



# ELIZABETH & ROBERTA HOUSE CMS – A CASE STUDY

## THE BENEFITS FOR ELIZABETH & ROBERTA HOUSE

Allows the split site to operate as a single location.

All staff have access and has changed working lives.

Spontaneous sharing of information – priceless to business.

Completely adaptable to suit specialist requirements of home.

Simple benefits save business so much time

## ELIZABETH AND ROBERTA HOUSE

**Elizabeth House and Roberta House** based in Upstreet near Canterbury offer residential care, re-ablement and rehabilitation for adults with a variety of different brain issues including, acquired brain injury and other alcohol related brain damage.

Established around 30 years ago the homes occupy a split site but are run as one unit which has caused difficulties in the past, explains Rod Tarry, a partner in the business “When we were paper based we literally would have to walk over to the other house to deliver a message or have a conversation which was obviously very time consuming.” They knew it was time to look at their processes and spent a number of months investigating the software market. “At first I couldn’t find anything to suit our set up as we had to operate as a single site. We almost went with another software company but it wasn’t quite right for the business. I was then put in touch with Sally White at Abylss and because we were able to adapt the system to suit our needs, we chose CMS”.

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*“It was difficult to get CMS past the board. Not because of the cost but because in the early days I wanted to adapt it to suit our business which took time. It’s a good job we did though; we couldn’t now run our homes without it now”*

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## IMPLEMENTATION

A lot of time was spent at the implementation stage ensuring CMS was specifically tailored to their specific set up. As they operate over a split site they decided to invest in a server as well as 4 touch screens. CMS is also operated across their network of PC’s, laptops and tablets. All 30+ plus staff have access to CMS and Rod says it really has “changed all of their working lives”. Information can be shared spontaneously and the ability to be able to handover messages instantly is a benefit that sounds simple but in reality is such a timesaver.



## THE BENEFITS FOR ELIZABETH & ROBERTA HOUSE

All staff have access and find CMS easy to use.

Frees up time to allow more quality resident care.

Transformed working practices.

Resident information instantly available to pinpoint areas of concern.

Professional look and feel.

Stable and secure record keeping.



## EASY TO USE AND INTUITIVE

**CMS has been running in Elizabeth and Roberta House since 2008** and the general belief is that they wouldn't be in their specialized sector without it. "It's an intuitive system and our people got to grips with it really quickly" says Rod. "We nominated Emma to lead the IT Project and she transformed the way we work. We have a real mixture of care support workers here with different levels of expertise, length of service and all of different ages. I can honestly say that nobody has had any problems using it."

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*"CMS means we can actually provide the care and support that we want to rather than being stuck at a desk every single day"*

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## RETURN ON INVESTMENT

**From a management perspective, CMS offers a multitude of returns.** Information that was not even previously recorded is available at your fingertips. At meetings, important issues can be picked up immediately. The graph function shows you instantly if there is an issue with a resident's weight and importantly, that information can be shared and communicated across the business instantly.

"In real cash terms, CMS hasn't saved us money. We made a massive investment in the hardware within the business. But without CMS we simply couldn't deliver the support we offer. It offers a multitude of returns but in other formats, for example, before we used CMS the average shift for a care support worker was 12 hours costing the business around £100. Of that 12 hours, on average, 8 hours was spent giving resident support with 4 hours being spent on paperwork. Now with CMS, that 12 hour shift costs the business the same in cash terms but now 10 hours are spent giving resident support with just 2 hours on record keeping. What would relatives prefer to see, more time spent with their loved ones or a professional report? The beauty of CMS is that we can offer both.

In Rod's own words, CMS will allow you to "improve your service and give your establishment a professional feel." And from their point of view we should all take steps to "bin our paper" as Health records will become electronic in years to come. "there's no point moaning, paper record keeping will go!"

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*"It's not technology for technology's sake. Irrefutably, it helps us to deliver a much better service to our clients", The Upstreet Project.*

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