

cara[®]
by forma-care[®]

Continence Assessment & Reassessment App



forma-care® - the brand

forma-care® has been providing Adult Incontinence Care products since 1989.

We understand the difficulties and stigma that surrounds incontinence. That's why we aim to empower consumers, patients and care-givers with an extensive range of innovative bladder weakness products that provide solutions and help support well-being, mental health and improve quality of life.

forma-care® is attractive to professionals and end-users as our products encompass a premium, mid and budget range. We implement the latest efficient manufacturing systems using high quality raw materials providing various absorbencies, shapes and sizes.

In order to be fully compliant with the e-procurement initiatives within the NHS, forma-care has connected its internal systems via EDI to NHS Supply Chain and in fact has been fully PEPPOL compliant since 2017.

Ecological aspects are important to us.

We not only care about people we also care about the environment. That's why ecological aspects are important to us.

- + forma-care® products are produced exclusively with pulp from sustainable forestry.
- + Our supply chain is optimized to produce as few CO2 emissions as possible. The majority of our pads today are transported by rail to help to protect our environment.
- + New technologies and production processes have improved our products and enabled a reduction in the overall product weight which has been reduced by 18%.



Why work with forma-care®?

forma-care® manufacture three different qualities of product to suit budget and market requirements and two qualities of fixation pants.



Premium Dry Range

Combining the latest technologies and the highest quality materials. Our flagship range is the most discerning.

- Woman and Man Active - Small Incontinence Pads
- Large Shaped Pads - form
- All-In-Ones - slip
- Pull Up Pants
- Disposable Bed Pads
- Seamless Fixation Pants



Comfort Range

The Comfort range combines user-friendliness with performance.

- Woman and Man Active - Small Incontinence Pads
- Large Shaped Pads - form
- All-In-Ones - slip
- Net Pants



Easy Range

Combine quality, performance with attractive pricing where value is required.

- Easy Large Shaped Pads
- Easy All-In-One Adult Diapers
- Body Care Products and Gloves



Fixation Pants

Fixation Pants are the perfect addition to shaped pads. The material structure enables an optimal microclimate and the material composition offers great elasticity. The fit is close to the body and support the person's mobility. They have a soft leg cuff made from microfiber and higher waistbands to ensure an improved fixation even of larger pads.

What does it mean?

The cara[®] app improves patient experience as well as accuracy and performance in the continence service.



What is different about cara[®] by forma-care[®]

Both patients and continence care organisations alike have come to expect the highest standards in terms of product quality and service levels from manufacturers and suppliers in this industry. The Market expects premium quality products, competitive pricing, reliable and experience delivery providers, excellent customer service levels, a suite of clinical resources and education and training support. forma-care[®] of course provide all of this. However, the implementation of our continence assessment app opens a whole new world of possibilities.

cara[®] is an app, which can be used on any platform, by Continence Assessors to streamline the whole process of delivering continence products to patients either in their own home or care homes. cara[®] has been developed and is fully supported in the UK.



cara[®] enables the continence assessor to:

- Assess or re-assess patients digitally using an assessment form which can be tailored to the requirements of the individual Trust
- Automatically uploads the Assessment to the Patient Record (if required)
- Book a reassessment appointment immediately
- Place a pad order during the assessment
- Receive a delivery date and confirm that date with the patient during the assessment
- Reduce time required for each patient in the process

cara[®] enables the NHS Trust to:

- Improve patient experience by reducing waiting times for assessment
- Reduce human error through digital integration
- Improve accuracy and performance of the logistics service
- Save time and money through many efficiencies
- Control Cost Management through real time reporting via the app

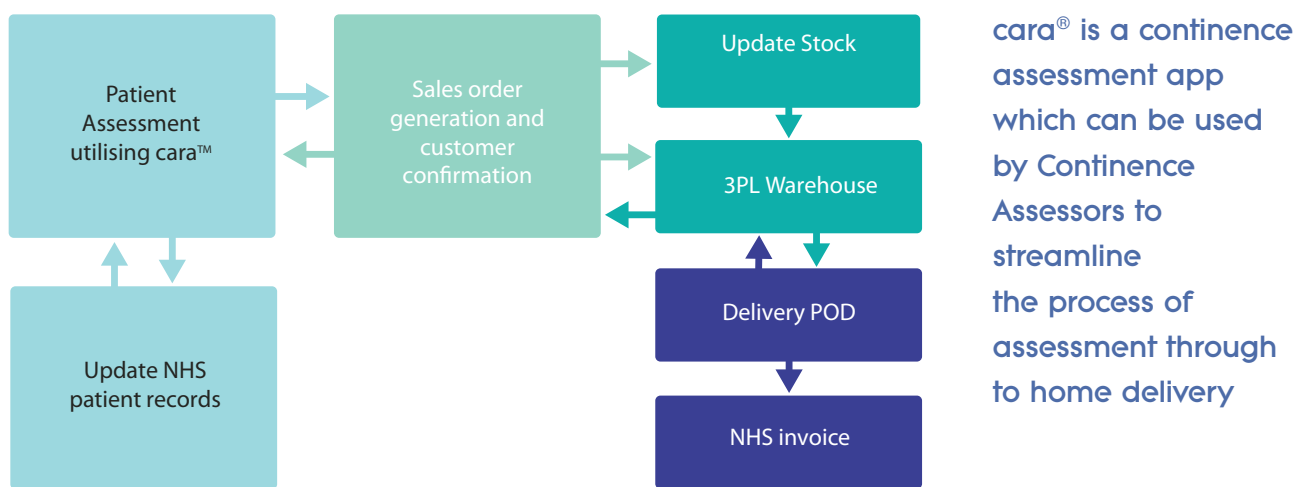
cara[®] explained

by forma-care[®]

The most sophisticated, intelligent home delivery service software available in the UK - simplifies the home delivery service function - SAVINGS!

cara[®] is a fully digitally integrated software application, including assessment planning through to assessment, diagnosis, product choice, delivery, invoicing and KPI reporting.

cara[®] is NOT just a digital assessment form.



Features

- Easy to use on PC/Table/Ipad or Mobile
- Free of charge with IT support, Training and Customer Service
- Efficient - Continence Advisors will be able to evaluate more patients per day - downloadable assessments
- Three levels of possible user - Enquirer, Continence Assessor/District Nurse and Manager
- Immediate - 1st product delivery, delivery date provided to the patient during assessment
- Consistent - the digital process leaves no room for human error therefore reducing time spent correcting mistakes - SAVINGS
- Cost effective - an improvement in efficiency drives down cost
- Budgetary Control - actual spend vs budget can be reported weekly/monthly to the Trust
- Enhanced patient outcome - improved logistical accuracy through the streamlined process



Benefits and Savings

The cara[®] app enables a Continence Assessor to assess (or re-assess) patients digitally using an assessment form tailored to the requirements of the individual trust.

Education and training resources



Education and Training Support is provided by forma-care® at every point during the Home Delivery Service process. From software installation by our IT Support Team through to the punctual and discreet product delivery to patients in their own homes by our Logistics Team, our NHS partners will be confident that we meet their every need.

The forma-care® training program is structured in two basic elements

- 1) forma-care® Clinical Resource Pack
- 2) forma-care® Training & Education Service

forma-care® can provide bespoke continence training to fit your needs.



The training resource is staffed by a professional team of six highly experienced of nurses and senior continence advisors. Where forma-care® products are being used, we would agree with the foundation trust a detailed training program for the specific geographical area.

The team leadership for most programs will be provided by continence nurses from Bladder & Bowel UK who provide training partnership with forma-care®.

Direct training with the cara® app both in residential homes and within patient homes including patient assessment, reassessment system and the reporting and analysis support available from our IT Support Team.

Proven logistical partnerships

All Home Delivery Service Solutions are only as good as the last mile delivery performance and polite, efficient, reliable and discreet interaction with the patient. All the forma-care® systems and processes have been rigorously planned to provide a much-improved patient experience, as well as facilitating ease of use for the Continence Service and NHS Trust:

- Bespoke dedicated “White Glove” patient delivery service
- Uniformed drivers with ID and DBS checked
- Allotted patient delivery time window already agreed with the patient thanks to cara®
- Option to operate a manual signed goods receipt process
- Returns collection service and Emergency delivery service

- Efficiency focused proposition – the latest logistics software calculates best routing options by postcode
- Secure, accessible depot network
- Discreet, extensive fleet blend from 7.5t to 26t
- Modern, track and trace technology - Vehicle tracking telemetry
- ‘Anytime’ driver contact
- Account management and operations support - Dedicated Customer Service Centre
- Regional stock holding facilities and Option to use a shared service in remote areas

We can tailor an innovative, reliable, efficient and transparent logistics solution to every corner of the United Kingdom and Ireland.

Implementation process

Home Delivery Service transition

One of the most important considerations for any healthcare organisation when deciding upon their supplier for a Home Delivery Service is whether the transition from the incumbent will be carried out accurately, efficiently and seamlessly.

There are many areas which must be managed throughout the process. forma-care® has successfully managed many such transitions and our experience means that we are fully aware of the pitfalls and have a transition team which will mitigate the risk from all aspects:

- IT Support Officer will oversee the migration of all patient data into cara® which will then be digitally transferred into the Warehouse Management System and delivery and accounting module to close the loop.
- The Customer Service Team will provide front line advice and support around all aspects of cara® and the Home Delivery Service as a whole.

- Stock and Logistics Manager will ensure that we have the right products in place at the right time and strive to achieve 100% accuracy on timely deliveries.
- Clinical Lead and Team will provide support and to all staff and personnel as and when required and oversee the introduction of new products into the service.
- Education and Training Lead will be available to tailor solutions in this area and develop training programs as and when required by a Trust or Care Homes.

Appoint a Home Delivery Service Implementation Team specific to the geographical area to include:

- IT Support Officer – Homesoft™ app implementation and transfer of Patient Data
- Education and Training Lead
- Clinical Partner Officer and Team

Clinical resources

forma-care® will provide clinical resources to all customers that will:

- Aid excellence in clinical care by education and ongoing support
- Staff development in line with NMC revalidation and NVQ requirements
- An improved patient experience
- Streamline patient care from assessment to receipt of formacare incontinence pads
- Be based upon national and international guidelines

The forma-care® clinical team will work with clinicians to understand the needs of their service and ensure adequate resources are available in the form of training - clinical and product, fitting guides, product selectors, patient assessment and management tools via the cara® app, product guides and specialist advice.



Clinical Resource Literature can be developed in conjunction with organisations as a joint venture to ensure compliance. For example organisation logos can be added or reference made to an inhouse care pathway or formulary.

Ongoing clinical support will be available at all times, online and face to face, providing the flexibility you require.



A complete support system

The forma-care® support team are working tirelessly to ensure accurate efficient delivery of the service, ensuring minimum disruption 365 days per year.

- Home Delivery Service Implementation Team Lead ensures smooth transition from incumbent supplier
- Dedicated Territory Sales Manager to oversee the delivery of the HDS
- Customer Service Team to support assessors, carers and patients
- The Clinical Team – Nurse Consultant and team of Nurse Advisors
- Advanced Software Solution Support – full integration with NHS systems if required
- Real-Time Performance Analysis Dashboard from the cara® app to aid service development, management and control and audit.



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PAN-EUROPEAN PUBLIC PROCUREMENT ONLINE



NHS
Supply Chain

Nationally Contracted Products
NHS Improvements savings programme

ACA **Association for
Continence Advice**
Driving Excellence in Bladder and Bowel Care

