



Clifton St Annes embraces mobile technology and reduces admin, giving back its carers nearly one hour per shift to spend with residents

At Clifton St Annes, we have for a number of years been using Advanced Caresys, a care home management software solution that supports the day-to-day residential care we deliver. With the implementation of the mobile solution from Advanced, we have reduced the admin burden on our staff and given them more time to engage with our residents, giving us the opportunity to provide a very personal touch and a fun edge to our homes.

Background

Clifton St Annes is a family owned residential care home service in North Yorkshire. We have two homes – St John’s House and The Millings – offering private and modern rooms for 70 residents.

We take pride in ensuring that the happiness and wellbeing of our residents is at the centre of everything we do. We offer high quality care and believe that the best residential care is personalised and, most importantly, based on the wants and needs of each resident.

We are registered with the Care Quality Commission, which assesses the performance of our homes on a regular basis, and we are delighted both have recently been rated Outstanding, the highest achievement in care provision.

Realising the potential of technology

We have been working with Advanced for several years now, using their streamlined home management software for recording resident details and accounts, clocking in and managing rotas. However, we didn’t use the software solution for recording our care plans – these remained in paper form.

We knew we wanted to eventually move away from our traditional way of recording, but we didn’t have the infrastructure in place to support the transition effectively. We operate two very old, large buildings with thick walls so, to do anything digital, we first needed to invest in better broadband.

Client >

Clifton St Annes

Sector >

Care Providers

Project >

Caresys mobile implementation

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It was when we attended a conference that we realised how much technology would transform the way our 100 staff members care for our residents. We saw a range of impressive care planning solutions running on tablets, which looked very easy to use. We decided to move ahead with Advanced, as we were very happy with the solution and adding the mobile system would give us the smooth transition we required to digitally managing care plans. Our staff are familiar with mobile devices, and therefore would be more receptive to changing their working practices.

Lou Squires, Managing Director at Clifton St Annes, comments: *"Although we were aware of a number of providers offering mobile care solutions, we knew Advanced would be the perfect partner for us. The reason being that we knew the company was established, trusted and had experience in handling sensitive data across a range of sectors."*

Reimagining the care home

Although we knew we had an impending inspection with the Care Quality Commission and moving to a new system entailed an element of perceived risk, even the staff encouraged us to move ahead so they could start using the mobile technology.

We wanted to get things right, so we prepared for the changes fully, such as improving our broadband, having a back-up system in place, and having the right number of charging bays. We took a phased approach, implementing it for a few months at St John's House first before rolling it out to The Millings. This meant the first carers trialling the solution could share feedback with those that weren't yet familiar with it.

We introduced some fun training sessions to help everyone get up to speed with the system too, and demonstrate how recording patient information can be fun. We also showed the system to some of our residents so they could see the solution was purely used for work only, and not for playing games!

Improving the quality and quantity of care

Investing in Advanced's technology has been one of the biggest steps forward for Clifton St Annes, and we have only had positive feedback from the people that have used or seen the solution in action with our residents.

One major benefit is that it has reduced the admin burden on our staff. They are no longer required to write in three separate documents, because everything is simply recorded in one place. This innovation has taken a lot of the repetitive work off our hands, combining checklists for recording simple tasks with sections for recording more detailed and personal events. And because it is so quick to add new information, we have seen an increase in the number of entries too.

Lou comments: *"Technology has made our staff realise how scruffy and vulnerable paper records were, and how time consuming and ineffective it was for them to go back and read through notes made by them and their colleagues. Advanced's mobile solution gives them the information live at their fingertips, and the quality and accuracy of that information has improved too."*

By saving time on admin, we have gained time in providing the type of care that we pride ourselves upon. Advanced's innovation has given each member of staff at least an extra 45 minutes to spend with the residents on every shift, meaning better care. This 15% time saving means there's more time to talk through their care reviews and plans, and discuss any notes with them.

An anonymous resident commented: *"The staff come in more now because they're not doing the paperwork like they did before."* All staff have loved using it – not just our carers, but our kitchen and domestic staff too. In fact, it has boosted team morale, enabled collaboration and encouraged fun learning.

A mobile care system fit for residents & the wider community

The residents have given the system the seal of approval too, as they can see what staff have recorded in their care plans and notes. They are also reassured that their information is safe, as only staff with a password can use the tablets. Similarly, relatives, district nurses and doctors think it's more professional and have been impressed that any queries raised in a care review or visit can be answered instantly, making it particularly patient-centric. All of them enjoy the ambience of both homes and see there are always members of staff spending time with our residents – time that previously would have been spent on admin. Our residents' families

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are delighted with the outcome, impressed that mobile technology can make such a positive impact on the daily lives of the residents.

Contributing to the highest achievement in care provision

Lou comments: "We have been delighted with the outcomes of using the technology, and the feedback from the Care Quality Commission has been superb too. Our initial concerns about implementing the solution around inspection time were quickly squashed.

There were no hiccups during visits to our two care homes, and the commissioners were both impressed. I believe the system contributed to us achieving our Outstanding rating, which only around 1% of care homes in the country currently hold. The commissioners liked how innovative and forward-thinking we were, and loved the technology's side effect of our staff having more time to spend with our residents."

The care sector isn't revolutionary, rather it takes incremental steps, but implementing Advanced's solution has been a bold move for us – and it has paid off. As a lasting partner, Advanced has given us a system that can grow as we can grow, and enabled us to reimagine our business safely. We have been able to simplify our processes and work more smartly, and are excited to see what's yet to come.

Lou adds: "On an industry level, I would like to see more care homes invest in technology. This innovation can take on a lot of the daily work for operators, as it has with us. The solution can be purchased on a modular basis, so implementation needn't be daunting. With some preparation and guidance from the experts, other care homes can truly be transformed too."

What does the future hold?

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