



Adult Social Care Hub

Open Objects' **Adult Social Care Hub** is a one-stop solution for online signposting of care services for adults. It is ideal for Local Authorities, Primary Care Trusts and Local Strategic Partnerships (LSP's) to collaborate in providing information-rich websites which cross the boundaries of social care such as housing, benefits, leisure, transport and health services.

Putting People First

The Transforming Social Care agenda calls for increasing levels of co-ordination and transparency between local partners in the provisioning of care services. Service users and their care workers will have greater choice in selecting care strategies that more directly meet their own personal needs and preferences. For this to work and to enable informed choices, people will need to have a clear understanding of what is available.



Signposting Services

Open Objects' Adult Social Care Hub enables you to establish a comprehensive online directory of all care services across all sectors in your region. The Hub establishes a perfect space for online collaboration. It includes built-in tools to automatically compile service information from multiple sources, so you can easily aggregate information from across your partners into a single shared database. Information owners are able to share information with the Hub without any loss of control or compromise to their existing processes. Most important of all, the Hub builds into an accessible and user-friendly public website which efficiently signposts people to the full range of services on offer to them.

Self-Service

The comprehensive view of care services that can be offered via the Hub encourages a self-service approach among users and their care workers. Service information from all agencies including local authority, primary care trusts, voluntary sector and other third party agencies can all be found in one place. Many routine enquiries or information gathering exercises can be completed using the Hub alone, so promoting greater independence and reducing pressure on face to face enquiry routes and back office call centres.

Personalisation

Open Objects' Adult Social Care Hub includes many options for personalised access to information about social care services, including;

- Printed Reports – to easily create your own offline service information
- 'Shopping Basket' – allowing people to pick and mix service information
- Saved User Profiles – to tailor service information directly to people's needs
- Blogs, Service Ratings and Reviews – so people can share their experiences
- Email and Mobile Text (SMS) Alerts
- Online Booking Forms

Publications, Leaflets, Advice and Guidance

In addition, access to publications, advice and guidance will also play a key part in promoting choice and greater knowledge of the options that are available to the users of social care services. The Hub provides a single online focal point through which all of this information can be signposted in print-friendly formats regardless of its physical location. It provides all of the tools that are required to create and maintain a website where truly joined up information from local, regional and national service providers can be found in one place.

Information Harvesting - a unique approach

The Hub incorporates unique Atelus™ data harvesting technology which is designed to automate many of your regular information update tasks. The harvester pulls information from existing sources, such as websites, internal and external databases, chosen by you. It saves hours of regular manual checking of those sources, by automatically watching for changes and updating itself. By automatically aggregating information from across sources it breaks down the barriers to effective information sharing and collaborative partnership working. The Hub becomes a definitive and up to date information resource to spearhead the public face of the transforming agenda.



Search and Find

There is a powerful search engine built into the Hub so users can easily find relevant resources. Users can apply a range of filters to personalise their search returns, including filters based on geographic location (for example, 'Find my nearest') with location maps and transport information appearing alongside results. The Hub enables the use of pre-configured and category based searches so users who prefer not to search can be offered a menu choice of pre-filtered options. Popular searches, in the form of tag clouds, can be presented to visitors so they can follow routes that others have already taken.



Guided Browsing and FAQ's

The Hub incorporates guided browsing, recommended link and FAQ mechanisms (frequently asked questions) which can help to steer visitors through to the most relevant services and information for them. New browse routes and FAQ's can easily be added by administrators so user journeys and sign-posting through the site evolve with the website.

Accessibility

The Hub conforms to the highest standards of website accessibility, enabling the widest possible use of its resources by the public. Hub websites are compatible with all types of screen-reader and other accessibility aids. In addition to standard websites, the Hub also generates output that is compatible with other access channels such as multimedia kiosks and mobile phones.

Simple Administration

The Hub includes powerful tools designed for non-technical administrators. All aspects of the Hub are easily controlled. You can easily manage all records with built-in regular checks and alerts. Many routine processes are automated, so the Hub looks after itself, leaving you free to focus on your information.

Off-the-Shelf

The Adult Social Care Hub is available for immediate deployment as an off-the-shelf solution that can be configured exactly to your requirements. It is built on Open Objects' Datastore™ product, an advanced information access system including an agile database with search and discovery tools so it provides the double benefit of supreme flexibility together with cost effectiveness. A complete package from initial set-up right through to 'go live' of your Adult Social Care Hub is available from Open Objects at a single flat cost.

The Adult Social Care Hub is compatible with all other Open Objects' Hub solutions for local authorities, including the Family and Community Hub which is widely used by Family Information Services.

Next Steps....

For a demonstration of the Adult Social Care Hub please contact Open Objects. We will be happy to set-up your own admin area and an online demonstrator in the 'look and feel' of your choice. You'll be surprised how much can be achieved in just a short space of time.

Tel: 01223 422200
Fax: 01223 422201
info@openobjects.com
www.openobjects.com

Open Objects
St John's Innovation Centre
Cowley Road
Cambridge CB4 0WS