

Ablyss Case Study Spring Grove Nursing Home

This case study looks at how the roll out of Ablyss CMS was projected managed

"After seeing the software in full swing, the decision to go with Ablyss CMS was inevitable."



BENEFITS

- Improves record keeping across the group
- More efficient way of running reports and auditing
- Evidencing at point of care delivery
- Flexibility which has allowed us to standardize best practice across the group

"Spring Grove went live on our third day of training; staff were confident and raring to go!" Spring Grove on the Finchley Road in north London provides specialist care for up to 47 elderly and dementia patients. The home was purpose built in 1992 to luxury hotel standards with large terraced gardens in an affluent area of London. Its proximity to public transport and on-site parking makes the home easily accessible for residents' friends and family to visit. Spring Grove is the first among 3 residential homes owned by Springdene Nursing & Care Homes Ltd to implement an electronic care management system. The group chose to go ahead with the Ablyss Care Management System (CMS).

When asked 'Why Ablyss'? Mark Clements, Operations Manager at Springdene confirmed "We were looking for a system that would improve our record keeping by helping to manage our care plans and risk assessments along with simplifying our daily care reporting. After shortlisting Ablyss, Priscilla Wakefield House, another home in the area, opened their doors to us so that we could evidence Ablyss CMS in full swing. From then on, the decision to go with Ablyss CMS was inevitable."

Implementation

Mark saw the idea of implementing Ablyss CMS at Spring Grove as an important stage in the company's development. "It is part of my job to adapt and make necessary operational changes. As a company we are keen to harness and exploit technology such as Ablyss CMS which benefits both staff and residents."

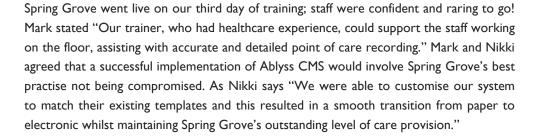
Implementing Ablyss CMS at Spring Grove was smooth and well organised. The staff at Spring Grove were naturally concerned about the transition from paper to electronic so our project manager, Nikki Burbidge, visited the home and spoke to staff from all three sites to discuss their needs before the directors made their final decision. A bespoke implementation plan was created which included six days of on-site training. Our trainer, Syne, was flexible enough to train both day and night staff during his stay at Spring Grove.

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resolving"



BENEFITS

- the shift handover gives me a detailed analysis of everything staff have recorded
- Sending priority messages enable effective communication between staff.
- Ablyss CMS will cut the cost of stationery and storage space for all our archived records.
- Remote access facilitates ease of access to AblyssCMS at any geographical location



Using Ablyss CMS

At Spring Grove, users of Ablyss CMS include directors, compliance, management teams, admin and care staff. As Operations Manager, Mark felt confident in using the system. "Its straight forward, easy to navigate and flexible. The shift handover gives me a detailed analysis of everything staff have recorded on Ablyss CMS and with point of care delivery, it means I can access real time information of staff interaction with residents."

Administrator Christine was equally enthusiastic: "Communication with staff has never been so easy and effective. Now that staff receive priority messages I don't have to follow up. Also your support team are amazing; they were helpful during implementation and I feel welcome every time I pick up the phone with queries that need resolving."

Care staff were a bit resistant at first, naturally nervous about a change. They all agreed with the idea of Ablyss and thought it would benefit both themselves and residents. However, when it came to point of care documentation the overall opinion was that it would slow down routines, stopping to document every interaction with a resident. Our trainer reassured the team that although challenging at first, the more frequently they used the tablets, the easier the process would become.



The Future with Ablyss CMS

Mark's opinion is Ablyss CMS will definitely replace most of their paper work, saving on the cost of stationery and storage space for their archived records. The main benefit to Spring Grove will be the consistent and comprehensive recording of the care provided and will allow the home to evidence an excellent care standard. In today's regulatory climate this is becoming increasingly important for care home operators.