

Lidder Care Team 2 Proposal

Introduction

An ageing population and increased migration affect UK care homes. The population is expected to reach 67.85 million by early 2024 and climb 9.9% by 2036 due to 6.1 million net migration (Office for National Statistics, 2024; Euromonitor, 2024).

In early 2023, the UK had 5.56 million private sector firms, largely SMEs, up from the year before but below pre-pandemic levels. Demand from over 10 million seniors has boosted the Human Health and Social Work Activities market, which includes dementia and disability care. Over 944,000 people have dementia, rising to 1 million by 2030 (NHS, 2024). Strategic planning, technological integration, and sustainable financial models are needed to handle demographic and health care issues in the competitive and rising dementia and disability care business (Centre for Ageing Better, 2024; Alzheimer's Society, 2024).

Industry Rivalry in Nottingham

In Nottingham, care home competition is fierce. Lidder Care faces Bupa, Four Seasons, Anchor Hanover, HC-One, and Methodist Homes. High buyer negotiating power, significant industry rivalry, and a moderate to high threat of replacements like in-home care affect Lidder Care, Bupa, and Anchor Hanover. Bupa offers cutting-edge services with enormous resources and modern care methods, whereas Lidder Care provides high-quality, personalised care. Anchor Hanover's innovative techniques and huge number of facilities enable widespread adoption of new care models.

Lidder Care could leverage its high customer satisfaction to compete by strategically expanding services and incorporating innovative technologies. Increasing operational efficiency and using sustainable finance models will assure long-term success. Lidder Care can lead the Nottingham care home industry by emphasising excellent care and meeting ageing population needs.

Factor	Lidder Care	Bupa Care Homes	Four Seasons Health Care	Anchor Hanover	HC-One	Methodist Homes (MHA)
Threat of New Entrants	Moderate; strong reputation, high quality service	Moderate; extensive resources	Moderate; established network	Moderate; innovative practices	Moderate; large network	Moderate; charitable status, innovative practices
Bargaining Power of Suppliers	Low; can switch suppliers, bulk purchasing	Low; large scale operations	Low; extensive network	Low; large purchasing power	Low; wide supplier base	Low; large organization
Bargaining Power of Buyers	High; many alternatives, sensitive to quality	High; large brand but many alternatives	High; well-known but strong competition	High; extensive network but competitive market	High; many alternatives, large network	High; known for quality but competitive
Threat of Substitutes	Moderate to High; in-home care, assisted living	Moderate to High; similar substitutes available	Moderate to High; similar substitutes available	Moderate to High; similar substitutes available	Moderate to High; similar substitutes available	Moderate to High; similar substitutes available
Industry Rivalry	Intense; many established competitors	Intense; strong market presence	Intense; established brand	Intense; innovative, large presence	Intense; large network	Intense; well-established, quality care
Competitive Edge	· High customer satisfaction · Personalized care	· Extensive resources · Advanced care techniques	Holistic care approach, strong brand recognition	· Innovative practices · Large number of facilities	Homely environment, individualized care plans	Charitable status, support for families, innovative

Project Scope

This proposal focuses and outlines the implementation of comprehensive operation systems at Lidder Care to enhance operational efficiency, improve resident care, and streamline administrative processes. The proposed system will integrate various functions, including patient management, staff scheduling, inventory control, and financial management.

Project Goals

Increase the Quality of Care

We will use Nourish Care for complete management and Ally for real-time monitoring to improve care. Ally will give real-time incident response notifications, while Nourish Care will centralise care plans and make documentation available. Reduced incident response times and better care plan accuracy will indicate success.

Reduce Operational Costs

We use Visier People for AI-driven staff scheduling and performance management to cut costs. AI scheduling optimises worker allocation, and performance tracking finds inefficiencies. Lower staffing expenses and better resource use will indicate success.

Differentiate in the Market

For market leadership, we will use Ally for real-time monitoring and Intelligent Lilli for family involvement. Improved market positioning and competitive advantage will determine success.

Build a Sustainable Care Ecosystem

We want to create a sustainable care ecosystem with scalable and adaptive technologies. Scalable technology and ongoing improvement are our goals. Long-term durability and adaptability of our technical infrastructure will determine success.

Current System Usage Status

Lidder Care uses Nourish Care for central management, Radar Healthcare for alert and risk management, and Care Planner for scheduling. Nourish Care's high integration capacity is essential for Found CRM, Care Planner, and Radar Healthcare integration. Radar Healthcare must improve its API or examine other methods for interoperability. Care Planner should be assessed for better scheduling integration. Using unified care management platforms with modules for client acquisition, care management, risk management, and scheduling could improve efficiency. Better system effectiveness requires better integration and the adoption of a full platform.

Evaluation of Solutions

1. Ally

Ally is an AI-powered Resident Monitoring System designed to enhance care in residential homes. It uses sound and motion sensors to detect residents' needs, providing real-time alerts to caregivers. This system significantly reduces falls, hospital visits, and improves sleep quality, while also freeing up caregivers' time for more personalised care. Ally integrates seamlessly with existing care management systems, offering data-driven insights for better decision-making and operational efficiency.

Using Ally's AI Resident Monitoring System significantly enhances care quality and efficiency at Lidder Care. For patients, it reduces falls by 63%, decreases hospital visits by 56%, and improves sleep time by 50%, leading to better overall health and safety. Management benefits from streamlined operations, quicker incident responses, and data-driven decision-making, optimising resource allocation and care plans. Staff members gain more time for direct care, tailored support for individual needs, reduced workload, and improved job satisfaction, resulting in a more effective and efficient care environment.

Category	Benefits
For Patients	- Enhanced safety and care quality through AI monitoring and alerts.
	- 63% reduction in bedroom falls.
	- 56% decrease in hospital visits.
	- 50% improvement in residents' sleep time.
	- Better overall health outcomes and quality of life.
	- Timely and appropriate care received.
For Management	- Streamlined operations and improved efficiency.
	- Real-time monitoring and quicker incident response.
	- Reduced risks and improved safety standards.
	- Decreased hospital admissions and increased caregiver time with residents.
	- Support for evidence-based decision-making through data collection.
	- Identification of trends, improved care plans, and optimised resource allocation.
For Staff Members	- Enhanced tools for delivering effective care.
	- Approximately 30% more time for direct patient care.
	- Ability to tailor care to individual needs and identify early signs of health issues.
	- Prevention of hospital admissions through quick response to alerts.
	- Reduced workload and improved time management.
	- Higher job satisfaction and less burnout.

2. Visier People

Visier People is a workforce analytics and planning platform that offers predictive analytics for employee turnover, engagement surveys, and performance metrics. The software identifies risk factors for attrition, suggests interventions, and provides comprehensive workforce insights. The benefits of Visier People include proactive retention strategies, improved engagement, and enhanced workforce stability.

Visier People is beneficial for Lidder Care as it enhances care quality for patients through optimised staffing and proactive safety measures. For management, it provides data-driven insights, improves operational efficiency, and supports financial sustainability. Staff members benefit from fair scheduling, accurate payroll, professional development, and better job satisfaction, contributing to a more effective and supportive care environment overall.

Category	Benefits
For Patients	- Improved care quality through optimised staffing.
	- Enhanced patient safety with proactive measures.
	- Better engagement with more attentive caregivers.
For Management	- Data-driven decisions with comprehensive workforce insights.
	- Proactive retention strategies to maintain a stable workforce.
	- Enhanced operational efficiency by reducing scheduling conflicts and optimising workforce deployment.
	- Improved financial performance with cost savings and better sustainability.
	- Scalability through workforce metrics analysis and future planning.
For Staff Members	- optimised scheduling for fair and efficient staff allocation.
	- Accurate time tracking and seamless payroll integration.
	- Professional development through performance metrics insights.
	- Higher job satisfaction and reduced turnover with supportive work environment.
	- Better work-life balance through optimised schedules and reduced conflicts.

Solution Suggested

The optimal combination of systems for Lidder Care includes **Nourish Care, Ally, and Visier People**. This integrated suite of systems leverages advanced care management, real-time monitoring, optimised scheduling, and enhanced family engagement to deliver comprehensive and high-quality care. Below will elaborate in detail by the purposes and sequence starting from customer acquisition, customer management, central management to staff management.

Systems in Detail

Purpose	Systems	Key Functions	Benefits
Customer Acquisition	Nourish Care	Integrates with CRM	Streamlines client intake process
Customer Management	Nourish Care, Ally	Centralises care plans, real-time monitoring and updates	Personalised care, timely responses, comprehensive information
Central Management	Nourish Care, Ally	Manages documentation, monitors well-being	optimises operations, improves safety, supports data-driven decisions
Staff Management	Visier People, Nourish Care, Ally	Workforce analysis, detailed care plans, real-time alerts	Optimal staffing, enhanced job satisfaction, professional development

Conclusion

By keeping **Nourish Care** for central management, Lidder Care ensures continuity and stability in their core operations. Replacing **Radar Healthcare** with **Ally** enhances safety and real-time monitoring. Finally, replacing **Care Planner** with **Visier People** optimises staff scheduling and performance management. This combination of systems aligns perfectly with Lidder Care's goals of improving care quality, enhancing client satisfaction, and ensuring operational efficiency, positioning them for both short-term success and long-term growth.

Cost Analysis

Care Homes Overview:

Care Home	Total Bedrooms	Details
Newgate Lodge Care Home	60	26 rooms for Residential care (The Willows, Ground Floor) 34 rooms for Dementia care (The Meadows, First Floor)
Lowmoor Nursing Home	42	14-bed unit for ladies (Silver Birch, Downstairs) 18-bed unit for gents (Oaks, Upstairs) 10-bed nursing unit for mental and physical conditions (Cedars, Upstairs)
Total	102	

Cost Structure for Ally Integration:

Category	Details
Initial Investment	
Devices Cost	£6630
Training Cost	£600
Total Initial Investment	£7230
Monthly Costs and Revenue	
Monthly Subscription Cost	£1326
Monthly Revenue from Customers	£2040
Monthly Profit	£714
Financial Metrics	
Recovery Period	10 months
Annual Profit	£8568
Annual ROI	118.56%
Benefits of Investment	
Enhanced Care Quality	Advanced AI monitoring and Nourish integration
Increased Revenue	Additional £20 charge per room
Operational Efficiency	Streamlined operations and reduced staff workload
Market Competitiveness	Attracts more residents seeking high-quality care
Long-Term Cost Savings	Efficiency gains and higher profitability

Integrating Ally and Visier People:

Category	Details
Initial Investment	
Ally System Initial Cost	£7230
Visier People Onboarding Cost	£16000
Total Initial Investment	£23230

Monthly Financials	
Additional Charge per Client	£20
Total Monthly Revenue	£2040
Monthly Subscription Cost (Ally)	£1326
Monthly Subscription Cost (Visier)	£1333.33
Total Monthly Costs	£2659.33
Monthly Deficit	£2040 - £2659.33 = -£619.33
Recovery Period	
Initial Investment Recovery	$£23230 / £2040 \approx 11.39$ months (≈ 0.95 years)
Annual Deficit After Recovery	$£619.33 \times 12 = £7431.96$
Total Deficit to Cover	£23230
Ongoing Deficit Recovery	$£23230 / £7431.96 \approx 3.13$ years
Total Time to Break Even	0.95 years + 3.13 years ≈ 4.08 years

Taking into consideration the existing and upcoming services provided by Lidder Care, the following care packages are designed to address the needs of various client groups while leveraging the integrated systems to achieve short-term goals to long-term goals.

Benefit

The implementation of the proposed ERP/Operation System will bring numerous benefits to Lidder Care, its staff, customers, and their families. These benefits can be categorized into short-term, mid-term, and long-term advantages.

Timeline Benefit

Short-Term Benefits (0-6 months)

- **Managers:** Efficiency in operation and efficient engagements, leading to improved productivity and better decision-making.
- **Staff:** Monitoring capabilities will provide intuitive signals and precautions, enabling staff to respond promptly to customers' needs.
- **Customers (and their families):** Monitoring will provide intuitive signals and precautions, ensuring their loved ones receive timely care and attention.

Mid-Term Benefits (6-18 months)

- **Managers:** Data analysis will attract investment and funding, enabling Lidder Care to expand its services and improve its financial sustainability.

- **Staff:** Data analysis will facilitate better evaluation of situations, enabling staff to make informed decisions and improve care quality.
- **Customers (and their families):** Understanding health trends and mental wellbeing will empower customers and their families to make informed decisions about their care.

Long-Term Benefits (18+ months)

- **Managers:** Expanding the customer base will increase revenue and drive business growth, enabling Lidder Care to invest in new services and technologies.
- **Staff:** Gaining tech skills and flexibility will enhance staff capabilities, enabling them to adapt to changing care needs and technologies.
- **Customers (and their families):** Improved mental wellbeing will lead to better overall health and quality of life for customers, enabling them to live independently and confidently.

By implementing the proposed ERP/Operation System, Lidder Care will experience significant benefits across various stakeholders, leading to improved care quality, operational efficiency, and business growth.

Implementation Plan

The implementation plan includes the following phases:

- Phase 1: Needs Assessment and Requirement Gathering
- Phase 2: System Design and Customization
- Phase 3: Implementation and Integration
- Phase 4: Training and Change Management
- Phase 5: Go-Live and Support

Risk Analysis

Risk	Description	Mitigation Strategies
Technical Risks		
System Integration Challenges	Compatibility issues and data migration challenges	Conduct assessments, ensure API integration, pilot tests
Data Security and Privacy	Increased risk of data breaches	Implement encryption, ensure GDPR compliance, regular security audits
Operational Risks		
Disruption to Daily Operations	Transition disrupts care and productivity	Plan phased implementation, provide training, ensure technical support
System Downtime	Impact of downtime on care services	Establish backup systems, SLAs with vendors for high availability
Financial Risks		
Cost Overruns	Unforeseen expenses	Detailed budget with contingencies, cost-benefit analyses, fixed-price contracts

ROI Uncertainty	Expected ROI may not be Realised	Set performance metrics, monitor progress, adjust based on insights
Human Resource Risks		
Staff Resistance to Change	Resistance due to unfamiliarity or workload	Engage staff early, provide training, highlight benefits
Skill Gaps	Staff may lack necessary skills	Invest in training programs, hire skilled personnel
Strategic Risks		
Misalignment with Goals	Systems may not align with Organisational goals	Align system selection and implementation with mission and objectives
Vendor Dependence	Heavy reliance on external vendors	Diversify vendors, include exit clauses, develop internal capabilities

Conclusion

By using the integrated systems—including Nourish Care, Ally, and Visier People—Lidder Care is strategically moving to meet the changing needs of the care home sector. Lidder Care can dramatically improve staff management, operational efficiency, and care quality by using workforce analytics, real-time monitoring, and advanced care management.

The suggested integration will simplify processes, lower incident response times, and maximise personnel distribution, therefore enhancing safety and happiness for staff members as well as for residents. With a break-even duration of about 4.08 years, the financial investment in these technologies is predicted to deliver significant returns through operational efficiency and higher revenue.

Furthermore, the implementation strategy guarantees that the change would be seamless and least disruptive to daily operations by including careful risk management and gradual integration. Emphasising the long-term advantages for Lidder Care's sustainability and expansion, the thorough cost analysis and estimated return on investment help to further support the investment.

Finally, using Nourish Care, Ally, and Visier People fits very nicely with Lidder Care's goal of offering premium, individualised treatment. It guarantees that the company keeps competitive advantage in a challenging market and satisfies the needs of an ageing population by positioning it as a leader in creative care solutions. Stakeholders should thus help our plan to guarantee operational excellence and future of improved delivery of services.

Reference

<https://nourishcare.com>
<https://radarhealthcare.com>
<https://lottie.org>
<https://foundcrm.care>
<https://www.autumna.co.uk>
<https://www.care-planner.co.uk>

<https://www.visier.com/products>
<https://www.allycares.com>

Appendix

[A] Ally Cost Calculation in details:

Detailed Analysis for the Advanced Package (£13 per room per month)

1. Initial Investment

Devices Cost: $102 \text{ rooms} \times £65 = £6630$

Training Cost: £600

Total Initial Investment: $£6630 + £600 = £7230$

2. Monthly Subscription Costs

Advanced Package: $102 \text{ rooms} \times £13 = £1326$

3. Monthly Revenue from Customers

Advanced Package Revenue: $102 \text{ rooms} \times £20 = £2040$

4. Monthly Profit

Monthly Profit: $£2040 - £1326 = £714$

5. Recovery Period

Recovery Period: $£7230 / £714 \approx 10 \text{ months}$

6. ROI (Return on Investment)

Annual Profit: $£714 \times 12 = £8568$

ROI (Annual): $£8568 / £7230 \times 100 \approx 118.56\%$

Summary

Total Initial Investment: £7230

Monthly Financials

Monthly Subscription Cost: £1326

Monthly Revenue from Customers: £2040

Monthly Profit: £714

Financial Metrics

Recovery Period: 10 months

Annual ROI: 118.56%

[B] Ally + Visier Cost Calculation and ROI

To calculate how many years it will take to break even and start making profits with an additional charge of £20 per client,

1. Initial Investment Recovery Period

Total Initial Investment: £23230

Monthly Additional Revenue: $102 \times £20 = £2040$

Initial Recovery Period: $£23230 / £2040 \approx 11.39$ months

2. Ongoing Monthly Deficit

Monthly Operational Cost: £2659.33

Monthly Revenue: £2040

Monthly Deficit: $£2040 - £2659.33 = -£619.33$

3. Calculate Total Deficit After Initial Investment Recovery

After recovering the initial investment in 11.39 months, we will have a monthly deficit of £619.33.

Remaining Months in the First Year: $12 - 11.39 = 0.61$ months

Deficit for the Remaining Months in the First Year: $0.61 \times £619.33 = £377.79$

4. Calculate the Time to Cover the Ongoing Deficit

After the first year, each month will add a deficit of £619.33.

Total Annual Deficit After Initial Recovery: $£619.33 \times 12 = £7431.96$

Total Deficit to Cover After Initial Investment Recovery: $£377.79 + (N \times £7431.96)$

Where N is the number of years after the initial investment recovery.

To find out how many years N will take to cover the ongoing deficit:

$$0 = £377.79 + (N \times £7431.96)$$

Solve for N:

$$N = £377.79 / £7431.96$$

Since the annual deficit is negative, we need to find out how long it takes for the ongoing deficit to balance out the initial recovery.

The total period in years, including the initial recovery and ongoing deficit recovery, is:

$$£23230 / £2040 + £23230 / £619.33$$

Detailed Calculation:

Initial Recovery Period: 11.39 months \approx 0.95 years

Ongoing Deficit Recovery: $£23230 / (£619.33 \times 12) \approx 3.13$ years

Total Time to Break Even: 0.95 years + 3.13 years \approx **4.08 years**

Conclusion:

It will take approximately 4.08 years to break even the cost/deficit and start making profits with an additional charge of £20 per client per month.