

CASE STUDY

VOYAGE CARE

# Voyage Care Uses CareCubed to Increase Efficiency for Care Placements

# The Challenge, The Solution, Why CareCubed?

## The Challenge

- Requiring a streamlined process for arranging placements.
- Consistency between providers and commissioners in benchmarking.
- Confidence that care and support provided is appropriate with adequate funding.

## The Solution

- Embedding CareCubed to provide a streamlined approach for both Voyage Care and local authority commissioners.
- Use of CareCubed to enhance communication between provider and local authority.
- Ensuring transparency around uplifts.

## Why CareCubed?

- CareCubed is the only nationally recognised benchmarking solution used by commissioners and providers.
- CareCubed provides a transparent basis for negotiation.
- The CareCubed team provide comprehensive training, implementation services and support to ensure benefits are maximised.

## Results

- Streamlined process as both provider and commissioners use CareCubed.
- Residents are more secure as placements are appropriately funded.
- Productive commissioner relationships.

“ After 30 years off frontline, lived operational experience and now supporting providers nationally through CareCubed, I have seen firsthand how powerful it is to have a tool that brings clarity, fairness, and evidence to the true cost of care. It empowers providers to have informed, confident conversations with commissioners—grounded in data, and powerful evidence. ”

Nik Jones, Business Development Manager  
at CareCubed



Emily Farrer, Senior Commercial Relationship Manager at Voyage Care, says a major advantage of having the tool is that everyone is “singing off the same hymn sheet” giving a greater degree of transparency to negotiations around placements and uplifts

Initially the tool was used for residential care placements but improvements in the software allowed the provider to expand its use of CareCubed to supported living placements too. As a company which works with over 200 local authorities and Integrated Care Boards (ICBs), Farrer says it can allow a more streamlined way of working, especially when both parties have access to CareCubed.

Voyage Care is a large care provider giving specialist support to more than 3,500 people across the UK. Clients with learning disabilities, autism, brain injuries and other complex needs are supported by specialist teams in their own homes, supported living accommodation, registered care homes and in the community.

The company first acquired a CareCubed Adult licence in 2021 and has continued to renew this due to the benefits it provides. The majority of local authorities across the UK are now signed up to CareCubed and increasingly providers are seeing the advantages of having their own licences too.



Farrer adds that ‘with CareCubed you can see what both parties are inputting, and you can track back to see how a figure was constructed, helping hold everyone to account. When it comes to the residents, their homes are more secure because the placements are being appropriately funded, and it also helps ensure they are getting an appropriate level of support.’

Farrer says the support the company has received from the CareCubed team has been really good and that all of the staff behind the tool are friendly and responsive. In addition, she says the tool itself is very user friendly and straightforward.

Overall, Farrer says she would encourage providers to subscribe to CareCubed.





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