



**A GUIDE THROUGH THE
SOFTWARE AND
AN OVERVIEW OF THE
COMPANY**



(Gracewell, 2020)

ANALYSIS OF GRACEWELL'S SOFTWARE "CARECONNECT"

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Topic: **LESSONS DRAWN FROM THE CASE STUDY AND CONCLUSION**



(Gracewell, 2020)

Module: Digital Skills and Research Methods
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UNIVERSITY OF WALES TRINITY SAINT
DAVID LONDON CAMPUS

HISTORY AND PRESENT DAY



The idea of Sunrise senior living has been introduced

1981

1987

The first Sunrise Care Home



Sunrise acquire Gracewell

2014

2020

21 Gracewell Care homes are in UK



THE GRACEWELL WAY

"Belief in the sanctity of life"

(Gracewell, 2019)

Mission

Enhance and enrich the lives of
people in need of care and
support

(Gracewell, 2019)

Living values/Vision

- Kindness
- Integrity
- Trust
- Empathy
- Respect

(Gracewell, 2019)



(Ascot Matters, 2020)

PURPOSE OF GRACEWELL

01

"To believe that tiny details are big things"

02

"To respect every individual, and the best care experience for them, is a unique way"

03

"Discover and delivery of the tiny details in the hallmark of highly personalised care"

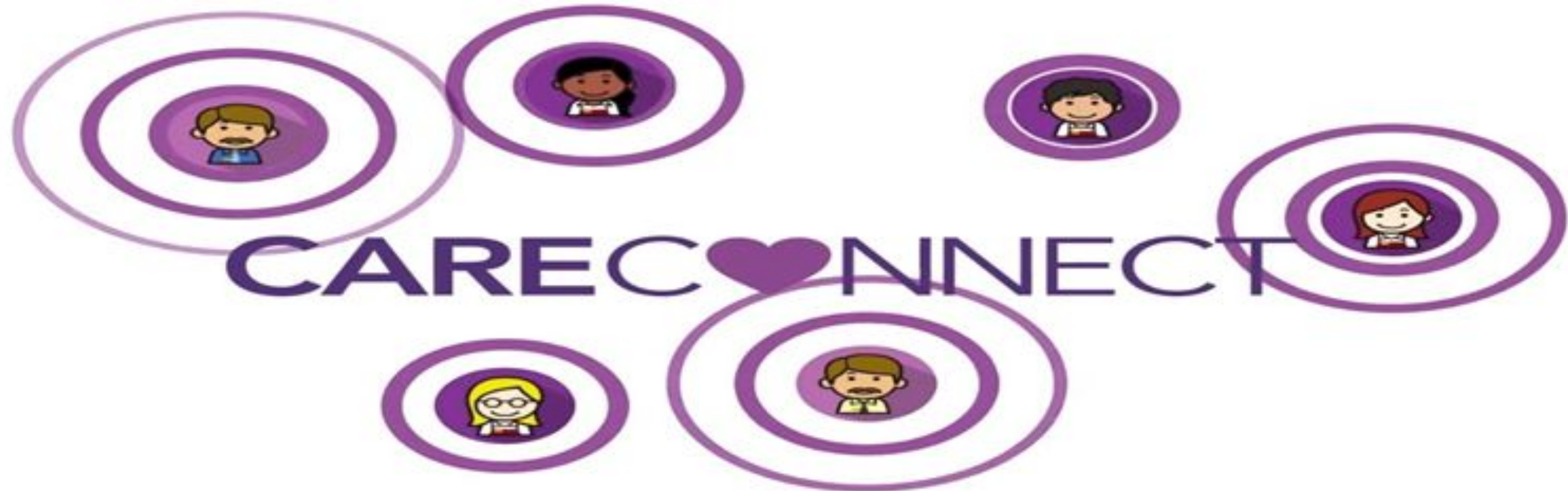
04

"The professional work is led by the living values"

05

"Dedication to the resident's well-being safety and happiness"

(Gracewell, 2019)



(Gracewell, 2020)

*“A software that keeps
information factual,
records residents needs and
helps to keep everyone safe”*

(Sunrise, 2020)

The aim and objective of the software is to provide an easy and practical solution to records patients essential needs.

CHALLENGES BEFORE MODERN TECHNOLOGY WAS INTRODUCED

- Care plans, reports and registration of the patients were recorded manually
- It was time consuming to communicate with the staff
- It was very time consuming to write up all patients observations
- There wasn't so much time to spend fulfilling the patient needs



(Depositphotos,2020)



(Centres for disease control and prevention,2020)



(Jooinn,2020)

FURTHER CHALLENGES BEFORE MODERN TECHNOLOGY WAS INTRODUCED

- Poor network connection
- Printers were used to print records of all the documentation
- The carers worked very hard and often had to put in extra time writing everything up
- The paperwork was very useful before the modern technology was introduced
- Hard work, time and space consuming



(Dreamstime,2020)



(Tech Advisor,2020)



(VidPaw,2020)

INSIGHTS TO GRACEWELL'S CARECONNECT

■ Definition of CareConnect

"CareConnect is an electronic health record system that helps us to document important information about you securely and efficiently." (Gracewell, 2018)



(Gracewell, 2020)

CHARACTERISTICS OF CARECONNECT

- There is a software linked to CareConnect, called PointClickCare, on this care staff can send messages to one another about resident updates.
- On CareConnect each staff member logs in every day with their shift time and looks at each residents information that they are caring for
- Drs and Nurses (clinical staff) are also able to access the patient's health records and generate reports from the records

eMAR

Step 1.
Click onto "Clinical Tab"

The screenshot displays the PointClickCare web application interface. At the top, there is a navigation bar with tabs for 'Home', 'Admin', and 'Clinical'. The 'Clinical' tab is highlighted with a red box and a red arrow pointing to it from the 'Step 1' instruction. Below the navigation bar, the main content area is divided into several columns. The first column is titled 'Today for Brer' and contains links for 'Facility Bulletin', 'Date Post', 'Show expire', 'PointClickCare Message', and 'ICD-10 Conv'. The second column is titled 'People' and contains links for 'Residents', 'Actions', 'Quick ADT', 'New Resident', and 'New Medical Professional'. The third column is titled 'Care Management' and contains links for 'Dashboard', 'Hospital Transfers', 'MDS', 'Communications', 'Orders', 'Weights and Vitals', and 'UDA'. The fourth column is titled 'Quick Entry' and contains links for 'Therapy Minutes', 'Physician Visits', 'Immunization', 'Weight', 'Blood Pressure', 'Temperature', 'Pulse', 'Respiration', 'Blood Sugar', 'O2 Saturation', and 'Pain Level'. The fifth column is titled 'Modules' and contains links for 'POC' and 'eMAR'. The 'eMAR' link is highlighted with a red box and a red arrow pointing to it from the 'Step 2' instruction. The sixth column is titled 'Other' and contains links for 'Reports' and 'Help'. At the bottom of the page, there is a footer with the text: 'As we move closer to the new environment, click here: [ICD-10 Preview Environment](#) Orgcode.Username: icd10train.icd10User'.

Step 2.
In the drop down box under Module Select "eMAR"

(Hines, 2015)

IMPORTANCE OF GRACEWELL'S CARECONNECT

- **Models of CareConnect**

- CareWorx CarePoint M-Class POC Kiosk

(Fully Managed, 2019)



- **Importance of CareConnect**

- CareConnect allows staff to record all patient's information on the go
- You can search for the residents most up to date information
- Gives a daily plan of how to attend to assigned patient's for each staff member
- The system will tell the staff member up to date changes about patient's medication and food etc.

(PointClickCare, 2020)

A screenshot of the CareConnect software interface. At the top, there is a navigation bar with icons for various care activities: EATING, MEAL/DRINK INTAKE, Transfer, Hygiene, Bed Mobility, Dressing, TOILETING, BATH, CONTINENCE, and Showers. Below this is a 'Residents' section with a search bar and a 'Location' dropdown. The main area is a grid of resident information cards. Each card displays a resident's name, room number, and a small icon representing their care needs. The cards are color-coded: orange for standard residents and green for residents with specific care needs. The grid contains 12 cards in a 4x3 layout.

Residents		
AAAAA, AAAAA Blue - 206 (A) 1153COBB	Banvard, Rufus Grufus Blue - 206 (A) 961COBB	Bruce, Lee Blue - 206 (A) 1131COBB
Cormac, Roderick Blue - 212 (B) 1107COBB	Fulke, Romanth Blue - 210 (B) 867COBB	Halifax, Duke Blue - 204 (A) 1116COBB
Henry, Fabian Blue - 206 (B) 1121COBB	Herman, Raymond Blue - 212 (B) 879COBB	MEDICAID MO One,... Blue - 206 (A) 1148COBB
QTF_Ken_2346, Fred... Blue - 204 (I) 665157b5-	QTF_Ken_283b, Fred... Blue - 204 (I) a713303c-	QTF_Ken_34c6, Fred... Blue - 204 (I) 4b29b679-
Scarborough, Denley Blue - 204 (I) 689COBB	Stoch, Kamil Blue - 206 (A) 1136COBB	test, joe Blue - 212 (B) 1133COBB

ADVANTAGES AND DISADVANTAGES OF CARECONNECT

Advantages of CareConnect

- No paperwork
- Easy access to data
- Secured data

Disadvantages of CareConnect

- Misuse of system
- Incase system crashing, patient records printed



(Gracewell, 2020)

POSITIVE IMPACT OF CARECONNECT MODERN TECHNOLOGY



- Less paperwork
- Carers for patients are personalised by inputting real-time updates about their needs (Gracewell Healthcare, 2020)
- Patients records can be easily accessed by authorised carers
- Unlike a paper system, notes can't go missing
- Decision making and analysing data is faster as everything is computerised
- It's easy to keep track of patient personal preferences, such as the activities they enjoy e.g Music Club (Gracewell Healthcare, 2020)

NEGATIVE IMPACT OF CARECONNECT MODERN TECHNOLOGY



(Fully Managed, 2019)

- Things can be easily misunderstood because there is less human interaction
- The system cannot detect if a care plan is accurate or not
- It would affect communication as people would find it hard to ask for help if they rely solely on the device CareConnect
- The internet connection might not allow patient records to update even when the carer thinks they have updated it
- Patient records can be easily accessed if the system gets hacked

LESSONS DRAWN FROM THE CASE STUDY ON CARECONNECT

Differences between Traditional and Modern Technology



(How-to Geek, 2017)



(Staples, 2020)



(Alamy, 2008)



(WordPress, N.d)



(Hp Store, 2020)

- Care Staff were making tedious handwritten observations
- Staff were constantly recording all patient information manually
- They were constantly filing

All staff are able to use modern computers

Staff print off important information as a hard copy

Staff use the systems to record faster

Staff can email over information in a matter of seconds

New Software is developed everyday to improve technology

LESSONS DRAWN DUE TO USE/MISUSE OF MODERN TECHNOLOGY

❑ **Why Modern Technology is important for Gracewell/Sunrise Senior Living**

- Using modern technology dramatically transforms the way care staff save time
- Helps patients feel happier for better care
- Helps staff feel less stressed due to less pressure

❑ **Consequences of not using Modern Technology in the Organisation**

- Neglect of care towards residents
- Poor wellbeing
- Higher mortality rate due to lack of time to provide full safety and care

THE FUTURE OF CARECONNECT IN CARE HOMES

<https://www.surveymonkey.com/results/SM-N8VC3GMZ7/>

I conducted a survey of use of CareConnect by senior management staff at Gracewell of Addenbury, this showed:

- CareConnect has saved them up to 40-50% of their time compared to before use in 2017

Staff suggested:

- CareConnect be upgraded so it can connect with residents families with pictures of their loved ones through an app downloaded on their phones
- Care staff give direct feedback to their managers
- Have all functions on one device
- Can be used in many other care homes across the world



App Store

(ZDNET, 2020)

CONCLUSION

CareConnect is a technological system that:

- ❑ Improves the lives of the patients health and wellbeing
- ❑ Supports healthcare professionals by creating an all round safer environment
- ❑ A device that helps provide cost effective care
- ❑ Help care teams give the residents in care homes a much more personal level of care, providing them with a person-centred approach.
- ❑ The data shows that over 50% of time is being saved by using CareConnect as 50% of care teams time was spent writing notes and making recordings, that's over half a working day of time saved!

The view from Deloitte

Karen Taylor, Director of Deloitte's Centre for Health Solutions, explained: "Technology alone, is not a silver bullet for health and social care, but it is an enabler that should not be overlooked. Its success lies in the convergence of technology and human interaction. Effective adoption of technology enabled care relies on developing partnerships that harness patient education, easy to use technology and the support of staff, aided by the protection of patient data. There is a real opportunity here for the UK that we cannot afford to miss." (Deloitte, 2020)

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