Oxford Computer Consultants

Personalised care – Empowering communities greater say in their care

Challenges in society

- Under the Care Act 2014 persons qualifying for social care and support are allocated personal budget for services to meet their needs

- The public may choose for themselves or through a broker the services that best meet their needs

- Local authorities are required to ensure that personal budgets are correctly directed and offer good value for money

Challenges in technology

- Users or their broker require systems that allow them choice in the services they need within their area and at the right cost

- Service providers require systems that enable them to market their services and engage with those users who need them

- Local authorities need systems that integrate their social care management to efficiently oversee the care management of their social care clients

Our solution

- MarketPlace lets users and care service providers engage to achieve the care best suited for needs allowing local authorities to ensure quality, best value and suitability

- Since 2012 over 35 local authorities have used our solution to manage the provision of self-directed personal care.

"Our product is evolving to support the self-funder market to help the Provider sector grow their opportunities"

MarketPlace

MarketPlace is a directory of care services enabling users to find the services that are best suited for the care they need

User engagement

- MarketPlace's powerful sector aware search engine gives clients informed choice of services for their needs

- MarketPlace connects clients and service providers to achieve the best service/needs fit.

Authority due diligence

- Local authorities can set their business rules of quality, pricing and contract preferences

- By being able to monitor negotiations local authorities can ensure contract transparency and direct service improvement

MarketPlace on Azure

- MarketPlace is widely implemented as a hosted product, greatly reducing the administrative burden on the local authority

- Customers can flexibly scale the solution on Azure as their requirements develop

"This site had one of the best integrated directories I've seen. Livewell content is seamlessly integrated with the main site. The directory allows easy filtering to find relevant services. The links into it from main content pages directly link into relevant results. Very impressive!". Socitim – DigitalbyDefault Report

Creating original, robust, and flexible software

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MarketPlace and Microsoft Azure

The Azure-MarketPlace solution allows local authorities to benefit from the leading care services marketplace as a flexible hosted service
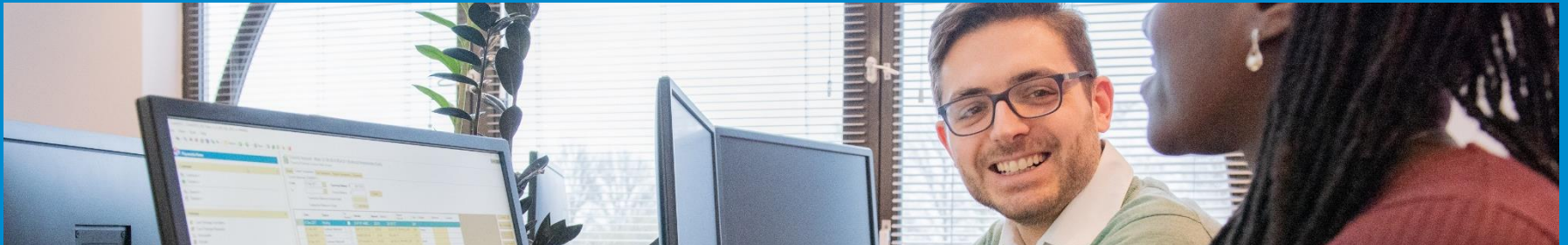
Reduced overheads

- Azure hosting removes the need for local authorities to purchase and operate costly server infrastructure in order to implement MarketPlace

Improved support

- Azure hosting makes MarketPlace easier for OCC to support, resulting in a more responsive service with less time lost to maintenance and upgrades

Scalable performance

- The flexibility provided by Azure allows local authorities to easily scale up their MarketPlace implementations as their needs and ambitions develop

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Customer Success Story

LIVE WELL | **LIVERPOOL CITY REGION** COMBINED AUTHORITY

- Contract awarded : 2017

- Incorporates 4 Liverpool City region councils with a total of over 4 million social care clients

- Live since 2018 with MarketPlace hosted remotely

"LiveWell illustrates the benefits of regional information portals with measurable savings for Citizens, LAs and Providers"

Mal Price – Wirral Council

Win Results

Cashable Savings and Cost Avoidance:

Achieved through market management and price transparency

Efficiencies through collaborative working:

Realised by sharing quality and inspection data and
NHS choices

Efficiencies & safeguarding through integration

Integrated with social care systems & ContrOCC

Efficiencies through personalisation

Market forces inherent in a competitive eMarketPlace can lower the costs of care and community services by up to 15%)