



# WOODSIDE LODGE AND CMS A CASE STUDY

## THE BENEFITS FOR WOODSIDE LODGE

Reduces paper and need to  
for storage

Expertise from the Abylss  
Team

Easy Implementation

A secure but accessible  
system

A professional look with the  
ability to customise

Care Assistants can enter  
records quickly using an  
Android tablet

## WOODSIDE LODGE

**In the heart of the New Forest Woodside Lodge is a privately run residential care home** established in 1983 by Mark and Marie Steele. Mark said they had been looking for a new system to replace their existing paper system for about five years, and specifically wanted something that allowed information to be entered quickly and easily.

Woodside Lodge's paper files were extensive, with box files storing care plans for each resident. After years of manual processes and hand written record keeping Mark explained that 'it was CMS Tablet that got Abylss noticed.' He and the home manager initially trialed the Abylss CMS products before deciding this was the system they wanted.

After discussing the home requirements, Mark felt 'the Abylss Team knew what they were talking about and were able to provide great support.' With the expertise from the Abylss team who were ready to help with any questions, Mark went ahead with the move from paper to electronic care planning.

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*"The Abylss Team knew what they were talking about  
and were able to provide great support"*

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## IMPLEMENTATION

'**It was all quite straightforward and very easy to use**' said Mark after Abylss CMS was installed. When it came to inputting their data, this was done gradually over a month. It didn't take too long before they were using almost all the functions on offer in CMS including the rota.

Mark feels that the professional look of Abylss CMS and its ability to be customised was key to its implementation into Woodside Lodge, "it works in a way that doesn't frighten people."



## THE BENEFITS FOR WOODSIDE LODGE

Maintain care notes in greater detail but also taking less time to input

Ability to produce concise documentation

Cost effective with staff spending less time on administration

A system constantly being developed in line with customer requirements and legislation



Tel: 01625 535685

Email: [sales@ablyss.co.uk](mailto:sales@ablyss.co.uk)

[www.ablyss.co.uk](http://www.ablyss.co.uk)

## USING CMS

Mark admits there was some reluctance from staff but 'once they saw how quickly information could be entered, and how much less writing was required, the team was more inclined to use it.' Although Mark goes on to say that shift handover is no longer a time for a break as it now only takes 10 minutes – not even enough time for staff to finish their coffee.

“Documenting is key” said Mark, “and that is what is so great about CMS”. “You have to be able to document according to CQC and CMS gives you concise documentation and an audit trail.”

There are no lost messages at Woodside Lodge as the team all use the messaging system. Mark said “the internal messaging is brilliant; communication has greatly improved!”

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*“Shift handover takes 10 minutes now and the staff complain they haven’t had time to finish their coffee”*

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“This is an accessible system” said Mark, “not only is it quick and easy to log in and then find what you are looking for but it gives staff the ability to maintain greater detail in their care records.”

Sometimes help is needed and Mark describes the support as “great, friendly and helpful.”

## THE FUTURE WITH CMS

Mark’s view is Abyss CMS has contributed to Woodside Lodge’s ability to record accurate information and to the smooth running of the home. He continues to promote Abyss CMS to other homes thinking of taking the plunge from paper to a computerised system.

“We like that CMS is always being developed and is adaptable. Abyss moves with changes in legislation, said Mark, “vital to ensure we keep up with the times.”

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*“CMS is always being developed.... Abyss moves with changes in legislation”*

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Mark believes the financial cost of implementing CMS is quickly paid back and can specifically be appreciated through employee costs. With greater ease and speed of recording information staff can spend more time caring for residents and less time on administration duties, reducing the number of staff required on each shift.

“The world is your oyster” said Mark enthusiastically “when it comes to record keeping with CMS.”