



ST OMER RESIDENTIAL HOME AND CMS – A CASE STUDY

THE BENEFITS FOR ST OMER

Cost benefit – cuts time spent reporting by up to 75%.

Offers paper-free work environment.

Complete audit function.

Totally meaningful to all staff members.

Widely understood by whole team within 30 minutes.

Very intuitive and completely adaptable to different environments.

ST OMER RESIDENTIAL HOME

St Omer Residential Home based in Torquay is a 28 bedded home which specializes in dementia. Ian Day, the owner had installed an alternative system in 2005 but was becoming increasingly frustrated. The system, although flexible, was not functionally rich and up to date with care planning, risk assessments and care recording in general.

After some research Ian came across the Care Management System from Abylss. “Immediately I was struck by the intuitive way in which it had been built and the breadth of the functionality it supported. I was also impressed with the industry knowledge of the people at Abylss – they actually seemed to understand the environment in which their application was designed to work!”

“We decided to take advantage of their 30 day free trial and within three hours I had the software installed on the server and operating on all the PC’s and laptops within our Home.”

IMPLEMENTATION

Ian decided to go ahead with purchasing CMS after receiving positive feedback from his team. CMS is delivered as a working system but as it is completely customizable, Ian made the decision to completely modify his version so it truly catered for the needs of his business. He didn’t just use it to replace his current system but incorporated all of his business processes and at the same time completely removed paper from the business. Using CMS means St Omer has become a virtually paper-free environment.

Ian admits that the customization of CMS was initially time consuming – but only because he was determined to spend time up front to ensure the system delivered exactly what he wanted it to. CMS does come as a running system – adaptation is not a must; it is entirely your choice.



St Omer Residential Home

THE BENEFITS FOR ST OMER

No daily maintenance.

Easy to use even if English isn't first language.

Compliance checks completed 66% faster.

No resistance from staff; CMS makes tasks easier at all levels.

Relatives very impressed with the quality of care plans.

Releases staff time which allows a focus on giving great care and support.



Our residents and staff using CMS



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STAFF FIND CMS EASY TO USE

CMS has been running in St Omer since the 1st March 2013 and is used across the whole organization by managers and care workers alike. "Everyone who works here is comfortable with the system", says Ian. "Within 30 minutes of being shown the system all of our staff were able to use it and were commenting that we should have started using it years ago! Because the whole team feels confident with CMS there has been no resistance to it and that is half the battle with change."

"It's totally meaningful for all staff and it means that our care plans are now standardized and in a format we all understand, even for those who don't use English as their first language."

SAVING TIME AND MONEY

From a management perspective CMS requires virtually no daily management. Once it has been configured there is no daily maintenance required and for St Omer the cost benefit has been hugely positive. Ian estimates that the time he spent initially customising CMS has been repaid 5 times over in the last 8 months. "We have no more lost telephone messages which used to cause endless frustration and I now have a complete audit function. I can see instantly what has and hasn't been done and even know when my team have read messages or implemented new procedures."

St Omer became ISO9001 compliant in 2007 and Ian used to spend around 10 hours per month checking on compliance. The installation of CMS has reduced this to 3 hours per month, another example of the cost benefit of using CMS.

"All in all we are delighted with how using CMS has benefitted our care home" says Ian. "Our residents, their relatives and visiting healthcare professionals are extremely impressed with the quality, comprehensiveness and ease of understanding of the Care Plans and associated assessments. You can continue to use the language that both your staff and residents are used to but the output is entirely personalized and also presented very professionally."

"While we were performing our assessment of CMS we had an inspection. We showed our inspector our old system and CMS and she was extremely impressed with what she saw. What a great asset for St Omer, allowing us to spend more time on actually providing great care."
