



TCES Community[®]

Developing Community Healthcare





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TCES Community is an end-to-end software solution that offers an intuitive community equipment ordering platform and a back end asset management and tracking platform, making sure equipment is always sourced, maintained and located within the community.

With over 20 years of experience in the community equipment ordering and management sector you can really rely on CSS and the TCES Community solution, with a proven track record of assisting local authorities and community trusts just like yours to obtain efficiencies and cost savings across your service.

Our customer retention is excellent with over 60 local authorities, community trusts and suppliers using TCES Community year on year, trusting in us to keep giving them the software and support they need to run their service in the most efficient way.

£170 million+
system
transactions

3.2 million
Service Users

60+
Public Sector
Organisations

80,000
Clinical Users

TCES Community can be integrated with any aspect of community equipment, prescription models, complex loan equipment, self-funding, wheelchair services, continence services and direct supply, aiming to drive down costs across an entire service.

The leading software solution will empower and facilitate commissioners, service users, suppliers, retailers, prescribers and carers, making a difference to everyday operations and individuals lives.

TCES Community has endless capabilities, including:

- ✓ An intuitive and simple to use interface
- ✓ Seamless system integrations
- ✓ On-the-go mobile working
- ✓ Advanced asset management
- ✓ Equipment tracking capabilities
- ✓ Real time visibility of a service and its workforce
- ✓ Preventative maintenance management optimisation
- ✓ Efficient logistic planning
- ✓ A service user & carer portal
- ✓ Management reporting options

Feature Rich Portfolio

TCES Community is feature rich, with a number of components that can be configured to suit individual requirements. See below all modules included in the standard TCES Community subscription model and thereafter modules that can be added on request.

Equipment Web Ordering

Our software offers a platform where prescribers are continually empowered and assisted throughout. From start to finish community equipment can be ordered, collected or repaired with ease, with minimal navigation for an order to be placed. Authorisation controls are applied depending on a prescriber's clinical and financial levels, ensuring budgets are continually controlled and managed.



Residents Portal

TCES Community ensures vital information is always accessible for service users with our multilingual screen reading residents portal. Offering a secure portal for service users and carers with self-funding pathways, help, advice and tracking.

The portal enables service users and/or carers to arrange deliveries, collections, repairs and track deliveries, seeking advice by chatting with prescribers and depots online.



Asset and Activity Management

Our asset management offering enables all equipment to be tracked and traced via barcoding technology, including GS1 UK. TCES Community keeps historic records of it all, when equipment is out on site, back in the warehouse, in cleaning or out for repair.

Having such a system in place prevents loss of equipment in the community, ensures planned preventative maintenance is always undertaken and new equipment is only ordered when necessary.



Mobile Workforce

From cradle to grave, mobile workforce gives the complete history of activities taken place by your loan store. Device agnostic mobile ordering means all in-field operatives will receive scheduled jobs immediately, always receiving important updates whether on or offline. Mobile Workforce is a vital part of the asset management lifecycle allowing personnel to assign, complete and record data, getting alerted immediately if an asset service, task or test has failed. Assets and activities can be tracked and traced with any type of handheld device.



Route Optimisation and Logistics

Routes can be set up in extremely flexible ways; postcode groups can be managed, as well as activity types, speed of response, products, two person tasks and alternative technicians.

Enable your loan store to optimise routing and scheduling of your activities, monitor deliveries and maximise technician and vehicle efficiency. Bringing cost savings and ensuring service users receive a highly proficient, visible and responsive service, enhanced by on-the-go SMS notifications.



Management Reporting

Reporting across your entire service is simple with Microsoft Business Intelligence. With pre-built and custom made reports you can compare a variety of datasets including equipment ordering volumes, equipment out in the community and spend across teams and individuals. Gaining such information enables quicker operational and strategic decisions to be made. Depending on specific requirements this data can then be exported to PDF, Word, Excel or CSV format.



Clinical Assessment Toolkit

It's no secret that local authorities across the country are exceeding their budgets year on year, with over prescription of particular community equipment products contributing to this. The Clinical Assessment Toolkit aims to reduce this overspend for council's nationwide.

The clinical toolkit developed through clinical groups brings support to requisitioners and has been developed for pressure care, cushions, seating, beds and key safes, aiming to aid clinical judgement in the holistic assessment of service user needs. After a service user assessment takes place, product downgrading can occur, aiming to dramatically reduce current expenditure in that area of the service.



Cost Efficiency Module

The Cost Efficiency Module has been designed to provide individual contracts with the most economically advantageous approach to the ordering of both non-contract equipment (specials) and minor adaptations.

Prescribers are able to provide multiple manufacturers with requests for quotations by simply uploading one completed specification document and allowing TCES Community to complete the rest. Using this module through TCES ordering aims to assist prescribers and realise cost efficiencies by obtaining a range of quotations from approved equipment sub-contractors.



Wheelchair Services

Improve efficiencies and cut costs by integrating your wheelchair service with your community equipment service.

Our wheelchair offering will streamline your entire wheelchair service from initial service users referral to wheelchair ordering and handover. Create and manage paperless prescription orders and repairs, including direct links into stock management/workshops and technician routes to track progress. Wheelchairs can be purchased from a defined new and recycled wheelchair catalogue depending on requirements.



Peripheral Stores Management

Eliminate the loss of equipment across your peripheral stores and reduce costs by decreasing stock replenishment rates.

Through the use of a dedicated P-Store app issuing community equipment stock has never been so easy! The app enables speedy ordering & improved management of stock levels, reducing the amount of stock that is issued without it being tracked.



Purchase Order Processing

The purchase order processing module enables you to gain control of your buying processes, right from initial order through to delivery. Purchase orders can be created with ease and sent to your preferred supplier, ensuring you always have a record of what's being purchased. The creation of purchase orders will enable you to keep track of current orders in real time, which is key to customising workflows effectively and increasing cost efficiencies.



Supplier Management

Manage activities fulfilled by your supply chain with supplier management integration along with a downloadable app - which can be used by your suppliers with a smart phone to receipt equipment delivered, collected and repaired whilst at the service users premises.



Contenance Services

Take control of your continence contract with automated continence profiles and delivery schedules. Stop wastage and set continence profiles that plan for the continence usage of the service user for a timed period, allowing for automated, seamless auto-ordering and delivery.





TCES Community; the forward thinking solution that enables you to gain complete control of your community equipment ordering and loan store management. Bringing both operational and cost efficiencies to your service.

CLOUD-BASED

TCES Community is hosted by the market leader Rackspace, resulting in system excellence, achieving zero downtime in 8 years. Being cloud based results in easy accessibility wherever you may be and systematic software updates.



SIMPLE TO USE

Our team have worked hard to provide an interface that is aesthetically pleasing and easy to navigate. Within no time at all your organisation will be reaping the benefits that come alongside TCES Community.



DEVICE AGNOSTICISM



We make sure all our systems can be used with ease across a variety of platforms, mobile devices and web browsers, hence the time spent in maintaining TCES Community, meaning it is fully responsive and operational.

DATA & CYBER SECURITY



The problems incurred by a data or cyber security breach can be endless, which is why we have the best possible security processes in place. We are proud to be IGSoc Level 3, Cyber Essentials Plus accredited and GDPR compliant, meaning we have the correct procedures in place to manage and protect data effectively.

UNLIMITED USERS



No matter what modules you invest in we always work on a subscription price model that enables unlimited clinical users, wherever they are located to sign up from your organisation.

OUR SERVICES

Implementation Process

We have vigorous procedures in place to make sure TCES Community gets implemented in the most efficient manner possible. From tender or proposal acceptance, our standard project timeline is **16 weeks**. Our project delivery team work with you throughout, making sure you are kept informed from the business discovery right through to the go live date.



Business consultancy is offered throughout the TCES Community process. From the vast experience between our delivery personnel they really are experts in advising health and social care organisations in a variety of software matters.



A background image showing three call center agents in a professional setting. They are wearing headsets and are dressed in light-colored shirts. The image is slightly blurred, focusing on the central agent who is smiling.

Training Services

We want to make sure our software is used to its optimum, which is why we recommend a certain amount of face-to-face training days depending on the size of your organisation. This training will enable personnel to begin using TCES Community instantaneously and can take place either in our offices or at a location that suits you.

After go live you will have access to our e-learning platform, TCES Classroom, and all help guide materials.

Customer Support

Customer support via our online ticketing system and telephone comes as standard. Our helpdesk, Zendesk, deals with all TCES Community queries, with a full auditable ticketing trail in email form for peace of mind for both parties. If immediate assistance is required, you also have the option to use our Live Chat service.

API Integration

With the capability of integrating with a variety of sources, our project delivery team will discuss in detail what internal systems need to be integrated into TCES Community and will make sure they communicate effectively together before go live day.



Hardware

TCES Community can be used with a multitude of different devices, to provide the ultimate in efficiencies for any organisations who sign up. Through working closely with a number of different partner organisations, in particular Zebra technologies we are able to offer the latest hardware options for the best possible price.



Hosting

TCES Community is hosted in the 'Cloud' through our own EU hosted servers and is a fully redundant server architecture provided/managed by the market leader, Rackspace. Rackspace are ISO 27001:2015 accredited.



Sunderland Care and Support

“ Sunderland Care and Support Ltd engaged with CSS with a view to purchasing a new asset management system for the Community Equipment Store. Once we had made the decision that the system met all of our requirements we were very quickly supported by a strong team to progress to implementation. The CSS team supported us to engage with partners about the transition and set out very clear expectations about what would be required from us and steered a project group to achieve go live of the TCES / Pro-Cloud system. Their experienced project team had a visible presence during the early stages and their support team have been available to help since then to help troubleshoot.

Given that the new system presented such a major shift from our old paper based ways of working, the transition went smoothly and we have received positive feedback from front end and back end users alike. From a management perspective, we now have live and accurate data as well as a clear audit trail of activity. Significant back office efficiencies have been made in terms of freeing up staff time, a reduction in abortive work and also a reduction in paper.

We would undoubtedly recommend TCES / Pro-Cloud to new users and would be more than happy to demonstrate the system to prospective users.

Gill Lawson, Senior Operations Manager
Sunderland Care and Support Ltd

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The Derbyshire contract has used the clinical assessment tool to monitor and shape decision making in regards to pressure care mattresses. The CSS lead for this project has been instrumental in developing this tool through partnership working with the commissioning team and their equipment lead practitioner. Amendments to the tool have been required, as sometimes there are unexpected consequences, and wording used in questionnaires changed to accomplish the desired results. Recommendations made by the tool have harmonised equipment prescription, and supported junior staff to understand the critical elements of safe prescription. It has also on occasions, corrected patterns of over and under prescription. The CSS lead has clinical experience and this has been a great asset in forging a shared understanding of how the project is progressed. We have noted quick turnaround on amendments to the questionnaire, good levels of support on implementation and advice freely shared on lessons learned by other similar projects. What has been particularly impressive regards this project lead for these tools is a flexibility to acknowledge issues arising, but an openness to change and the request of improvement from their software development team.

**Gareth Hughes Lead Practitioner, Derbyshire Council
(Integrated Community Equipment Stores: ICES)**

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Procurement Options



NHS Supply Chain

NHS Supply Chain Framework

(Reference number SBS/15/RC/GWB/8730/13)

This framework is specifically for community equipment, products and services.

**Crown
Commercial
Service**
Supplier

Gov.uk G-Cloud Framework

Public sector organisations can use the digital marketplace to find us and the services we provide.



Tender Process

CSS are subscribed to all tender sites to make sure opportunities aren't missed.



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