

Care Banking – CHC Solution

Service Definition document outlining the My Care Bank software solution available through G Cloud

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Introduction

Care Banking is a market leading technology provider offering revolutionary solutions across Health and Social Care to deliver efficiencies whilst improving quality. We understand the challenges faced by commissioning bodies in enabling safe and effective care, and have worked with Clinical Commissioning Groups (CCGs) and Local Authorities (LAs) to co-design and develop our products.

CHC Solution

My Care Bank is a cloud-based solution that enables effective management of individualised care, specifically Continuing Healthcare (CHC) and Funded Nursing Care (FNC).

Compliance with regulations

The design of the My Care Bank solution ensures that the software supplied to enable personal information to be handled legally, securely, efficiently and effectively in order to deliver the best possible care. The system components used singularly or in combination, meet or exceed the current requirements.

Security

Access rights are role-based to restrict access and edit rights to designated users or staff. Permission groups ensure that no wider system access is gained. User administration is configurable but setup must be in line with NHS standard access control policy.

User passwords must be created in line with NHS Password Policy and users are prompted to change their password at six monthly intervals. The system enforces a limit of consecutive invalid access attempts by a user (configurable).

Audit

Audit trails are provided for all activity undertaken by users who have accessed the system and created or edited records. Reports on actions undertaken are provided to support data cleanse activities, or any investigation activity. Audit logs will not be stored for a minimum of three years.

Service Level

The defined Service level is 90 % during core hours. Core hours are considered to be 09.00 to 17.00, weekdays. Service maintenance and system updates are scheduled outside of core hours. Any planned downtime (i.e. for maintenance) will be conducted outside of core service hours and the service must be provided with a minimum of 48 hours' notice.

Where system maintenance is urgently required, the policy is to switch to the backup facility, users will be provided with as much information as possible should this occur.

Mobilisation

Implementation can be carried out within 4-6 weeks without causing delays to existing payments, and our team will be there to support your organisation with training, developing protocols and ensuring a smooth transition.

Intellectual Property

All Intellectual property, copyright and trademarks remain the property of the suppliers involved in the delivery of the My Care Bank solution.