

Unique IQ

Software Definitions

IQ:careplanner

Scheduling, rostering and care planning system, which includes:

- **Account dashboard** - quick overview of all tasks requiring attention (personalised to user log-in) including contact records, unallocated visits, date reminders (e.g. service reviews, appraisals, DBS checks etc.)
- **Contact log & referrals** - ability to record all forms of contact against a client and/or carer record
- **Scheduling** - add, edit and remove ad-hoc and removing visits, scheduling carers based on a 6 star 'best match' rating (availability/preference/distance/continuity/approval/qualifications)
- **Client management** - complete records system for all service users, including personal information, care package and medications, and details of care delivered
- **Care planning** - create and manage care plans from service user records, using system templates or uploaded templates
- **Invoicing** - generate, send, view and export client and funder invoices
- **Staff management** - complete records system for staff, including personal information, training, qualifications and equipment
- **Timesheets** - prepare, process and approve timesheets for each carer; send out timesheets and rotas
- **Payroll** - export payroll details and record pay details against carers
- **Holiday** - manage holiday bookings and authorisation process
- **Sickness** - record sickness and manage authorisation process; reassign visits
- **Accidents and incidents** - record details of accident/incident and the people involved; manage outcomes, follow-up and ongoing monitoring
- **Training** - book training (both internally and with third-party providers); collate action plans and results
- **Reporting** - standard and dynamic reports based on analysis requirements

- **Maintenance** – ability to update organisational information such as logos, pay rates, funders and templates and amend fields within the system

IQ:timecard

Electronic call monitoring system, which includes:

- **Job management** – overview of schedule/job data with status flags, filters and manual actions
- **Live status map** – showing last known locations and distances
- **Live availability** – find available carers based on distance and continuity of care
- **Alerts** – notifications for failed and successful clock-in/out
- **Schedule reminders** – automatically generate rotas and send reminders
- **Communicate** – send bulk or individual SMS/emails to staff via the system
- **Communication and call logs**
- **Mobile app**

eMAR & Tasks

- **Real-time recording** – of medication administration and completed tasks
- **Access to details** – about care package, medication, allergies and professional contacts
- **Alerts** – real-time notifications of failed medications/tasks or schedule changes
- **Prevent clock out** – if medication/task not completed
- **Traffic light system** – showing medication and task status
- **Missed medication/tasks reporting**
- **Medication schedule reminders**

Forms

- Create, edit, publish and complete digital forms via the IQ:timecard portal or mobile app – including care plans, accident & incident forms, risk assessments and service review forms.
- Workflows and alerts when specified new forms are submitted (e.g. accident form)

Travel & Mapping

- Mileage logs with a complete breakdown of all calculated journeys over a specified time period
- View calculated mileage on a map based on quickest route
- Approve or deny mileage submitted via the IQ:timecard mobile app
- Specify default mileage settings, with the ability to override when needed

Inbound SMS

- Ability for remote staff to communicate with the office via SMS text messaging which are received via the IQ:timecard system.

IQ:careplanner portals

Client/family portal – clients and authorised family members are able to log in to a secure portal to view:

- schedule data
- allocated carers
- actual clock in and clock out data
- tasks and actions completed during visits
- current contacts associated with the client
- invoices

Portal users also have the ability to:

- upload comments or complaints which are then directed to specified individual(s) within IQ:careplanner
- edit current contacts
- access a calendar interface to request visits – sent for authorisation with IQ:careplanner
- upload photographs and memories
- receive alerts for failed visits (if applicable)

Carer portal – carers are able to log-in and view schedule data, mileage claims, pay and expenses.