COMPREHENSIVE CARE AND SUPPORT MANAGEMENT SOFTWARE

cygnum

Cygnum is a fully integrated, enterprise-scale software solution that helps care providers offer quality personalised care more efficiently. From enquiry and referral, care planning and resource allocation, through to contracts, time-sheeting, billing and pay, Cygnum streamlines, organises, automates and updates processes and information right across your business.

Cygnum builds on a 25 year heritage, and is trusted now by a broad range of care providers across the public, not-for-profit and private sectors. The solution is highly adaptable, capable of flexing to change rapidly and effectively, whilst never sacrificing the support of high quality care provision.
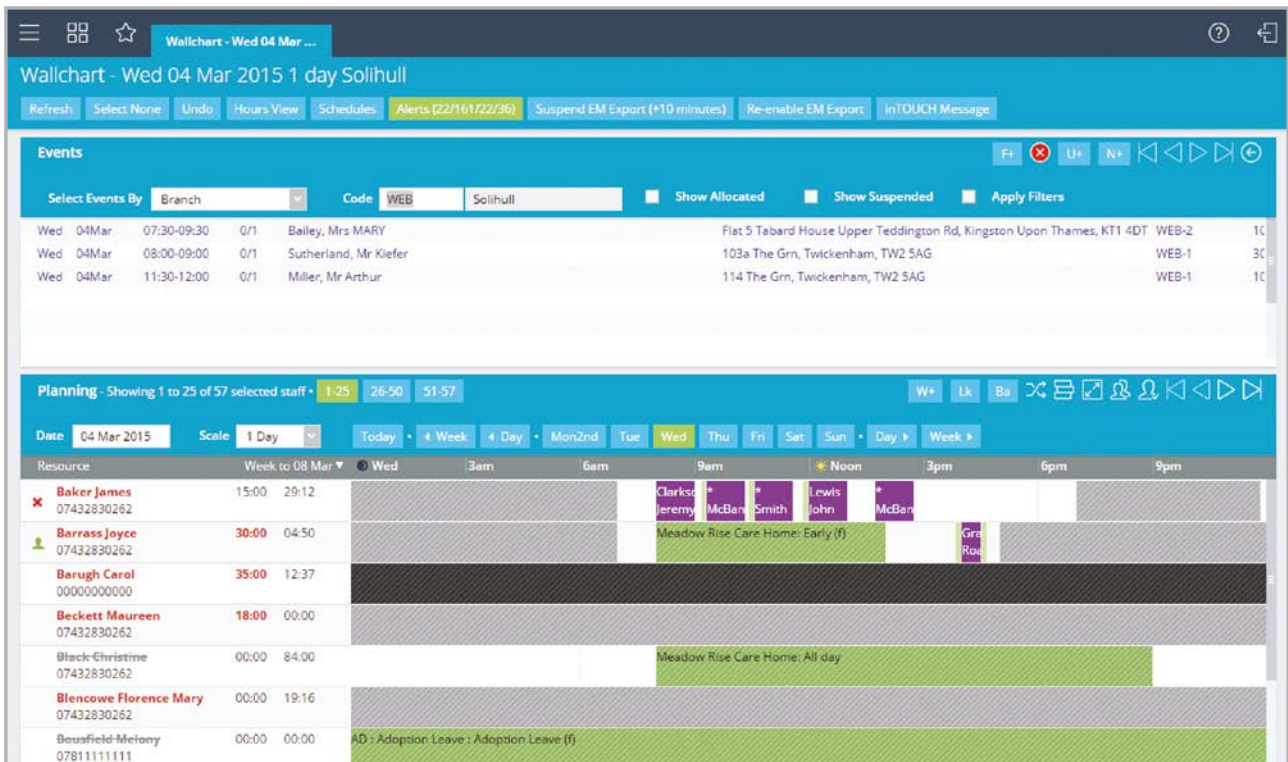
CYGNUM FUNCTIONALITY

Client Management

- Query and referral workflow and case management
- Flexible, personalised, multi-service care planning
- Residential place planning (inc. waiting list)
- User-definable forms for quality measures recording (client outcomes, risk & care assessments, etc.)
- Property activity planning
- Web access for clients, friends and family

Staff Management

- Staff skills, qualifications, compliance and preferences capture
- Graphical wallchart scheduling
- Staff schedule optimisation, including travel time, continuity of care and working time directive
- Shift & rolling rota planning
- Real-time monitoring and alerts, including tight integration with CACI's inTOUCH mobile working product and third party EM solutions
- Staff timesheets and expenses
- Staff recruitment

Screenshot showing the Cygnum Wallchart

Business and Financial Management

- Complex contract management – Local Authority, NHS and Private organisations
- Split funding management
- User definable cost and charge
- Billing and invoicing, including batch processing and unlimited invoice templates
- Staff payroll, including complex parametrised rules, and full gross to net calculations

Reporting, Interoperability & Security

- Personalised Home Page dash-boarding
- Graphical, drillable, real-time and user-definable analytics
- Standard reports with all functional modules
- Device and touch optimisation
- Defined standard interfaces (inc. Clients, Staff, Payroll and Billing)
- Web Services integration engine & data-load tool
- Two factor authentication
- Securable up to 'Official Sensitive' environments
- Cloud deployable

CYGNUM BENEFITS FOR...

Your Business
- Increased operational efficiencies
- Significant admin cost-savings
- Single version of the truth

Clients
- Efficient, right first-time care delivery
- Informed care workers
- Quality care

Care Workers
- Precise, consistent rosters
- Up-to-date information
- Accurate pay

Co-ordinators
- Fast, efficient staff scheduling
- Real-time management of changes

Commissioners
- Evidence of service delivery (time and outcome based)
- Financial accuracy
- Assurance of quality provision

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CACI