

Residential Charging For Adults

This application has been designed as a fully comprehensive package covering all aspects of calculating charges for packages of residential care in both the public and private and voluntary sectors. Besides maintaining comprehensive client details the product also holds detailed information in the following key areas

- **Client Financial Assessments and Contribution Calculations**
- **Client Finance Administration**
- **Client Packages of Care**
- **Client Property Details**
- **Provider/Supplier Details**
- **Payments to the Private/Voluntary Sectors**
- **Client Billing**

Charging For Services

To meet the needs of **Charging for Residential Accommodation Guidelines (CRAG)** the application has an extensive range of support tables, including;

- **Capital Conversion**
- **Standard Benefit Amounts**
- **National Savings Conversion**
- **Benefit Levels for Income Support calculation**

Other support tables include;

- **Standard Maximum Charges**
- **Nursing Care Component Charges**

A comprehensive form includes details of Providers/Suppliers and the services that anyone creating a Care Package for a client may purchase from that supplier. Services can be linked to the standard charge table or can be purchased on an ad-hoc basis, according to need.

Care Packages

Once the services to be supplied to a client have been agreed they are recorded on a Care Package. This form records when a particular package of services begins and details of the suppliers.

In addition to selecting services from multiple suppliers the care package allows the user to define

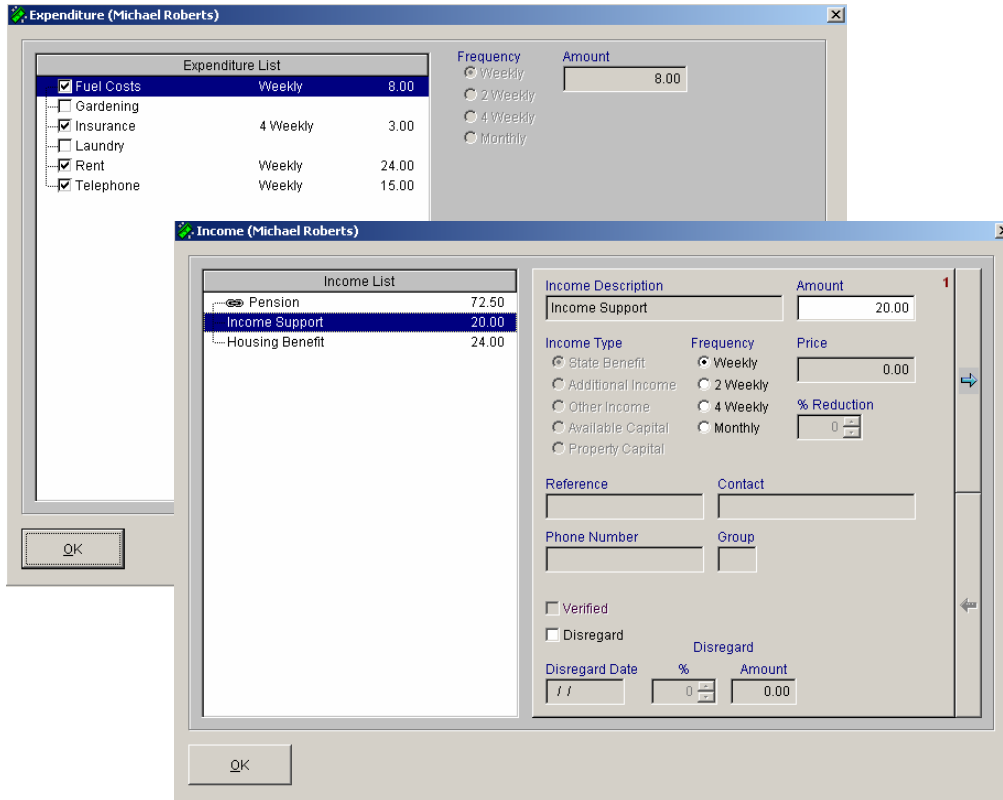
- Maximum client charge (this may differ from the actual purchase price of the service)
- Quantity and frequency of the selected service
- Charging method for the service
- Nursing Band level

A package for a client may contain a range of services in addition to residential services, supplied by a number of providers.

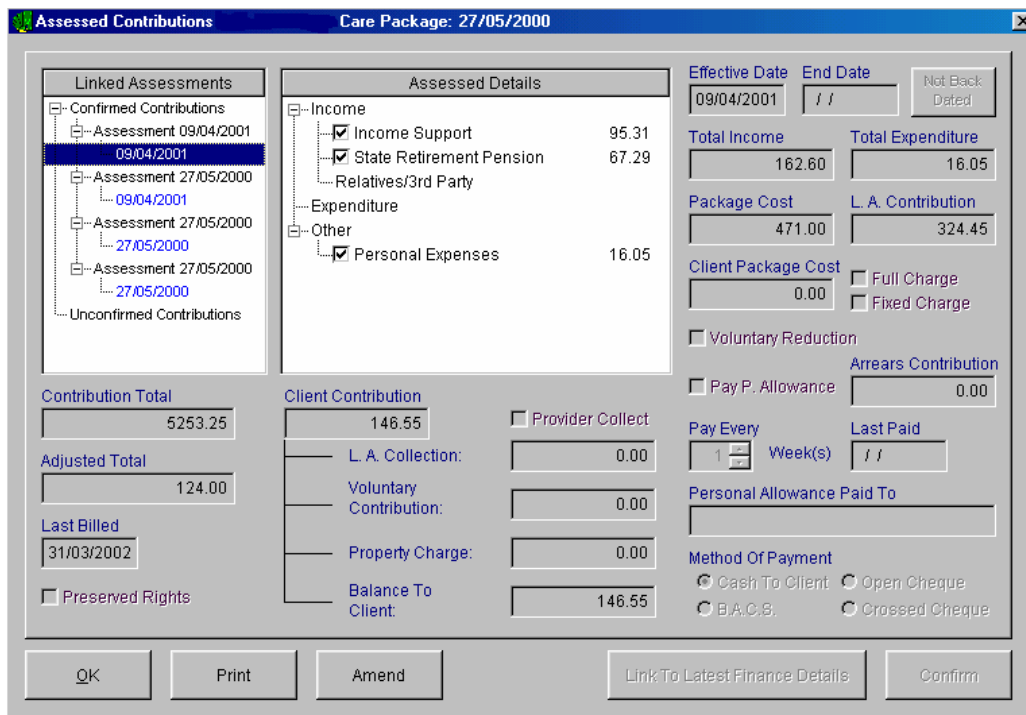
The screenshot shows a software window titled "Care Package Details (Michael Roberts)". It has several tabs: "Care Packages", "Basic Details", "Other Details", and "Notes". The "Basic Details" tab is selected, showing a "Start Date" of 01/01/2002 and an "End Date" of /. Below this, there's a section for "Services" with a list of "Available Provider Services" including "Nursing" at "Norwood Green Care Centre". To the right, the "Contract Details" sub-tab is active, showing options like "Client Resident At This Provider" (checked), "Single Room" (checked), and "No Charge To Client" (unchecked). It includes a table for "Days In Week" with columns for "Total Units", "Amount Per Unit", "Care Band", and "Max Client Charge". The "Amount Per Unit" is 471.00 and "Max Client Charge" is 0.00. There are also sections for "Frequency" (Day, Week, Hour, Item, Assessed, Fixed) and "Initial/Settlement Days" with dropdown menus for "Cost Centre" and "Subjective".

Assessing the Client's Contribution

A comprehensive form records client financial details, including all items of income and expenditure. A financial statement is 'enduring' and when it is used in conjunction with the Domiciliary Charging package, allows a client to be charged for both residential and domiciliary services using the same financial information. Client Property information is recorded and the product manages the 'accrued' property charges. As a result of recent changes in CRAG options on property include 'deferred charges'.



Once a client has a financial statement the cost of the care package is combined with the finance information to produce a 'client contribution'.



This form is also used to manage such issues as;

- **Clients On Full Charge**
- **Fixed Charge**
- **Arrears Contributions**

Client Billing

The application has been designed to produce regular client accounts based on the established client contribution. Variations to service delivery are recorded through an 'adjustments' form. Client accounts can be sent directly through the application or information can be transferred to corporate systems for the production of a bill.

All transactions which record client charges are held on a 'client ledger', which is also used to record payments made by clients.

Provider Payments

The package can also be used to generate information about payments due to individual suppliers, with 'pro-forma' invoices being produced to outline the charges expected from a supplier. This information can be transferred to corporate systems for payments. The application permits the payment of suppliers automatically, based on the service records held, without the need for suppliers to submit invoices.

Reporting

Reporting is supported at a number of levels

- Standard reports
- Export of data from standard reports to other formats
- SQL based 'Quick Query' tools in the application
- External links to other report writing tools using ODBC connectivity

External Links

Facilities are available to provide interface files for both corporate debtors and creditors systems

Security

The product comes with an extensive range of security features as would be expected in an application that manages finance.

In addition to User ID/Password controls, individual user access is defined through menu profiles, thereby only granting the user access to the areas that they to use. Once access has been granted, further features control the creation, update or deletion of records.

There is an audit trail of all users logging in and out of the product, and optionally, all data entry changes can be reported.

Implementation, Training and Support

Implementation

The achievement of a successful implementation of any project depends greatly upon a number of factors, i.e. staff awareness, effective procedures and effective software. We at SoftBox have proven implementation plans and procedures that will ensure the success of any project.

Training

We offer a wide range of courses designed for end-users, managers and administrators implementing any of our products. Due to the specialist nature of our software applications, we are able to offer unrivalled expertise and knowledge of these systems. All SoftBox trainers have personal expertise in a technical role and are able to offer 'hands-on' experience to delegates, who will be working with the software application on an everyday basis.

Support

We at SoftBox offer a complete range of computer products and services

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*Consultancy

*Training

*Software Installation

*Networking

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Our technical support staff are on hand to respond to calls
Monday-Friday 09:00-5:00

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