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Surrey County Council become the latest local authority to opt for Panztel's homecare electronic monitoring service

Surrey County Council become the latest local authority to adopt Panztel's market leading eziTracker service attracted by its new Roster software module which ensures that care managers can effortlessly manage all aspects of domiciliary care.

24 September 2012 – Surrey County Council become the latest local authority to adopt Panztel's market leading *eziTracker* service attracted by its new combined Mobile and Roster software modules which ensure that care managers can effortlessly manage all aspects of domiciliary care.

As part of its wider home based care service, Surrey County Council operates a 'Reablement Service' which supports residents ('service users') in their own homes following a stay in hospital. Care is provided by 11 different teams

operating in designated geographic areas to between 600 and 700 service users at any one time and approximately 7,500 service users per year.

Surrey's Adult Social Care Directorate were seeking to purchase a scheduling and monitoring system for the Reablement Service to replace their management suite of Excel spreadsheets. These had served their purpose well but had proven too difficult to amend to reflect the changing needs of social care administration. Surrey recognised that electronic monitoring services like *eziTracker* were significantly more sophisticated and advanced, providing a raft of additional benefits that would enable supervisors to fully and effectively manage the 450 reablement assistants employed at any one time.

Michael Gosling, Surrey County Council's Cabinet Member for Adult Social Care and Health, said, "Our aim is to provide the highest quality services at the very best value for money. Harnessing this technology will save time and money and, most importantly, help people's smooth return from hospital to the home they love."

Commenting on the award of this contract, Jonathan Hudson, Managing Director of Panztel (UK) Ltd, said, "The new Mobile and Roster modules now available as part of our core *eziTracker* service will enable Surrey's Adult Social Care Directorate operating the Reablement Service to easily and efficiently manage all aspects of the service delivery including care planning, visit scheduling, attendance verification, timesheets, payroll and management reporting, as well as compliance with the National minimum care standards.

"In winning this contract we believe a key factor was introduction of the new Mobile software – historically *eziTracker* has been based exclusively on fixed telephone lines as mobile phones could not pinpoint the real time whereabouts of staff employed by independent home care providers – in other words, were site visits actually made? The *eziTracker* Mobile software is a

breakthrough development that overcomes the problem of site visit verification with the use of unique coded site tags which are kept at a client's home.

“We are optimistic too that, in common with the many other local authorities around the UK that have already adapted Panztel's *eziTracker* system, Surrey will find that there is a significant improvement in service levels whilst overall costs come down.”

For more information about *eziTracker Mobile* or *Roster* contact Panztel on 0845 453 4156 or visit: www.eziTrackerhm.com.

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Note to Editors

Established in 1998, the Panztel Group has separate trading companies in each of its key geographical markets: Australia, New Zealand and the UK. All the companies supply and support the same key branded services: *eziTracker*, *eziTracker hm* and *Loneworker Companion*. Local authorities currently make up the biggest sector of registered users of Panztel services. Most of the demand comes from Adult Social Services departments where Panztel provide an invaluable service in the monitoring and safeguarding of domiciliary care staff.