



Abyss Case Study

Spring Grove Nursing Home

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

"After seeing the software in full swing, the decision to go with Abyss 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 Abyss Care Management System (CMS).

When asked 'Why Abyss'? 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 Abyss, Priscilla Wakefield House, another home in the area, opened their doors to us so that we could evidence Abyss CMS in full swing. From then on, the decision to go with Abyss CMS was inevitable."

Implementation

Mark saw the idea of implementing Abyss 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 Abyss CMS which benefits both staff and residents."

Implementing Abyss 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.

"Your support team is amazing; they were helpful during implementation and I feel welcome every time I pick up the phone with queries that need resolving"



BENEFITS

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

Spring Grove went live on our third day of training; staff were confident and raring to go! Mark stated "Our trainer, who had healthcare experience, could support the staff working on the floor, assisting with accurate and detailed point of care recording." Mark and Nikki agreed that a successful implementation of Aplyss CMS would involve Spring Grove's best practise not being compromised. As Nikki says "We were able to customise our system to match their existing templates and this resulted in a smooth transition from paper to electronic whilst maintaining Spring Grove's outstanding level of care provision."

Using Aplyss CMS

At Spring Grove, users of Aplyss 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 Aplyss 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 Aplyss 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 Aplyss CMS

Mark's opinion is Aplyss 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.

