in someone's pocket at the end of the month, and that can be massive for some people.

Martin Lowthian



Care workers who take on extra shifts because they need the money will benefit from solutions that allow them to withdraw their earnings early.

We have a mobile app called Access Early Pay. This means that if staff pick up an additional shift, they can immediately get the extra money that they've just earned through our app. They don't have to wait until the end of the month.

For example, if someone does an eight-hour shift, they can draw down 50% of that right away. That might be the money they need to fill their car with fuel. If they want to have a treat, they can take a weekend getaway or enjoy a restaurant meal.

These seemingly small things can help care workers to better cope with the cost of living crisis.

Martin Lowthian

There are apps which help care workers access discounted groceries to lighten their food budget.

Care providers should let their workers know about the different apps that are available to help with their food costs. There are apps where you can find out where to get food leftovers from shops. The Olio app helps you receive unwanted food from people's homes.

Karolina Gerlich

Technology can also facilitate professional development, creating the potential for higher future earnings. In particular, eLearning offers a more flexible and easy way to manage professional training that fits around work and home life demands.

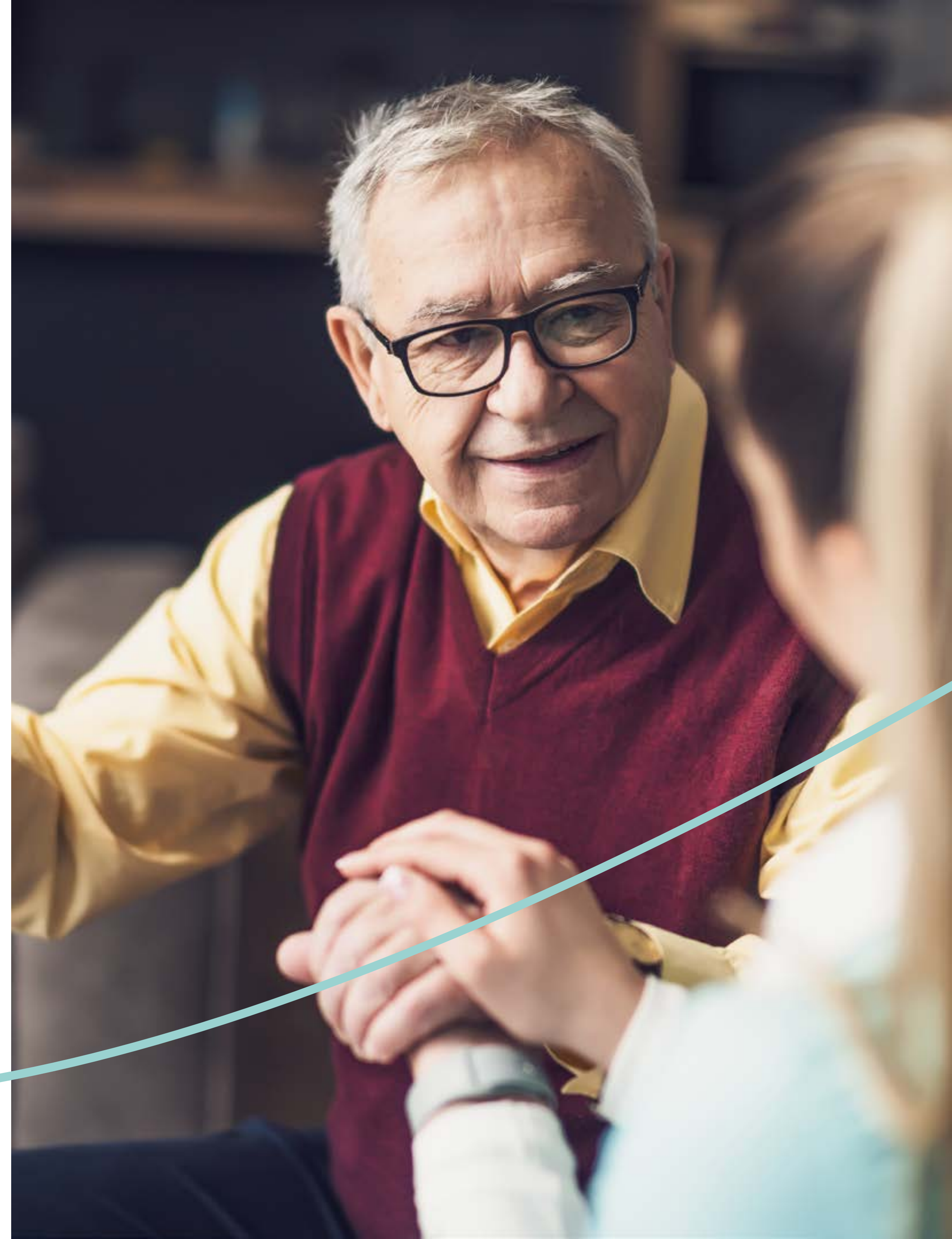
Developing professional skills and expertise is something that is important to us. GoodOaks Academy is our own eLearning platform where we can enrol care workers on courses that help to upskill them. They learn through an app which tracks their progress and prints off certificates. This helps our workers progress, get that promotion, and achieve a highly hourly rate of pay.

Ben Ashton



03.

What can care providers do to better support their clients?



Many social care clients are amongst the most vulnerable members of society. In many cases they have little if any financial resources and are heavily dependent on public funds to survive.

The basic issue for most clients is that most of them aren't working and are reliant on pensions, investments and government support. These are quite inelastic when it comes to the cost of living crisis. The rest of us can work harder, pick up extra jobs, take on extra shifts or look for a promotion. But pensioners can't really do that. They've just got their pension and they have to make it work.

Ben Ashton



The cost of living crisis has directly impacted essential living expenses for social care clients.

For clients living in their own home, the cost of living crisis will have impacted them through increases in electricity, gas, and water bills. Older people especially are more frightened of putting their heating on and using too much electricity. This impacts their health and wellbeing.

Clients living in a care home who are ineligible for funding support will be paying for their care. For them, the price of care will have gone up to accommodate the increases in running costs, not just utility bills, but food as well.

Caroline Williams



Some home care clients have had to make a tough choice between whether to heat their homes or to feed themselves.

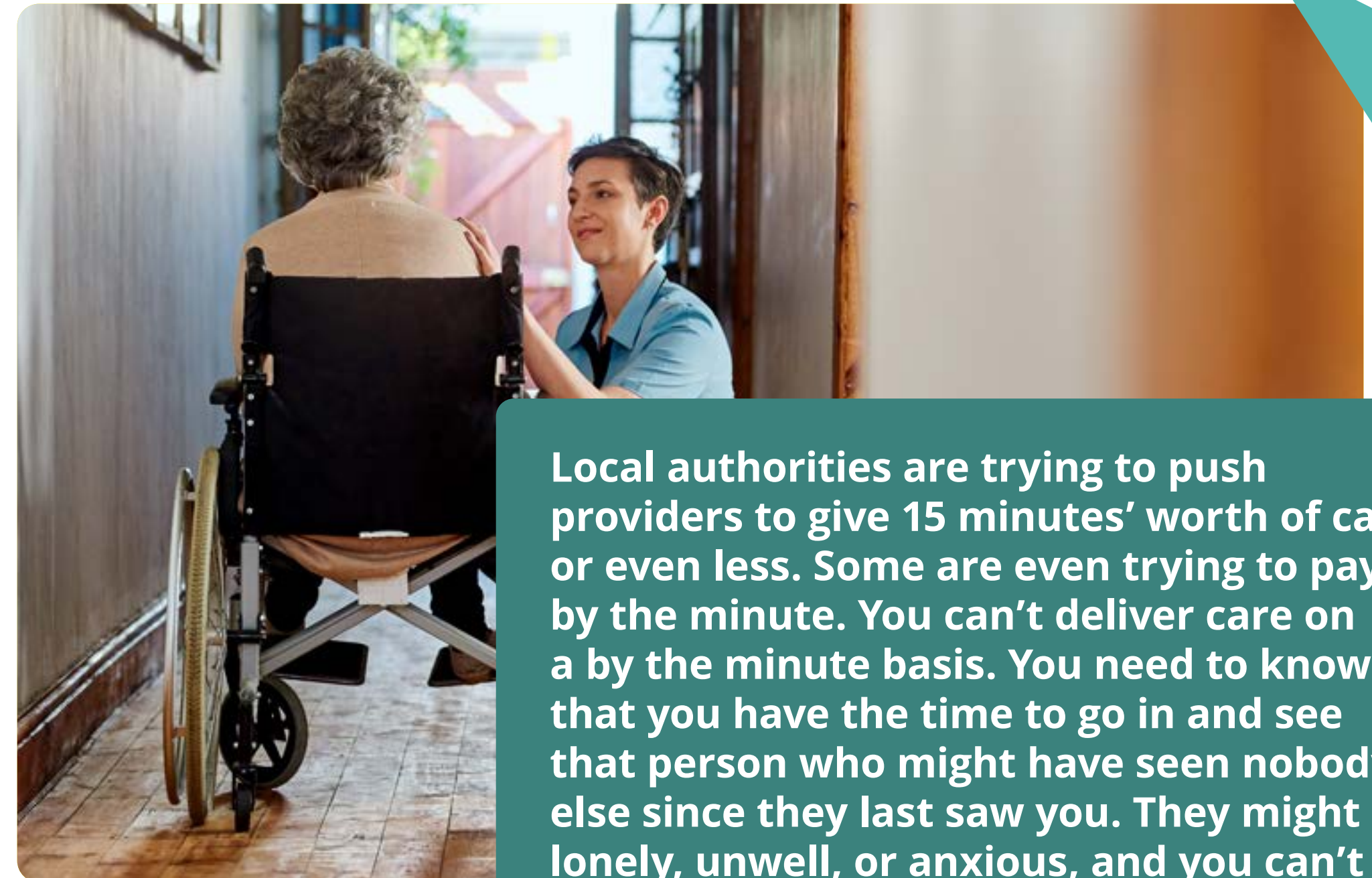
For people living in their own home, one of the things that emerged over last winter was that some people couldn't afford to keep their heating on. If they put the heating on, they might not be able to afford to eat.

So there was a massive increase in the number of people who had to depend on food banks. They were dependent on food banks to supplement and support them to be able to continue to feed themselves and their families. But there were others who needed help but didn't get it because either they were too proud, or didn't know where to go.

And you have people staying in their own home because they were too embarrassed about their situation. Or people who wouldn't have gone out for coffee with friends because they couldn't afford to. People became less active. So there's been a tremendous impact on people's social, emotional, physical and mental wellbeing during the crisis.

Martin Lowthian

Strained local authority budgets have led to attempts to commission care by the minute, to the detriment of clients and their carers.



Local authorities are trying to push providers to give 15 minutes' worth of care or even less. Some are even trying to pay by the minute. You can't deliver care on a by the minute basis. You need to know that you have the time to go in and see that person who might have seen nobody else since they last saw you. They might be lonely, unwell, or anxious, and you can't deal with that in 15 minutes.

Caroline Williams



Non-tech solutions

Many home care clients are struggling with tough choices: How long do they have their heating on? Can they afford to heat their home and have the lights on? Have they got enough food to last the week? Can they even afford to continue to pay for care?

Care providers can advise people to help them better manage their budgets. They can signpost clients to agencies where they could get further advice. To try and ease some of the pressure, some care providers may even help collect food from food banks on behalf of their clients.

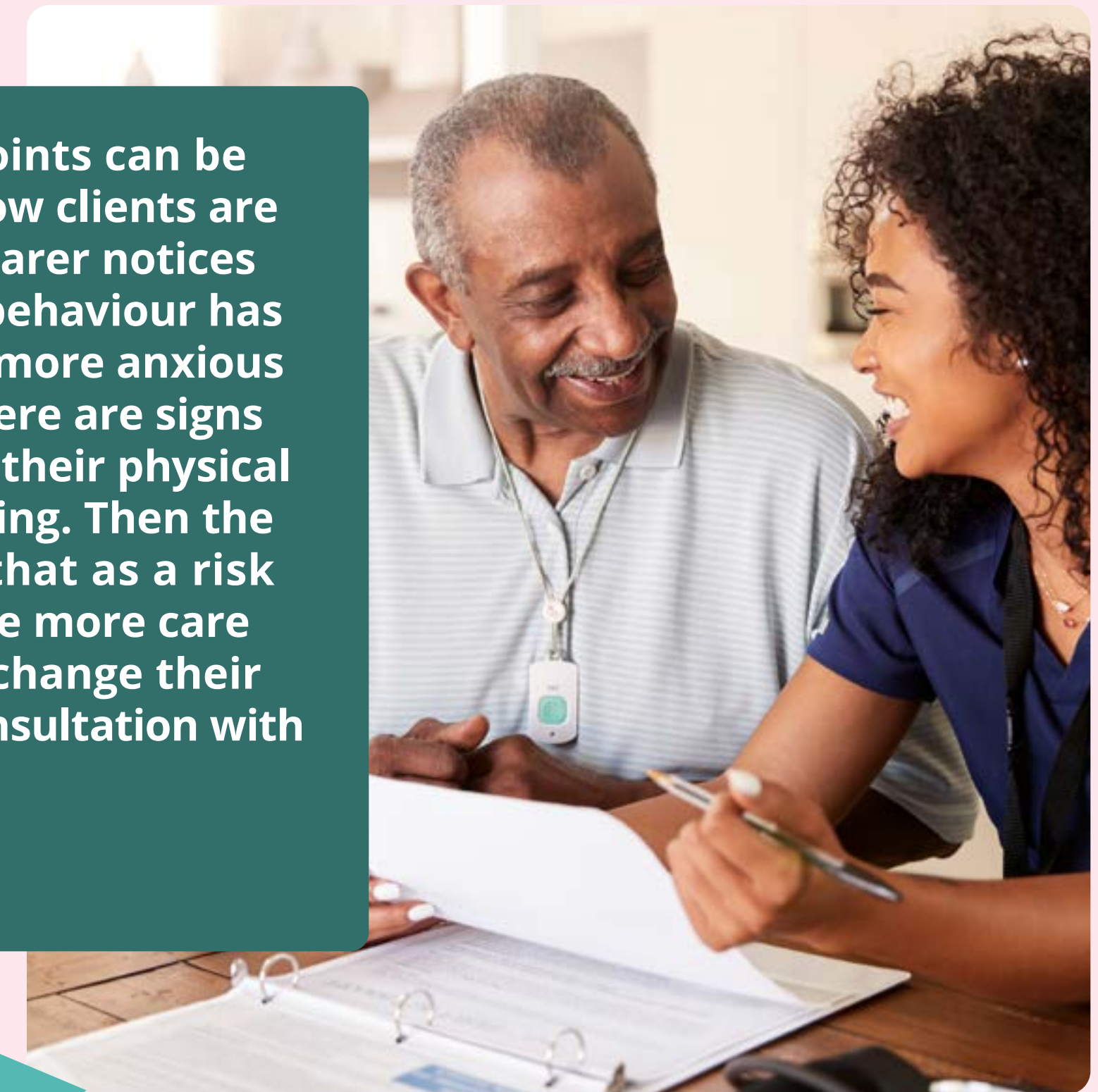
Say someone is struggling to pay their electricity bills. Care providers might be able to give guidance on how to reduce their electricity usage. This could include advice on replacing existing devices with more energy efficient ones, for example switching to LED lighting.

Martin Lowthian

Care providers can better support their clients' mental health by being more attentive and learning to spot the warning signs that help may be needed.

Emotional touchpoints can be used to monitor how clients are doing. Maybe the carer notices that their client's behaviour has changed, they are more anxious than normal, or there are signs of deterioration in their physical and mental wellbeing. Then the provider can flag that as a risk and either schedule more care appointments, or change their care package in consultation with the family.

Caroline Williams



A holistic approach to care is often the most effective and can prove cheaper for clients in the long run.

A lot of care only exists in the 30 minutes that the care worker is there. At GoodOaks we try and take a more holistic view. Instead of focusing on what happens during a particular visit we work as a proactive partner to the whole support network around the client.

So we look for gaps in that support network, whether that's making sure there's fresh food in the house, helping people to find needed services, or highlighting issues. If lights in the house aren't working, or the toilets are blocked, we'll help them find an electrician or plumber. Or, after noticing a client fell twice in the past week, we might take them to a clinic we know that offers balance classes.

Helping our clients means they can lead healthier, more independent lives at home. One huge thing we can do in the home care sector is to keep people out of care homes. Although home care is not cheap, it's still much cheaper than residential care.

Ben Ashton





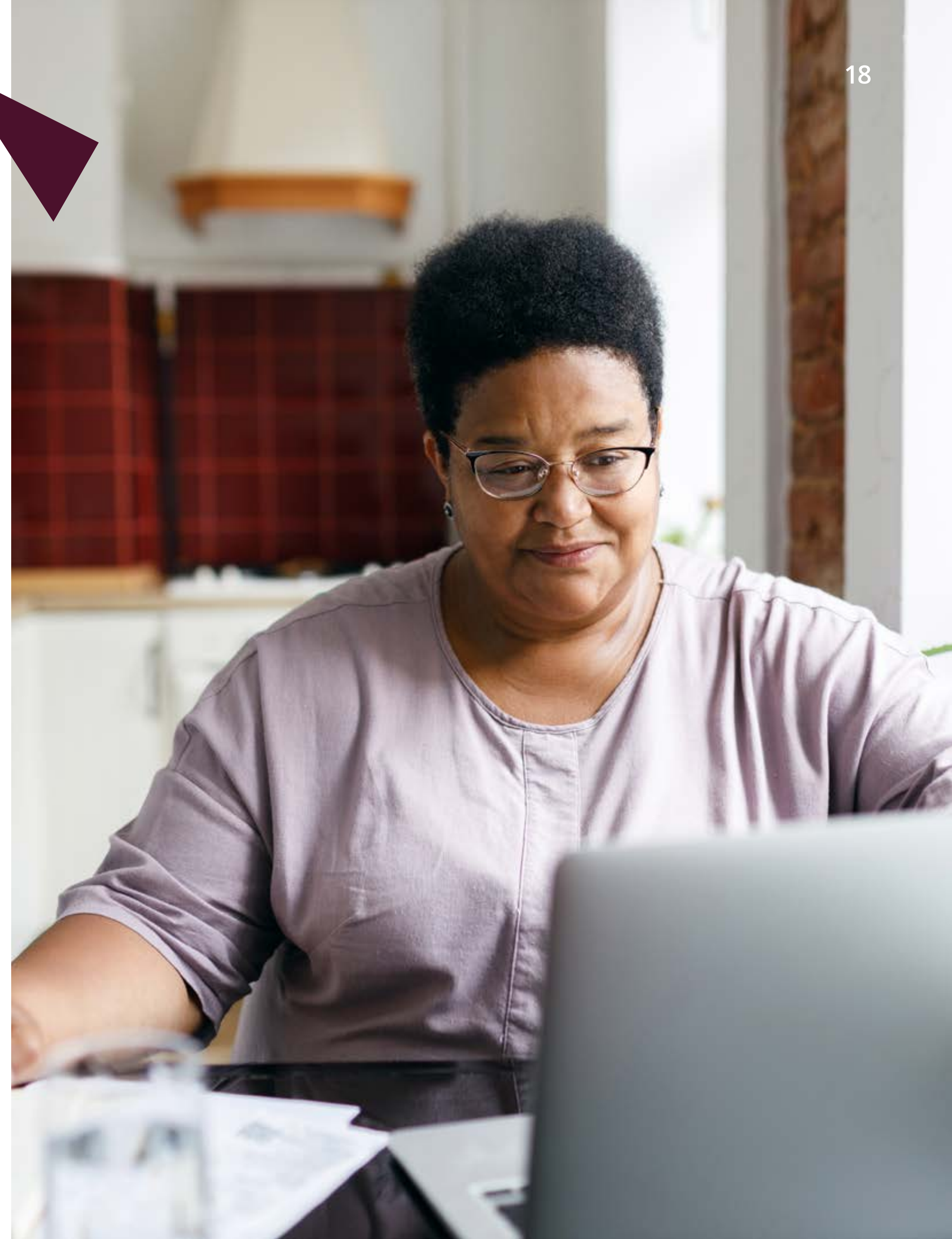
Tech solutions

Technology can play a part in facilitating predictive and preventative care that not only saves costs but keeps clients safe. Though technology, clients can be monitored 24/7 so they receive immediate attention when needed, without requiring care workers to be continuously present. Thus, a higher standard of care can be achieved while at the same time eliminating unnecessary costs.

As a care provider, we've got a responsibility to be as efficient as we can. At GoodOaks, we use tech to cut out inefficiencies so we can be as cost effective as possible, so we can offer more for less.

For example, we use Access's Family and Friends app where family members can log in with the client's permission to see who's coming today, and at what time. The family members can read the care records from our visits and assessments to get a good sense of how their loved one is.

Ben Ashton



Technology can also offer a cost-effective way to monitor clients to ensure care is delivered when and where it is most needed.

Remote monitoring such as Access Assure helps home care clients get support based on need through tracking of their daily activities, all without the use of video or anything intrusive.

There might be motion sensors to detect when they've got out of bed, door sensors to detect when they go to the bathroom or kitchen, and smart plugs to detect when they use their kettle or toaster.

The care worker can use this information to decide whether to make a support visit or just schedule a catch-up call. No movement out of bed or no movement to the bathroom and back could be triggers to action. Also, unusual movement patterns could suggest intervention is needed.

This allows care providers to focus on providing the right care instead of planned care. The drawback of planned care is that it isn't necessarily what's needed on a particular day. By focusing on delivering care that is needed, providers can reduce the cost of care for themselves and the client.

Another technology which is becoming more and more popular is wearables. Access recently acquired Oysta, and Oysta's wearable devices allow clients with health issues to be monitored remotely and safely at home.

Martin Lowthian

Technology can also be deployed to create solutions to help with specific conditions.

One care home used tech to create a dementia garden that takes people back in time. If they're feeling anxious, they can find comfort by visiting the garden where they can see things they remember from the past. In a similar view, there's simulation technology being developed for people with learning disabilities, autism, and ADHD.

Caroline Williams



04.

How can care providers survive the financial pressures they are facing?



Care providers are under huge financial pressure due to the cost of living crisis. Increased utility bills are a major factor across the industry. Another factor is increases in wages. There are also increased costs in transporting goods, food, medical supplies, and non-medical supplies, all without comparable increases in fee levels. These increases are impacting the bottom line, the profitability, even the viability, of care providers.

Some care providers are going out of business due to local authorities not paying care providers on time. Other care providers are handing back contracts to local authorities because the local authorities are paying less than the loaded costs of the care providers. This is corroborated by the data analysis we conduct at [Access](#).

There's lots of M&A activity in the care home space, the supported living space, and the housing with care space. Organisations are either offloading homes or acquiring homes, depending on their area and the type of propositions that they're offering. Many providers are now private equity (PE) backed, which for some observers might be a cause for concern.

Caroline Williams



The key struggle care providers are facing is how to find the funds to cover the increased costs of business.

For home care providers the fuel costs of their staff have gone up. The providers must decide if they can afford to cover their staff's increased travel costs. Some may be able to do so, others may not.

Then the cost of pay has gone up. That's a good thing for care workers but can create financial pressure for their employers unless the funding that they receive has increased proportionately.

The more a care provider relies on local authority or state funding (such as NHS CHC), the harder it will be for them to be profitable or viable. The more privately paying clients a provider has, the easier – it still won't be easy – it will be to remain financially profitable and viable.

Martin Lowthian

For some providers, increasing the prices of their services is the answer. But for others this is not possible.

Home care providers are definitely under financial pressure. At GoodOaks, a large proportion of our cost is wages, and wage inflation drags up all our costs. Also the heating of our offices, prices of hardware, and insurance premiums have all gone up.

As a care provider, your expenses will have gone up and you have to try and pass along as much of that as you can to your clients in a responsible way. But that's not always possible, depending on the financial situation of your clients and the contracts you might be locked into with your local authority.

Ben Ashton





Non-tech solutions

Fortunately, there are many avenues for care providers to pursue to optimise their businesses, ranging from organisational transformation to better cost management.

Care providers can look into organisational transformation to drive greater efficiency. This is a viable alternative if they can't afford to raise their prices. However, in the main, these are businesses owned and run by ex-doctors, ex-nurses and ex-care professionals. They're not organisational specialists, operational specialists, or data analysts. So this is an area in which care providers would need some external support.

Caroline Williams

Striving for excellence and being recognised by the CQC can reap dividends for a provider's business.

Care providers can strive to deliver outstanding care and be rated by the CQC as outstanding. This means having a very transparent, well-led organisation that is organised, outcome focused, has traceable processes, and acts on things that fall outside of standard processes.

Homes that are rated by the CQC as outstanding have higher occupancy and higher attractiveness to people seeking care provision than homes which are merely rated good. Outstanding homes can afford to charge more, certainly in the privately funded sector, and albeit to a lesser extent, in the locally funded sector.

Caroline Williams



Driving costs down while competing on value rather than price can be a blueprint for success.

Negotiate with all your suppliers on everything wherever you can. Go through your bank statements, see what your big outgoings are, and see if you can cut back in any way. That might involve renegotiating with your existing supplier, changing supplier, or finding ways to reduce your usage of the service.

If you're offering guaranteed hours to your care workers, make sure that you're using your workers efficiently so there's no wasted downtime.

One thing we're looking into is using electric cars because they're much cheaper to run once you've bought. Instead of paying 35-45p a mile for petrol, you're only paying 4p a mile for electricity. After the initial outlay, this is definitely a big cost saving.

Providers can strive to appeal on responsiveness and quality by offering a high touch model. Being able to compete on value rather than cost can improve finances if the services are distinctive enough. Other possibilities include offering upsells to provide additional income streams to the business.

Ben Ashton

Professional bodies are available for providers who need support and guidance.

Providers' associations, like the [Care Provider Alliance](#) and the [Registered Nursing Home Association](#), are very good at supporting care providers with advice on how they can manage their cost base effectively and reduce the impact of increased costs. These associations can also help care providers to work with their local authority and ICB Commissioners to potentially negotiate a more realistic cost of care.

Martin Lowthian





Tech solutions

Technology solutions have the potential to help providers reduce costs by making existing processes more efficient. This allows them to optimise their resources and ultimately enhance the care they give.

Care homes can mitigate costs by mapping and controlling their energy use more carefully. For example, they can employ technology to create a digital twin of their care home, which could be used to try out different models to see which is the most energy efficient. This will enable them to save on energy bills and have more money for staffing and other resources.

Other technologies such as remote monitoring of clients and medication management will also help to create efficiencies. Analysis of data about people's daily living patterns can be used to track the wellbeing of clients and predict any future needs in terms of health, diet and medication. Providers could deal with health concerns at an early stage before they develop into crises, limiting the need for more costly, acute intervention further down the line.

Daniel Casson

Technology can also streamline the commissioning process so that people in need can be directed to care providers with capacity more quickly than before.

There are tech solutions being created that look at improving the commissioning process between local authorities, the NHS and care providers. Care providers will be able to share their capacity and capability online. Care commissioners can see what's available in their area and book what they need much faster than currently possible.

To give an example, currently a hospital might take 20 hours to find a bed in a care home for one of their patients due to be discharged. The software products being developed can take that 20 hours and make it six minutes.

For the provider this means that they fill their capacity quickly and efficiently. Empty beds means they're losing money. Furthermore, they have far more certainty of pipeline and capacity management, giving them better business forecasting accuracy.

Caroline Williams

Routine administrative tasks can be a thing of the past once automation technology is implemented.

The Department of Health and Social Care are pushing providers to digitise their care records, but there's also a big push to drive the digitisation of rosters. This will allow HR to manage people's hours more cost-effectively. Automation rules can be used to modify roster templates. For home care providers, rostering solutions can analyse the journeys between home visits and optimise these journeys to reduce travel time.

Technology can help reduce the hours people are spending doing administrative or tedious tasks through automation. For example, mobile apps for digital auditing and e-learning can save time while driving up quality and positive outcomes. This gives staff more time to care and more time to develop their team. It's very much about driving outcomes up, driving staff morale up, while driving costs down.

Technology can create a pleasant working environment where people are well supported and well trained. People are happy to work there, they are less likely to burn out, and are more likely to stay and recommend their employer to friends and acquaintances. This makes the provider an employer of choice and drives down recruitment costs.

Martin Lowthian

Route planning technology can help home care providers optimise routes to reduce costs.

For home care providers, tech can help with effective route planning. Working out the most effective routes for carers and the best runs for care visits is an area where big efficiencies can be made. You want to have a care management system where you can look at 20 clients in a particular area and work out which care professional should go where, and in what order. This would generate big savings in time and cost.

Ben Ashton



Tech solutions summary sheet

Here is a quick summary of the tech solutions we covered that help care providers navigate the cost of living crisis.

Tech to help you better support your care workers:

- Home care workers can use a [care planning solution](#) with a mobile app to verbally log the client support activities as they are carried out.
- Care home providers can use mobile apps to [manage care records](#) and [medicines administration](#).
- [eLearning](#) solutions can be used to free staff from having to spend time in a classroom.
- Mobile apps like [Access Early Pay](#) allow staff to draw down a portion of their pay as they earn it, so they don't have to wait till the end of the month.
- [Apps](#) where workers can find out where to get food leftovers from shops.
- Apps like [Olio](#) help workers receive unwanted food from people's homes.

Tech to help you better support your clients:

- [Access's Family and Friends app](#) allows a client's family members to read their latest care records to see how their loved one is doing.
- Remote monitoring solutions such as [Access Assure](#) track home care clients' daily activities in a non-intrusive manner so care workers know when their clients need support.
- Wearable technology such as [Oysta](#) allows clients with health issues to be monitored remotely and safely in their homes.
- Tech can be used to create [dementia gardens](#) that allow clients to see things they remember from the past.
- [Simulation technology](#) can help people with learning difficulties, autism and ADHD.

Tech to help you better manage your business finances:

- [Digital twins of care homes](#) can be created allowing experimentation with different models of energy usage to maximise energy efficiency.
- [Remote monitoring of clients](#) and medication management can create efficiencies.
- [Analysing data about clients'](#) daily living patterns can allow health concerns to be addressed at an early stage, limiting the need for more costly intervention further down the line.
- Tech solutions are being created that [allow care providers to share their capacity online](#) with care commissioners so that available beds can be filled in minutes, not hours.
- [Digitisation of rosters and automation rules](#) will allow HR to manage workers' hours more cost-effectively.
- Tech can [reduce hours spent on administrative or tedious tasks](#) through automation to drive up positive outcomes and staff morale, and drive down costs.
- Tech can create a [more pleasant working environment](#) to increase staff retention, attract more qualified candidates, and drive down recruitment costs.
- [Route planning solutions](#) can optimise journeys for home visits to reduce travel times.



About The Access Group

The Access Group is the UK's largest provider of software to social care providers, with a full suite of integrated solutions to help you manage every aspect of your care business more efficiently and securely.

Our software is used by organisations across health and social care, including national social care providers and franchises, small and brand new care providers, local authorities and the NHS. Our digital care record software is assured by Digital Social Care and features on their Assured Supplier List.



Access provides a full ecosystem of software for care providers to manage their business more effectively and efficiently. **This includes tools to:**

- support and improve employee wellbeing
- encourage more employee recognition to drive engagement
- enable care workers to take on extra work as they want
- enable care workers to draw some of their earnings before payday
- enable care workers to learn whenever and wherever they wish
- free up staff to spend more quality time with people and flagging any concerns
- identify and act upon any signs of deterioration in a client's condition via wearables
- manage policies, procedures, and documents in one place
- comply with industry standards and improve care quality

To learn more about our care management software and how we can help you to optimise your care business to better navigate challenging financial waters contact us here today for a no-obligation discussion.

Contact us

