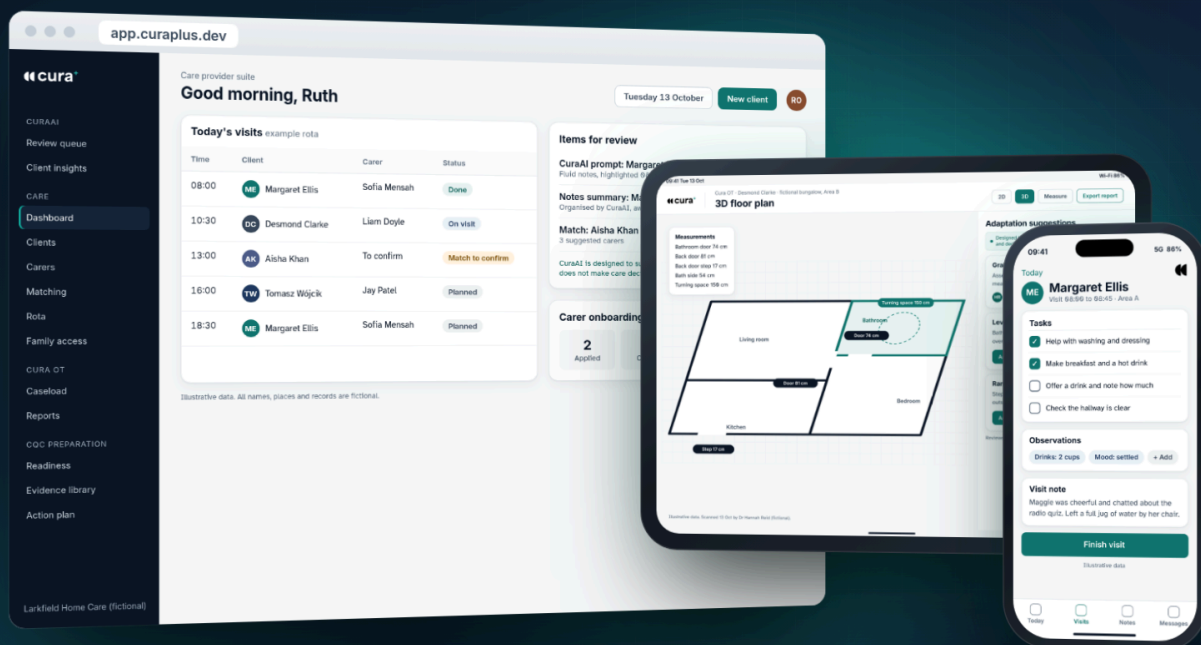


## CURA+ RESOURCES

# Cura+ implementation guide

A planned launch and support that stays close. How we take your service from first conversation to go live and beyond.



Illustrative data. All names fictional.

Illustrative data. All names fictional.

## INTRODUCTION

# How we implement Cura+

Launching new software in a care service has to be safe and calm. We plan each launch with you and stay involved afterwards.

This guide sets out the six phases we follow. Timings, scope and responsibilities are agreed with each client and written into your plan.

## The six phases



## Roles

| Who                 | Role                                                                                         |
|---------------------|----------------------------------------------------------------------------------------------|
| <b>Your service</b> | Usually the data controller. Names a project lead and decision makers.                       |
| <b>Cura+</b>        | Usually the processor, under a data processing agreement. Provides a named point of contact. |

CuraAI is designed to support professional and clinical judgement. It does not make care decisions; your professionals do.

# Discovery

We start by understanding how your service works today and what you need from Cura+.

## What we do

- Meet your project lead and key staff
- Map where information is entered twice or goes missing
- Agree goals, scope and the products involved
- Agree the launch date, the order of teams and the fallback plan

## What we ask of you

- Name a project lead
- Share how your teams work now
- Tell us the systems you use

## What you get

- A written implementation plan
- Agreed scope and responsibilities

# Data and integrations

Which data moves and which systems connect is agreed per client.

Data processing agreements stay in place for every connection. Hosting is in the UK and EU.

## What we do

- Use documented interfaces wherever they exist, and regular file exports where they do not
- Agree the direction of each flow and which system owns each piece of information
- Bring data across from your current systems and check it with you
- Log every exchange so issues can be traced and fixed

## What we ask of you

- Confirm which data comes across
- Arrange access to existing systems where agreed
- Check migrated records with us

## What you get

- Agreed data and integration plan
- Checked, migrated records

# Configuration

We set Cura+ up around your teams, areas and ways of working.

## What we do

- Set up areas, teams, roles and access
- Configure forms, templates and workflows
- Set up review steps so every CuraAI suggestion goes to a named person
- Test the setup with you using illustrative data

## What we ask of you

- Confirm roles and who can see what
- Review and approve templates
- Take part in testing

## What you get

- A configured system ready for training
- Signed off setup

## PHASE 4 OF 6

# Training

Role based training for managers, coordinators, office staff and carers.

**Review queue**

Filter RO

• CuraAI is designed to support professional and clinical judgement. It does not make care decisions; your professionals do. It highlights changes for your team to review.

New 2 Reviewed 2 Dismissed 1

| Client                                     | Highlighted for review                                                                                             | Status    | Decision                                       |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------|-----------|------------------------------------------------|
| <b>ME</b> Margaret Ellis<br>Today 08:12    | Fluid notes lower than her usual pattern on 4 of the last 7 visits<br>Source: Visit notes 6 to 12 Oct, fluid chart | New       | <b>Review</b>                                  |
| <b>DC</b> Desmond Clarke<br>Today 07:55    | Two notes mention he was unsteady getting up from his chair<br>Source: Visit notes 9 and 11 Oct                    | New       | <b>Review</b>                                  |
| <b>TW</b> Tomasz Wójcik<br>Yesterday 16:40 | Mood entries changed from usual over the last week<br>Source: Mood entries 5 to 12 Oct                             | Reviewed  | R. Okafor<br>Act: increase fluid prompts       |
| <b>AK</b> Aisha Khan<br>Yesterday 11:05    | Visits running longer than planned on 3 occasions<br>Source: Visit times 1 to 11 Oct                               | Reviewed  | J. Patel<br>Monitor                            |
| <b>ME</b> Margaret Ellis<br>10 Oct 14:20   | Fewer meals recorded as finished<br>Source: Meal notes 2 to 8 Oct                                                  | Dismissed | R. Okafor<br>Dismissed: recent visit by family |

Illustrative data. All names, places and records are fictional.

**Prompt detail**  
**Margaret Ellis**  
Fluid notes are lower than her usual pattern on 4 of the last 7 visits.  
**WHY AM I SEEING THIS**  
• Usual pattern: 6 to 8 cups a day (example)  
• Recorded 6 to 12 Oct: 3 to 4 cups  
• Linked notes from Sofia Mensah and Liam Doyle  
**YOUR DECISION**  
**Act** **Monitor** **Dismiss**  
Comment (required)  
Reviewer: Ruth Okafor, Care manager

Illustrative data. All names fictional.

## What we do

- Run sessions for each role
- Show how to review and decide on CuraAI suggestions
- Provide guides for your teams

## What we ask of you

- Release staff for training
- Name champions in each team

# Go live

A supported go live with extra help on hand in the first weeks.

## What we do

- Launch in the agreed order of teams
- Provide extra help on hand in the first weeks
- Follow the fallback plan if needed
- Review progress with you after launch

## What we ask of you

- Confirm readiness to launch
- Report issues to your named contact
- Join the post launch review

## What you get

- A live service for your teams
- An agreed list of follow up actions

# Ongoing support

We stay involved after launch, with support and regular reviews.

Support hours are Monday to Friday, 9am to 5:30pm, and we reply within one working day. Any further service levels are confirmed in each agreement.

## What we do

- A named point of contact
- Help by email
- Planned updates with release notes
- Regular review meetings

## What we ask of you

- Tell us what is working and what is not
- Keep your user list up to date

## What you get

- Support Monday to Friday, 9am to 5:30pm
- A reply within one working day

## CHECKLIST

# Before you start

| Item                                             | Owner        |
|--------------------------------------------------|--------------|
| Name a project lead                              | Your service |
| Agree scope and products                         | Both         |
| Sign the agreement and data processing agreement | Both         |
| Confirm systems and data to connect              | Your service |
| Confirm roles and access                         | Your service |
| Book training sessions                           | Both         |
| Agree launch date and fallback plan              | Both         |

## Important notes

CuraAI is designed to support professional and clinical judgement. It does not make care decisions; your professionals do.

Cura+ is an independent company. This tool helps providers prepare and is not affiliated with, endorsed by or approved by the Care Quality Commission. It does not predict or guarantee any inspection rating.

We do not currently claim any certifications. We will share our current security documentation on request.

## Contact

Email [hello@curaplus.dev](mailto:hello@curaplus.dev). Web [curaplus.dev](https://curaplus.dev)