



EXCELCARE GROUP - A CASE STUDY

THE BENEFITS OF USING CMS

Can be used across large groups with configurable access rights.

Head of Care has access to data across all homes

Staff are quickly comfortable and can see the benefits of CMS almost immediately.

Ensures that users have to add a comment to complete a record.

Very detailed record keeping.

EXCELCARE

Excelcare currently have **32 care homes** in their portfolio and offer a wide range of care including residential, nursing and domiciliary care. Excelcare pride themselves on their reputation for being one of the leading care home providers in the UK with each home striving to offer the best possible care for the people who use their services.

CMS was initially installed in one home back in 2009 as a trial. Two systems were originally reviewed with CMS being chosen as it was felt the user was able to have more input. Penny Howard, Head of Care explains, "The right system for us needed to have as much user input as possible; while still remaining quick and easy to use. The other systems we looked at added comments automatically, but we wanted our users to be able to add their own comments so data was unrestricted and person centred."

CMS is now used across 26 of the group's homes with the vast majority using the desktop or the touch-screen version.

"CMS has definitely helped us improve our quality of care across our homes"

A STRUCTURED APPROACH

Rolling out CMS across a large chain takes a bit more planning than an individual install. Penny explains that they put a project plan together and rolled the system out slowly; one in each region leaving a few months before starting on a new home. The homes were then given a couple of months to integrate all of the residents' data. They also employed a support worker to help upload the existing care records.

"It was quite a daunting task at the outset" explains Penny, "so we had to be very structured with our approach. The homes did find it onerous initially but now they can see the benefits and would never want to go back to paper."

"Our Development Managers, who provide professional support to the homes in each region, have full unrestricted access to CMS. Team Leaders must always include an end of shift entry and have more restricted access, while our care workers can use the touch/tablet version to update daily records."



THE BENEFITS OF USING CMS

Strong support available from the team at Aplyss.

Ability to have own templates/risk assessments is very important to group.

Complaints/inquests can be handled quickly and efficiently with evidence available to back up reports.

Internal organisation has been greatly improved by using CMS.



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PROVEN BENEFITS

Because CMS is so simple to use the majority of staff were up to speed very quickly. "It's just a confidence thing really" says Penny, "Generally most people embraced the system because they were able to see the benefits so quickly. There are three key areas where we can see that CMS has made a real difference:

1. **Evidence** – we have the ability to store and record so much data about the people who use our services. Even if a care-worker forgets to add a comment, it's likely we will find evidence of the action somewhere else in the system.

2. It shows the very **detailed interaction** we have with our residents, especially during the night.

3. It means we are far **more organized** than when we used paper! We don't have to file papers, buy stationary, search for files, generally waste time on record keeping.

These key areas have had a real impact on our homes and therefore our business as a whole."

"CMS has been so useful for detailed investigations such as complaints or inquests. So much information is stored within daily records that we can use it for evidence"

LOOKING AHEAD

As Excelcare acquire more homes they conduct an internal review to see if they meet their parameters for installing CMS. "We have had some recent cases where homes haven't quite met the criteria in terms of profitability for the install, but the board have voted to go ahead as they can see the improvements that the manager can make by using CMS. The quality of care that we can offer is undoubtedly improved and this outweighed the original decision."

"We are in the process of reviewing and trialling a move from the touchscreen version to the tablet version," explains Penny. "We have had a few issues with the touchscreen as a Fire Officer didn't like them being in our corridors. There was also a question raised with regards to other people being able to see information so so we brought forward our decision to review and trial the tablet version"

"The system is great, we love the fact that we have our own risk assessments and get things changed so quickly and easily with Sally"
