



## A Message from Declan Kelly, Aspirico CEO

Season's Greetings from the iplanit team at Aspirico.

2022 has been another outstanding year for iplanit with new record levels of user growth and new providers subscribing to the service. With hundreds of thousands of users across thousands of service locations internationally, iplanit has reached new record levels of usage driven by our uniquely inclusive approach to enabling outcomes for people, managing compliance and evidencing your value.

We have continued to invest to grow our teams in the UK, Ireland, New Zealand and Australia in addition to expanding development, marketing and support functions. Our growing subscriber base helps continue to drive greater levels of business value from their projects through the implementation of new capabilities and modules.

During the year, we successfully completed the launch of a new range of health monitoring and clinical capabilities in addition to budget enhancements to the iplanit service.

We have made great strides in expanding the security, mobile working and scalability of the platform whilst enhancing integration options and building links into regional infrastructure and funding systems to meet dataset, interoperability and statutory reporting requirements.

We are looking at another record year in 2023 commencing with the January launch of our new website and corporate brand. This will be followed by multiple releases in 2023 incorporating new capabilities in a range of exciting new areas – watch this space!!

On behalf of the team, I would like to thank you for your support over the past 12 months and wish you and your colleagues a Happy and Peaceful New Year!

-Declan Kelly



# Looking Back at 2022

iplanit by Aspirico



## December 2022 National Disability Services CEO Meeting Sydney, New South Wales

Aspirico exhibited at the National Disability Services CEO's Meeting in Sydney this year, with more than 500 senior leaders from the disability sector, including The Hon. Bill Shorten MP, Minister for the National Disability Insurance Scheme, who asked the delegates:

*".... are we looking at outcomes or are we just looking at hours?"*

We were more than happy to be able to demonstrate how iplanit helps providers, managers and staff evidence outcome-focused practice, without having change ways of working - showing how iplanit "does the heavy lifting" in moving towards a personalised approach for the Participant whilst evidencing NDIA Outcomes

## Best Practice Clinics

In May 2022 we relaunched our monthly Best Practice Clinics, and they proved to be a huge hit with our clients.

Aspirico has always offered sector-leading service and support, with regular events for iplanit users. But this year we revamped our offering, with our Client Management Teams delivering monthly webinar sessions on a range of topics to ensure our clients are getting the maximum benefit from their iplanit system.

The Clinics cover such topics as:

- New iplanit functionality or modules
- Hints, tips and everyday guidance
- Answering frequently asked questions or support requests
- Module spotlights
- Regulatory and quality best practice
- and many more....

Registration is open to every iplanit user, and even if unable to attend you will receive the recording.

## Best Practice Clinics take place on the SECOND WEDNESDAY of every month

UK & Ireland

14:30 GMT

[REGISTER](#)

Australia & New Zealand

13:30 AEDT

[REGISTER](#)

## Congratulations!

Our very own

**Lisajane  
Humphreys**

was a shortlisted finalist for a  
**Women Achieving  
Greatness in Social Care  
award  
Woman in Tech Category**

In recognition of her continuing commitment to supporting social care providers across the world to adopt and embrace technology, with a focus on person-centered, outcome-focused values



# iplanit Updates

Aspirico are constantly developing and adding functionality to iplanit. We listen to feedback from our clients, monitor regulatory and policy updates and sector trends to inform our development roadmap.

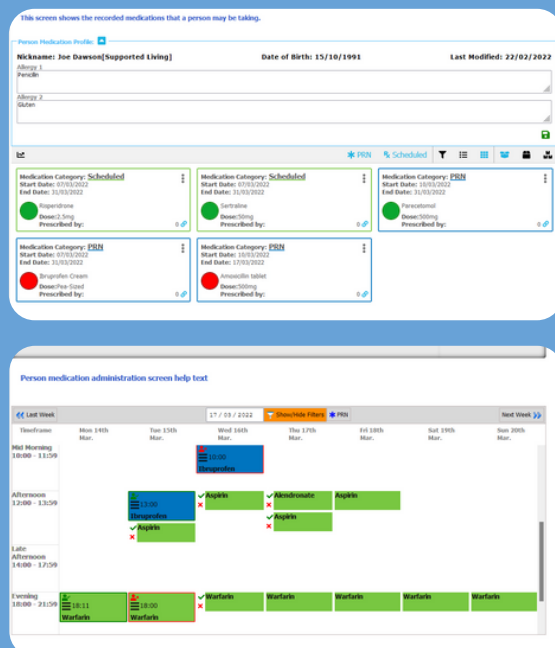
## Health Monitoring Module

A newly developed module launched in 2022 in response to capturing data that was previously often recorded in Notes & Logs, where the information was effectively “static”.

The Health Monitoring module allows staff to quickly and simply capture wellbeing data, which is then displayed as a chart over time allowing anomalies or concerns to be immediately visible. Alert parameters can be set for the various measurements to notify staff of anomalies.

The data capture fields are configurable, and can include, for example (but not limited to):

- Pulse
- Food and solid intake/output
- Temperature
- Blood Pressure
- BMI



## Medication & MAR Module

For medication dosage and delivery management.

The Medication & MAR module facilitates the creation of a medication “profile” for an individual, defining all medications, dosages and schedules, which are escalated to the relevant individual (e.g. registered manager, service nurse, etc.) to be confirmed and signed off.

Once approved and signed-off, the Medication Profile creates a digital MAR for that individual, allowing frontline staff to record medication delivery as they would on a traditional paper/manual MAR.

## NASS (for Ireland)

We have developed the iplanit NASS module option which significantly reduces the annual workload yet achieves compliance to HSE regulatory reporting requirements for providers.

## Coming in 2023

- GP Connect
- Body Maps
- Outcome Mapping
- iplanit Version 7.0
- and many more new features.....



# Brand Refresh

We felt that in response to our recent and continued growth, and a renewed focus on our vision and values message, that our branding and presence ought to be updated as well. Working with Galway-based **IMS Marketing**, Aspirico embarked on a project to refresh our branding, and we were delighted with the results, launched earlier in the year.



The Aspirico branding includes an updated graphic, illustrating the idea of a circle-of-support around a person, representing not just the values and ethos behind the architecture of iplanit, but also our “wraparound” approach to working with our customers and partners



The iplanit branding also includes an updated graphic, representing the person supported “reaching” up towards their potential, but also representing celebrating achievement, a fundamental purpose of iplanit's unique architecture.

As part of the Aspirico and iplanit brand refresh, we will be launching an all new website in January 2023. Incorporating the new “look” of the brands, the website will also include more information about the full suite of iplanit capabilities and Aspirico services/

## Brands in action.....



### October 2022 The Care Show Birmingham, England

Members of the Aspirico UK team exhibited at the Care Show in Birmingham's NEC in October.

It is one of the biggest events in the UK Social Care sector and we had a very productive - if exhausting! - two days.

It was a great opportunity to network, talk to representatives from providers, commissioners, thought-leaders and policy-makers. And, of course, to showcase iplanit and its unique person-centred architecture.

One of the main takeaways from the event was the enthusiasm for digitisation in Social Care, but concerns over resourcing transformation, highlighting the importance Aspirico offer sector-leading approach to implementation and adoption support.



# Regional Spotlight

## New Zealand

Mid-2022 saw Aspirico partner with a national service provider in New Zealand. This client supports people with mental health through specialised programmes such as accommodation support, alcohol, other drugs and gambling addiction, community support and supported independent living, peer support, employment and more.

With their new iplanit client management system, they will seamlessly collect PRIMHD data as required for the Ministry of Health. They will champion true person-centred services through the iplanit accessible client portal.

## Ireland

During 2022 we have rolled out iplanit with a number of large national providers, supporting thousands of people in specialist care across physical disability, brain injury, learning disability and mental health.

It has been exciting to support these providers on their digitisation journey and at the same time empower service users to make decisions as to how and who supports them in achieving life's full potential within their communities – all in line with HSE, New Directions and HIQA guidelines.

On a recent visit to a provider it was a real joy to hear and see young men and women using iplanit to achieve their life goals and to get their feedback on how we can further enhance their experience.

## United Kingdom

During 2022 we have rolled out iplanit with a number of large national providers, supporting thousands of people. 2022 also saw a high number of behaviour specialist providers rolling out iplanit. The comprehensive outcomes-driven support plans and notes have provided a robust, intuitive system that is allowing their teams to provide clear, consistent support always with a focus on the person's dreams and wishes. The iplanit events and incident management module has proven particularly useful for tracking and monitoring patterns and trends for people supported in turn helping teams understand a person's behaviour and communication.

Our fantastic UK trainers have been busy working with our iplanit customers providing training for roll outs, adoption of new modules and refreshers. The iplanit Learning Centre has undergone a major update, a great resource for our iplanit customers. You can look forward to the 1st iplanit clinic of the year with a 30 min webinar to walk you around the iplanit learning centre.

## Australia

As the National Disability Insurance Scheme keeps expanding across Australia, so do service providers who have a real focus on using technology to connect with people supported, their families and friends.

An NSW-based NDIS registered service provider was one of many who came on board in 2022 and wanted a client management system to help them improve the well-being of people supported, enhancing and developing their skills and helping them live as autonomously as possible. The Aspirico values, the high configurability of iplanit, and the modular framework were the winning ticket for this great partnership.

# 2023 Events

Confirmed so far

## Conferences

**16th March 2023**

Church House Conference Centre,  
Westminster, London SW1P 3NZ



Aspirico will be exhibiting at the Care England 2023 Conference - "Thriving, not just surviving"

## iplanit/Aspirico Webinars

### UK & Ireland

**26th January - 14.00 GMT**

Impact Over Input:  
Becoming Outcomes-  
Focused with iplanit

REGISTER



**21st February - 14.00 GMT**  
Potential-Centred Planning:  
"Moving the Dial"

REGISTER



**30th March - 14.00 GMT**  
iplanit Showcase: Core and  
Optional Modules

REGISTER



### Australia & New Zealand

**1st February - 12.00 AEDT**

Impact Over Input:  
Measuring Outcomes,  
Not Just Hours

REGISTER



**5th April - 12.00 AEST**  
Mental Health Services:  
Partnering and Planning  
with Consumers

REGISTER



**7th June - 12.00 AEST**  
Service Provider iplanit Case  
Study: Co-Design in Action

REGISTER



## Digital Transformation Fund Provider Engagement ICS Events

4th January  
**Black Country**  
Virtual/online (1)

17th January  
**Dorset**  
Hamworthy Club, BH21 3AP

25th January  
**Cambridgeshire &  
Peterborough**  
Virtual/online

1st February  
**Black Country**  
Virtual/online (2)

15th February  
**South East London**  
Coin Street Neighbourhood  
Centre, London, SE1 9NH

22nd February  
**Lancashire & South Cumbria**  
Venue TBC

23rd February  
**Lincolnshire**  
Venue TBC

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up-to-date with our news, blogs,  
events and webinars





## INTRODUCING OUR COLLEAGUES AT THE ASSOCIATION FOR REAL CHANGE

ARC England is a membership body / trade association that supports learning disability and autism service providers.

Services we provide include that we disburse the Skills for Care Workforce Development fund, we operate a City and Guilds Qualifications Centre, we manage disclosure and pre-employment checks and we deliver highly-rated training courses and whilst we do provide them to non-members, these services are of course significantly discounted for our members.

We bring our CEOs together for monthly networking and information sharing sessions which are usually themed (for example, we recently held sessions which looked at registration and monitoring and inspection by the regulator and these were led by senior CQC colleagues).

We deliver similar networking sessions every six weeks for our members' HR and Learning and Development leads and finance leads and these are also themed (for example, we recently looked at the Supreme Court judgement in relation to leave entitlement for part time staff and we ran a session which looked at care planning and management systems and rota system integration with payroll and invoicing systems).

All our network sessions are collaborative spaces in which our members can talk about their experiences and any concerns they have as well as share good practice and hear from external speakers with relevant and useful knowledge and insights.

We also speak up for our members and for the wider learning disability and autism sector which is often either poorly understood by policy and decision makers or even overlooked completely and as part of the campaigning and influencing work we do on behalf of our members, ARC England has recently launched its new Research Unit which has attracted a great deal of support from across the sector.

Another example of our influencing work is related to the fee rates being paid by Local Authority commissioners and we are looking at this because we are very concerned about the precarious financial condition some providers now find themselves in. To bring this issue to life and to raise awareness of it, we are undertaking a Freedom of Information Request which asks each Local Authority to tell us the average hourly rate they pay for each type of externally-provided learning disability services and the average percentage fee rate uplift over the last five years. We will present these data using a map visualisation tool which we think will demonstrate very clearly that there is an urgent need for a long-term financial solution to the funding of services on which people with a learning disability and autistic people depend.

If you would like to discuss our work or find out more about what ARC England does, please contact the England Director, Clive Parry at [clive.parry@arcuk.org.uk](mailto:clive.parry@arcuk.org.uk) or click on the relevant logo below.

