

Press  
Release  
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## The processes need improving, not the system, says Cerrus chief

Despite social care policy being at the forefront of the party political agenda in recent weeks, it is unlikely that the 'system', such as it is, will alter, predicts **Stewart Maxwell**, chief executive of Cerrus Ltd, providers of the renowned Saturn software solution.

Instead of concentrating on the higher politics of 'changing the system', which experience tells us has little or no future, those within social care provision ought to cast their minds to repairing and improving the processes that help to deliver high quality social care, Stewart says.

*"Whilst Labour has reinforced its vision of a National Care Service, the Conservatives have pledged an ambitious plan for funding based on a single down-payment of £8,000 per person, and the Lib Dems have retracted on a pledge to introduce free care for the elderly, no-one has ventured a comment on how we manage to maintain and improve social care services within the current system.*

*"After all, it is not 'the system' that is to blame for the ongoing media stories surrounding social care provision - in the last few weeks we've had medication errors in care homes, a salmonella outbreak that has killed one and hospitalised many more older people, and further question marks against providers in all forms of social care," Stewart adds.*

*"There surely is only finite change one can make to a system when there isn't, and probably never will be, the budget to genuinely support change of a revolutionary nature. Moreover, it is the processes employed and adopted by the sector that can be both improved for now, and placed at the forefront of a new, revitalised care service."*

Stewart Maxwell argues that the adoption of high quality tools and IT software and systems - already part of the Government agenda for the NHS - should be a solid plank of any delivery of a 'national care service'.

He says: *"Improving the processes, and the tools, will drive service enhancements and deliver economies alongside the traditional values of patient/service-user care. And while I understand the argument*

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**Improving the processes, and the tools, will drive service enhancements and deliver economies alongside the traditional values of patient/service-user care.**

**- Stewart Maxwell, Chief Executive, Cerrus Ltd**

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*that investment in high quality processes must come alongside more Government money for the system, I believe that the money should follow the process improvement, not the other way round.*

*"If we can embrace all the tools and technologies at our disposal, ally them to the social care sector's great tradition of high quality care, then governments, both now and in the future, will be surely persuaded to support service improvements with more appropriate funding."*

## For more information

### About Health & Care

Advanced Health & Care is a leading supplier of IT management systems for urgent & unplanned care, homecare, residential care, hospices, mobile information for community carers and back-office management systems for NHS trusts, local authorities and care providers.

Working with partners in the NHS, local government and the private sector, Advanced Health & Care is delivering IT solutions in support of safe, efficient care delivery with integrated management information. Advanced's unique proposition is its range of integrated care solutions offering visibility of information for both the commissioner and care provider.

The Advanced Health & Care suite of products includes: Adastra, iNurse, Crosscare, eFinancials Smart Business Suite, Saturn & StaffPlan.

### Contact us

Unit 4 Eurogate Business Park | Ashford | Kent | TN24 8SB **t:** +44 (0)1233 722 700 **f:** +44 (0)1233 722 701  
**e:** [ahcmarketing@advancedcomputersoftware.com](mailto:ahcmarketing@advancedcomputersoftware.com) **www:** [www.advancedcomputersoftware.com/ahc](http://www.advancedcomputersoftware.com/ahc)

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