



HALCYON HOUSE - A CASE STUDY

THE BENEFITS OF USING CMS

Easy to use care management system – whole team now uses Abylss CMS.

Different training and support packages available.

Frees up staff time for actual care as reduces time spent on admin.

Tablet and Touch included in the standard license cost – no additional charges to pay.

Reviews now take 10 minutes rather than 2 hours.

HALCYON HOUSE

Halcyon House based in Formby, Merseyside is part of the Abbeyfield Group and provides care for 31 frail and elderly residents with a variety of complex needs, including patients affected by strokes. AnnMarie Roberts has been the Matron of Halcyon House for the past 7 years and has overseen the introduction of Abylss CMS to the home.

“We met Abylss at the Care Roadshow at Aintree and were struck by how easy the system was to use” explains AnnMarie. “We were attending the Roadshow specifically looking for a care management system as we were frightened about being left behind and we quickly realized that the Abylss system could meet all of our requirements”

Abylss CMS was installed at Halcyon House in July 2014 and AnnMarie made the decision to train the whole team together and then offer one to one training for those members of the care team who were nervous about using the new system.

“One of our older nurses had never used a computer before and so was understandably nervous. She’s using Abylss CMS Touch every day with absolutely no problems!”

STANDARD SET UP

“The care team got to grips with the system really quickly” explains AnnMarie. “We run the desktop across 2 different computers and we also bought two tablets for the nurses to use day to day. We use the desktop for general management and the creation of our residents’ care plans and then complete the pre-set templates using the tablets.

The system really helps day to day as it frees up so much time for the staff. A standard review for an outside agency now takes us around 10 minutes to complete. Before we were using Abylss CMS, a review took us around 2 hours to complete because we had to photocopy everything as well as finding all the required information. The copying alone took us over an hour. Not a good use of our nurses time!”



THE BENEFITS OF USING CMS

Excellent support available from the team at Abylss.

Families can already see the benefits of using Abylss CMS

Reviews and care plans will be completely automated in less than a one year period.

System updates included in the support package with useful changes made.



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NEXT STEPS

“Moving to Abylss CMS has given us so many benefits already” says AnnMarie, “but we’re not finished yet! During the transition we’ve been using CMS but have also retained manual care plans in case something went wrong. Now that everyone is up and running we’ll be getting rid of the manual care plans altogether and at inspection time just print off the necessary information. That’s a massive step forward for us!”

“We like to work very closely with the families of our residents and they’ve noticed the improvements too” says AnnMarie. “They agree the care plans with us and can then see the electronic reviews that we create.”

“Within the next six months everything will be completely automated. Amazing really, when just 12 months ago, I was worried about being left behind”

LOOKING AHEAD

“As we really get to grips with Abylss CMS we know that we will use it more and more” says AnnMarie, “it’s a learning process for all of us. We leant on the team at Abylss for quite a lot of support at the start of the installation but we are much more settled now. I encouraged the team members to ring Abylss directly if they were experiencing any issues and the support we’ve received has been excellent. When something isn’t working properly we hear all about it. If there’s no moaning we know all is well!”

“We’ve also been impressed with some of the recent updates that Abylss have made. They recently changed the orientation layout for the tablet which has really helped with viewing the information on the screen. We’ve even suggested that in the future it would be fantastic if we could speak directly into a little microphone that inputs directly into the database and the Development Team has put it on the list for future development. We’re keeping our fingers crossed!”

“There’s obviously a cost associated with buying a care management system, but for us that was easily outweighed by the benefits. Our nurses are being paid to nurse and provide the care that’s needed. We appreciate that a certain amount of paperwork is inevitable but completing a review used to take us 2 hours; its just 10 minutes using Abylss CMS. That’s freeing up valuable time for care. Reviewing our care-plans and the organisation of our documents is so much easier since we began using the Abylss CMS system”

“We found it easy to get Abylss CMS approved because we could show the instant benefits of the system. Our nurses can actually spend their time with residents rather than on paperwork”
