

Case Study

Vauxian Care Ltd make the move to Digital Social Care Records and share their experience.

Choosing and implementing a digital social care record will probably be one of the biggest steps you take as a care provider: it will become the key tool for your day-to-day management of care and for reviewing past provision and planning future provision.

Beverly Harris, Regional Care Manager at Vauxian Care Ltd, has worked in the care sector for more than 22 years. She talks to us about their experience after they recently moved over to using digital social care records (DSCR).

Background

With more and more importance being placed on care providers to adopt Digital Social Care Records (DSCR), Vauxian Care Ltd, who have two care homes, Adamscourt in Bournemouth and Osborne Lodge in New Milton, decided to take steps to implement the change.

Beverly Harris started researching the DSCR suppliers and spoke to other registered managers who already had a DSCR system in place. Four different online platforms were trialled with the care home managers at Adamscourt and Osborne Lodge before deciding on their preferred digital platform.

Beverly explains that, *“our chosen digital system was really simple to use and with a voice record function and images to select, it made the electronic recording of the day-to-day care of the residents much quicker.”*

However, she does advise that *“when introducing your preferred digital system into your homes, give it time, don’t rush it, make sure the package suits you and your home and ensure all of your managers and senior staff are onboard. We promoted a member of staff in each home to be our digital champion and assist in the rollout of the system into their homes.”*

Saving staff time

The adoption of DSCR solutions could have the potential to transform care outcomes. They give the opportunity to free time spent by care workers and managers on administrative tasks whilst equipping them with the key, up to date information they need to deliver care.

Beverly states that *“once your staff see that the DSCR system saves them time and they are getting time back that they can use to spend with the residents, it doesn’t take long to change staff’s mindsets about using a digital platform. Additionally, the real-time recording function allows more accuracy and efficiency which helps so much particularly when I need to audit areas such as falls and accidents.”*

The system also allows hospital discharges to be much quicker.

Points to consider

Beverly points out a couple of considerations that they hadn't previously thought about before making the move:

- The new system required each staff member to carry a handheld device for updating care records, however, their original staff uniform didn't have pockets, so they had to purchase new uniforms to include pockets for the devices
- Updating their internet service in both homes to ensure a better connection
- The time it takes to transfer all your data onto the digital system
- Additional costs for add-ons like E-Mar and call bells

Beverly also advises that it was important to involve the residents and residents' families when they made the change to digital records, communicating with them throughout the process.

Her top tips would be

- Not to procrastinate too long about changing over to a digital supplier
- Don't underestimate the time it takes to implement the system and enter existing data
- Check your internet service before starting
- Take advantage of the training available from your supplier
- Incorporate recording all areas into your DSCR, not just direct care tasks