



### Is Electronic the Way to 'Outstanding'?

Whilst reading a number of 'Outstanding' CQC reports in a bid to be able to advise HCA members of what makes a home Outstanding one thing that has struck me is the number of homes who have transferred or are transferring to Electronic Care Planning. I know in the past there was a real fear of 'gadgets' and that carers of the older generation shall we say were adamant that they would never use 'one of them electric thingies'

These are just a few comments and feedback from HCA members concerning their CQC Reports.

**CQC Report** - "The registered manager, assistant manager and nominated individual regularly logged in and monitored what was happening in the home when they weren't on duty.

**Manager Feedback:** I log in before going to bed and now I sleep at night.

**CQC Report** : Each care plan had a statement about respecting the person's choices and wishes. I.e "Staff are to remember that the resident has the choice to refuse any activities that are offered to him / her. His /Her wishes must always be upheld and documented on [the electronic recording] system."

**Manager Feedback:** All staff know and understand the residents wishes. Daily records are thorough and are invaluable in any quality assurance query or review.

**CQC Report:** The provider has systems in place to ensure the continuity of data access in the event of an IT failure.

**Manager Feedback:** It doesn't matter if it's a Sunday night or early morning we have 24 hr support and I have emails to back up that statement.

**CQC Report:** The registered manager, and other nominated staff regularly logged in and monitor what was going on in the home.

**Manager Feedback:** Even when I'm not there I can ensure the home is being run to the same exacting standards as when I am there. I can monitor residents who may not be well, I don't have to rely on a junior member of staff making a decision or judgment that may result in a SG enquiry because I have the latest information at my fingertips.

Here is some feedback from HCA members who we have offered assistance and advice to and who have subsequently installed an electronic system

- We had a “Requires Improvement “ but after listening to a CQC Inspector at a recent event saying – “if you want to improve your rating , look at other homes who have an outstanding rating and copy what they do!“ - I did just that and now I no longer want to sell home, my passion and commitment is fully restored.
- I am of the old school and was very wary when the owner said we were going the route of electronic care planning, but now I can see we offer a much more personal approach, we spend less time writing up what we have done so we have more time to spend with residents, and it is open to whoever needs to see it instantly.
- We recently had a Safe Guarding enquiry, but I was able to show instantly how often and what type of care had been delivered to the person concerned and therefore the accusation of abuse could not be substantiated. In the past it would have been handwritten notes, open to interpretation; my home could have been prevented from taking new residents and may have led to closure. But, all the information was recorded and logged accurately and efficiently and I was able to present the evidence immediately to avoid a SG.

HCA have a number of Patrons offering electronic systems, if you would like more information or indeed talk to HCA Members who are using the systems please contact [Debbie@hampshrecare.org](mailto:Debbie@hampshrecare.org)

In the meantime I will continue to read ‘Outstanding’ Reports for more hints and tips 😊