



# ALPHA CARE HEALTHCARE GROUP - A CASE STUDY

## THE BENEFITS OF USING CMS

Easy to personalize the system even if you are not particularly 'IT literate'.

Affordable – it's easy to make changes in house so you don't incur additional costs.

Makes compliance straightforward even for different authorities wanting different information.

Possible to integrate records in batches – makes implementation much easier.

## CASTLEMAINE AND COOMBE DINGLE CARE HOMES

**Castlemaine Care Home and Coombe Dingle Nursing Home** specialize in dementia care for residents who are in the mild to moderate stages of dementia. The homes are both run and managed by Prash Patel who aims to provide an environment as close to home as possible.

Prash installed CMS into his two homes back in 2010 after a long and thorough period of market research; "I actually spent about two years reviewing all the systems available and I think that I met every company that had a management system available" explains Prash. "I eventually chose CMS because I felt that I could manage it myself within the business. I'm not particularly IT savvy but I could see that personalizing the system was easy and was something I could do, hence making the project more affordable. Our homes are based in different areas and each county's administrative bodies' can ask for different reports or paperwork – I am able to comply easily by using CMS"

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*"I was generally happy with the processes set up in CMS but some were just too generic for our needs. Being able to customize the system ourselves was a huge advantage and kept the costs at a much more affordable level"*

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## IMPLEMENTATION

Prash installed CMS Desktop with 6 terminals into his two homes and the tablet version is being used in a further 6 homes associated with Alpha Care.

"For ease we decided to implement CMS in batches" explains Prash. "We held an initial meeting where we explained about the system to all of our staff. There were of course a few worries about a new computer system but I explained that if you can use a mobile and send a text message you would be able to enter the details into CMS! We grouped our resident's details into batches of 10 to make the job more manageable and week by week they were all integrated into the system."



## THE BENEFITS OF USING CMS

Brings a sense of real structure into business processes.

Helps achieve efficiencies within the home.

Invaluable for carrying out resident and funding reviews.

Provides residents' families with confidence in level and detail of care.

Excellent and professional support from the team at Aplyss.



## PLANNING IS KEY

“You have to be realistic with installing a new system” says Prash. “You can’t do everything at once as you still have a home to run day to day. We moved from a paper based records system to an electronic system so of course that can take time. We just broke the task down into manageable chunks and did it day by day.

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*“Implementing CMS had some unforeseen advantages for our homes. It’s brought a real discipline into our business; it systematically records all jobs and staff have to write a note and complete records”*

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“What we have found, is that the transfer over to CMS really formalized our procedures within the homes. It centralized everything and really tightened up our internal processes ensuring that we are efficient as we possibly can be” explains Prash. “We find CMS invaluable for when we carry out funding reviews and when one of our terminals was out of action for a few days, my team were constantly knocking on the office door to use my system. We’ve very quickly become reliant on CMS.”

The families of our residents have also given us some excellent feedback. They like the documentation that we can now provide. It gives them confidence in the level of care and support that we offer as they tend to get very limited feedback from the residents themselves due to the dementia.

## EXCELLENT SUPPORT

“There have been so many positives about using CMS. There are all the usual IT advantages like minimising paper, archiving and reporting that the system offers. But I must just say how much we enjoy working with Sally and the team at Aplyss. We are extremely satisfied with the support that we receive and the team are very approachable and professional. We choose to pay for the annual support and we think the support we receive far outweighs the cost of the support programme.

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*“Sally and the team are absolutely brilliant to work with, we couldn’t be happier with the service that we receive”, Prash Patel.*

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