



HILLCROFT NURSING HOME AND CMS – A CASE STUDY

THE BENEFITS FOR HILLCROFT

CMS able to offer ‘person – centred’ care approach as it is fully customizable.

CMS Touch attached to a work station offers secure solution for care staff.

All care plans are completely personalized.

Use assessment domains as care plan headings to save time

Creates very professional records.

HILLCROFT NURSING HOME

Hillcroft Nursing Homes are a collection of six homes in Lancashire which offer residential care for a variety of different areas including frail, elderly mentally infirm and challenging behaviour. As one of the first care homes to be awarded ISO9001 in 1994, Hillcroft places a strong emphasis on providing the highest quality care possible for all residents.

The homes range in size from 20 beds up to 64 beds and also incorporate apartments and bungalows for assisted living. A ‘person-centred care planning’ approach is key for Hillcroft and one of the reasons that CMS works so well for them.

“Standard care statements just didn’t give us enough detail. We wanted to be able to produce ‘person- centred’ care plans for all our residents and CMS allows us to do that quickly and easily.”



Hillcroft – Brookhouse Lancaster

Hillcroft decided to go ahead with the CMS Desktop for office based staff to use. For their care staff they opted for CMS Touch using computers fixed to workstations within the home making it secure and accessible to all staff. Louise Mattinson, Quality Manager for Hillcroft explains,

“Prior to the installation of CMS all reports were handwritten, sent to reception and then typed up before being sent back for checking. It was obviously a very manual process. When we installed CMS we did some work to change the templates and make CMS more personal and relevant to Hillcroft. All of our care plans are now completely personalised and the 22 domains which we use for assessment purposes are used as our care plan headings. It just saves us so much time and everything looks professional when printed off.”

THE BENEFITS FOR HILLCROFT

Very easy to use so team quickly comfortable with it.

Eradicates problems with handwriting and language.

Younger generation very comfortable with touch screen technology.

No resistance from staff; genuine willingness to use CMS

Have reduced number of potential threats by careful analysis.



STAFF FIND CMS EASY TO USE

CMS has been running in four of the Hillcroft Homes for around 18 months now with a full roll out planned for the near future.

“Some the care staff were a bit worried initially about using a new system but because it is so easy to use everyone quickly became comfortable with it” explains Louise.

“Even our older team members found it easy to use and we’ve had some really positive feedback about CMS because staff can quickly see the benefits of using it. We used to have all sorts of issues with handwriting and sometimes language barriers but using CMS eradicates all of that and there is a genuine willingness to use it.”

“Our younger staff love it because they are so familiar with touch screen and tablet technology.”

INVALUABLE FOR MONITORING

All residents at Hillcroft Nursing Homes are monitored on CMS as Louise believes it is invaluable when dealing with residents with challenging behaviour.

“CMS is key for monitoring falls, trips and certain types of behaviour”, says Louise. “By having the information to hand we can quickly analyse situations and see where patterns are emerging. This helps us to prevent incidents occurring in the future which is so important in this type of environment. When people entrust their loved ones into our care it’s of the utmost importance to us that we do everything possible to keep them safe and secure. What better way to be able to do that than by actually taking positive steps to remove potential threats.”

Hillcroft has six homes in total, two are fully live on CMS, two homes are partially live and the final two will migrate in the very near future. Hillcroft uses CMS to monitor all homes from one system using a VPN connection to view the data.

CMS is fully adaptable, perfect for single nursing homes but equally, it can be used across a network of any number of residential homes.

“There has been a genuine willingness to use CMS as the care staff could really see the benefit of using it.”



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