



## Essex Cares Ltd (ECL) provides social care and wellbeing services in Essex and West Sussex, helping thousands of people to live safely and independently within their own homes and local communities.

Their services support a wide range of users including older people, adults with learning disabilities and adults receiving reablement services, equipment services and sensory services.

They currently operate in six CQC registered locations and employ over 700 staff.

### IMPROVED EVENT MANAGEMENT

Automated workflow-based processes allow managers to easily complete their specific responsibilities in regard to events.

### IMPROVED STAFF TRAINING

Mandatory and service-specific training modules ensure we provide the right training, at the right times and in the right areas.

### INCREASED USER SATISFACTION

Through the ability to self-serve, we've seen a significant increase in events such as compliments since implementation.



The improvements to governance and reporting that Radar has delivered, and the ability to understand where we are, as a company, at any given point has been simply life changing. The relationship has always been great with a real willingness to work together, and response rates to any issues are normally excellent.

**Fran Driver, Head of Quality and Corporate Governance**



## The challenge

During a change programme looking at efficiencies, ECL's focus turned to compliance around governance matters. With incident and event capture processes reliant on paperwork needed to be printed, scanned and then entered into spreadsheets, they realised they needed to save time by automating these workflows.

## How Radar helped

Since using Radar, ECL has a clearer understanding of compliance in the team which is a real benefit to day-to-day operations, especially since the new workforce compliance feature went live.

They've found the ability to add staff onto the software and allocate training modules based on roles - along with locally produced dashboards for their governance groups - a huge asset to the learning and development of their staff. It's also helped them to evidence course completion rates quickly and with ease.

## The Results

- 3 services rated 'outstanding' in the well-led category in the latest CQC inspections.
- Increased compliance with mandatory training requirements - from 85% last year to a 90% goal for this year.
- Clear automated system based processes that ensure oversight of incidents at various stages.