

THE WAY FORWARD

**MANAGING THE BIGGEST CHALLENGE
FACED BY THE CARE SECTOR**



**An interview with
Rory Passmore, Chief Executive
Precious Homes**

Extract from a report commissioned by:



Powerful Accounting Software

Introduction

As yet, the digital revolution might not have taken hold across the care sector – but it's going to happen, probably sooner rather than later.

The impact of robotics, artificial intelligence, machine learning, the internet of things will be significant, and should improve both quality of life for those who are being cared for and the viability of the companies providing that care.

Coupled with technology which optimises operational and administrative tasks, providing information which is of value to the provision of services rather than simply score keeping.

Such change could be the biggest challenge the sector has ever had to address. As one CEO put it, managing technology could be like constantly pressing on the fast-forward button on the television remote and trying to make sense of what you're watching on the screen. But how do we synchronise technology with humanity, a question which is going to be mission critical.

In a report commissioned by iplicit, the cloud accounting software company, to be prepared and published by DECISION magazine later this year, owners and directors in the care sector will be talking about the issues and how they can be reconciled.

This is one of the interviews to be included.



Maximising the overseeing role

To think about something in a reasonable way.

It's a definition of 'perspective', and that's what Rory Passmore, chief executive of Precious Homes believes should be applied to the consideration of how technology is applied.

He's a former regional director of BMI Healthcare where he was responsible for sixteen hospitals and over 2500 employees. Latterly he was CEO of diagnostic services provider UME Health before joining Precious, providers of residential care and supported living to those with learning disabilities, autism, and other complex needs.

"Technology in hospitals is at a different level," he maintains. "In care homes it's not about artificial intelligence reading an x-ray or de Vinci robotic surgical systems in effect undertaking complex operations.

"I would describe the purpose of technology in our context is to enhance the overseeing of care rather than taking over its actual provision.





Rory Passmore

“Technology can track where residents are to enable care providers to see they are safe at all times, but it has to be accompanied by governance.

“There are systems which enable automated communication with third parties like GPs, and we can apply automation to matching the capabilities of a staff requirement with the capabilities and experience of agency candidates, but that doesn’t change the basic approach to care.

“What we are talking about is back office efficiency – we have a paperless environment – because ultimately technology should free up as much time as possible for the delivery of frontline care, which I think could help the sector attract more dedicated people rather than those who couldn’t find another job.



"By ensuring we meet people's needs in their own home, supported living, or residential service, we can avoid placement breakdowns, help them to learn new skills, become more independent, integrate into the community and have a good quality of life."



Precious Homes
www.precious-homes.co.uk

"What really concerns me is that while healthcare workers have a professional reputation for what they do, that really doesn't exist in social care.

"What needs to happen is that the care sector has to be considered to be on an equal footing with healthcare, instead of being seen as being at a lower level. The compassion care workers show, the different roles they have to fulfil, needs to be better recognised.

"Perhaps the introduction of technology will enhance perceptions, but there isn't a professional registration of care workers as there is for nursing."



Not surprisingly, Passmore sees the role of artificial intelligence is to make the provision of care more efficient and effective rather than looking at ways it can replace human endeavour.

“Regardless of our field of work, we are all going to have to get to grips with artificial intelligence,” he says. “It could be deployed for something as simple as policy writing, but it can be used with algorithms so we can better understand and highlight risk, to identify where there could be potential safeguarding issues which could cause concern, and provide us with information which will enable us to know where to look deeper and improve the provision of care.

“I suppose a risk is that AI could encourage more of a tick box culture if it means carers leave it to technology to do the thinking. If that begins to happen, it diminishes the delivery of care.”

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About iplicit

Providing a cloud-based finance and management software solution that allows the care sector to focus on what really matters.

Tailored for those frustrated by on-premise legacy software, iplicit provides greater flexibility and enhanced levels of reporting, integrating with other cloud applications for a seamless migration path from a user's existing system, enabling organisations to 'step up' to next generation finance software without losing the functionality they currently enjoy.

iplicit received the Accounting Excellence award for mid-market and enterprise software of the year in 2020, and the top product for enterprise accounting/ERP in the Accounting Web software awards, 2021.

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The interview with Rory Passmore was undertaken with Tim Bryars, specialist at iplicit in working with the care sector.



About DECISION magazine

First published in 1988, DECISION magazine reflects the business lifestyle, the trials and tribulations, the hopes and aspirations of directors and managing partners responsible for businesses with a turnover of £5million and above.

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