

Avondale Care Scotland

Person Centred Software has been providing its electronic care planning, monitoring and reporting system, Mobile Care Monitoring, to Avondale Care Scotland since 2017. We spoke to Adrian Hendry, Director of Avondale Care Scotland, about how using the electronic care system has transformed their business and quality of care.

Avondale Care Scotland is a Scottish care provider with a group of four care homes in Fife and Stirlingshire. The homes - Carrondale Nursing Home, Benore Care Home, Lister House Care Home and Robert Allan House - together provide care to 168 residents.

Mobile Care Monitoring (MCM) enables their 350 staff, who provide care across the care group, to evidence and monitor care electronically on-the-go and contribute to care plans in real-time.

In 2018, The Care Inspectorate awarded Carrondale Nursing Home a level 6 for Care and Support, citing in the inspection report that MCM had "greatly reduced the time spent on paperwork, which allowed staff to spend more time with residents," and "enabled the manager to have an immediate oversight of activities, audits and communications at any one time within the home."

“ I know Mobile Care Monitoring has had a positive effect on our reputation. As one of the leading care home operators to implement an electronic system, we are leading the way in what is an inevitable step in the social care industry. ”

ADRIAN HENDRY, DIRECTOR, AVONDALE CARE SCOTLAND

A mobile solution for evidencing care electronically

Adrian Hendry, Director at Avondale Care Scotland, explains why he chose Person Centred Software's system over other electronic care planning systems or remaining on paper. He says, "I could see that a mobile solution for evidencing care electronically would enable us to better record interactions between staff and residents."

"As it is icon-based and easy to use, staff save time on documentation, so they have more time to care. Using paperwork, we struggled to ensure that all fluid and turning charts were completed accurately and on time but using Mobile Care Monitoring has greatly improved the accuracy of our records. Now we have detailed records and can prove what we are doing for residents."

Evidencing care using the easy-to-use app allows care workers to quickly create meaningful care records, saving an hour each per shift, equivalent to an incredible three days per month on paperwork.

"Minimum training was required due to the system's ease of use," continues Adrian. Person Centred Software delivered on-site training to support Avondale with implementing the system. "We would do things exactly the same way if we had to implement the system at Avondale again," says Adrian.

Person Centred Software provided each care home with one day of on-site implementation training, covering the evidence of care part of Mobile Care Monitoring. This initial training day enables care homes to go live using the system the very next day and is followed by an in-depth training session on how the detailed care plans integrate with the evidence of care.





DRIVING OUTSTANDING CARE

Electronic care planning is superior to paper

“The greatest feature of MCM,” says Adrian, “is how the detailed information is visually presented for care staff to quickly understand what’s been happening, and to find out more information if needed. It gives carers all the information they require to be able to provide person-centred care to a resident, even if they have just met.”

“And the greatest benefits we’ve had from using Mobile Care Monitoring is the fact that we now don’t have to implement fluid charts, bed turning charts, nutrition charts. If we need to monitor someone’s care or intake of fluids, we do it on the app – it’s a godsend!”

“Not only is this feature a major time saving for our staff, but it means that charts are now no longer one person’s responsibility,” continues Adrian. “We can set up planned care actions, and the system will alert everyone on shift that has the ability. This promotes teamworking, and there’s far less opportunity to miss any care that our residents require.”

Driving outstanding care through technology

Person Centred Software’s aim with its care technology is to drive outstanding care. Adrian believes that since using the system, Avondale can “guarantee residents a much better overall quality of care. We can also monitor specifically care outcomes in a much more responsive way.”

The detailed and timely charts have helped Avondale to sustain trusted relationships with the families of their residents. Adrian says, “Since using MCM, we have had a reduction in malicious anonymous complaints referring to fluid charts, turning charts etc., which is traditionally an area you could find fault with any care home when using a paper system.”

“Another way in which MCM is far superior to paper is with photographic evidence of how a wound is progressing,” adds Adrian. Staff can take photos whenever they treat a resident’s wound on the app that feeds directly into the body map. “This photographic timeline of evidence of care is extremely effective to show tissue viability nurses how a wound is healing. It means we can deflect any safeguarding enquiries when a resident has been in someone else’s care by demonstrating that we have provided the best quality of care.”

Future developments in digital care technology

Person Centred Software supports care homes to have uniformity across the group with best practice toolkits, such as oral care tools, GDPR compliance and by incorporating the best practice guidelines from NICE and Scottish Government recommendations for care.

“The best practice toolkits provide us with peace of mind, especially where GDPR is concerned,” says Adrian. “As all our managers are using exactly the same system, they can support each other to achieve the best from the system.”

In 2019, Person Centred Software launched a new ‘Who I Am’ feature. Tracy Gallacher, Manager at Carrondale Nursing Home in Falkirk says, “The ‘Who I Am’ feature contains a lot of in-depth information about residents’ care needs and how best to support them. The Care Inspectorate love the one-page profiles we keep in residents’ rooms which staff can read before assisting residents with their care. Furthermore, with this new feature staff can access a lot more detailed information about the resident on the app, no matter where they are providing care. This not only saves them time updating paper records but also means they are supported to provide more personalised care to residents and achieve the best positive outcomes for our residents.”

“I know Mobile Care Monitoring has had a positive effect on our reputation,” concludes Adrian. “As one of the leading care home operators to implement an electronic system, we are leading the way in what is an inevitable step in the social care industry.”

To book a demo of Mobile Care Monitoring contact

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