



Prifysgol Cymru

Y Drindod Dewi Sant

University of Wales

Trinity Saint David

Digital Skills and Research Methods

~BMSW4003~

Lecturer: Dr. Kazeem Oseni

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Contemporary technologies to improve workplace:



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Introduction and Background of the organization



Challenges before introducing the Technology



Insights of Modern Technology Introduced



Impacts of Modern Technology



Lessons drawn from the case study



Conclusion & References



Q&A

- Founded in 2004
- In 2014 was acquired by Clece Care Services (CCS).
- Has 3 offices:

High Wycombe

[01494 412280](tel:01494412280)

bucks@all-care.co.uk

Unit 1, Anglo Business Park,
Lincoln Road, High Wycombe
HP12 3RH

Basingstoke

[01256 400020](tel:01256400020)

basingstoke@all-care.co.uk

3rd floor, Network House,
Basing View, Basingstoke
RG21 4HG

Southampton

[01489 795355](tel:01489795355)

southampton@all-care.co.uk

Unit 18/19, Hedge End Business
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Southampton SO30 2AU



All Care
Care services

Scope, objectives and vision of All care:

- independence
- well-being
- quality of life

individuals in their own home



- Core principles:
 - ✓ Respect
 - ✓ Confidentiality
 - ✓ Transparency
 - ✓ Empower
 - ✓ Safety
 - ✓ Enviroment
 - ✓ Efficiency

Services All care provides:



1.Home care/support services: Personal care and hygiene, Practical Support / Domestic Tasks, Medication



2.Live-in care: 24 hours a day support



3.Social/assisted visits: going out



4.Relief care/ take a break



5.Dementia support



6.Physical and learning disability support



7.End of life care

Challenges before Pass system



Folders: time you spend to find the tasks, particularities, health conditions, previous notes or updates.



Running out of paper/pen : lost data



Time and money spend to bring back the filled papers to the office



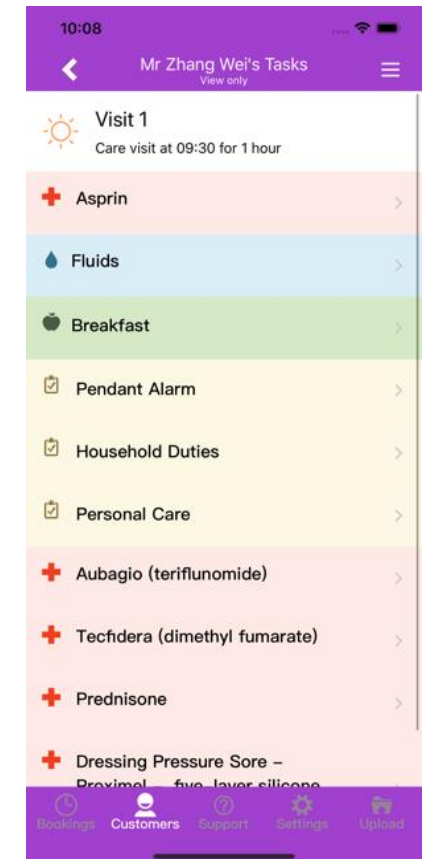
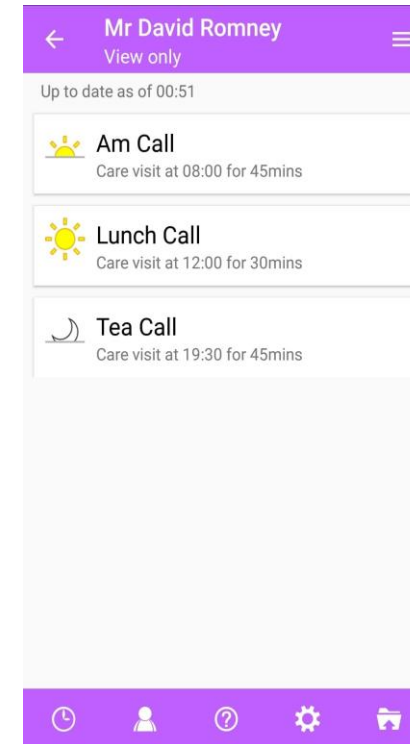
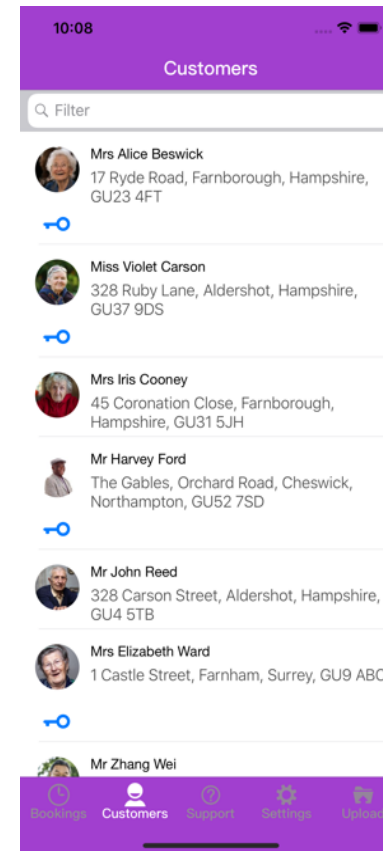
Lack of efficiency in updating the care plan



No live communication with the office/family



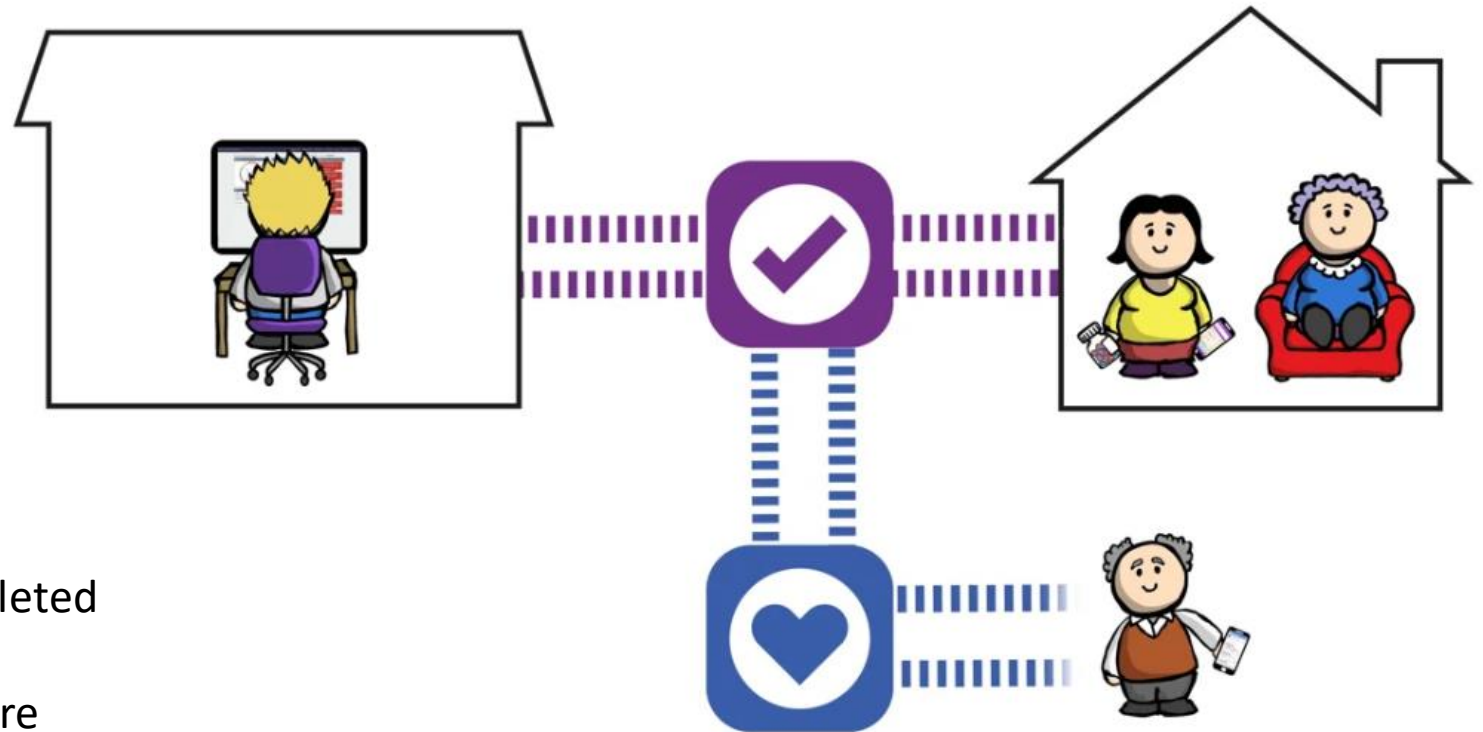
- Introduced in January 2018
- Adopted by approximately 700 care providers across the UK
- A simple mobile app
- NFC/QR code- log in
- Digital care planning, care management and monitoring
- See the tasks clearly, one by one, just tick
- The option to write your own notes
- Notification of medication and task changes in real time
- Highly detailed information relating to the client
- On the other side of the screen:
 - visibility of care delivered, time and attendance
 - any issues in the outcomes



Is a sister product, a view of The PASSsystem for the:

- families and friends
- emergency services
- social workers
- NHS

- View care notes for completed care visits
- Communicate with the care provider
- See the schedule of care visits



The impacts

Positive

- reduced travelling & administration costs
- carers spend more time caring, eliminates time-consuming paperwork
- reduces the risk of medicines mistakes because of the analysis of digital care records
- up-to-date information on the length of care visits, task errors, missed and late appointments.
- NO NEED to print paper copies - greener environment
- company obligations can be evidenced to local authorities
- Rapid 4-6-week development
- Client and family engagement
- Information security

Negative

- No/poor internet connection
- No battery
- Carers/family not very good with technology



Lessons drawn and conclusion

Wide range of benefits for:

Clients

- high quality care
- safe personal data
- control over care plans
- communication with the family

Care workers

- easy access
- well organized
- reduces the mistakes you can do
- makes you a better profesional and reliable worker

Companies

- save money/more profit
- more control over clients and workers
- reliable as a company and attracts more clients

References

- Lewis T. Apple launches dedicated 'Apps for Healthcare Professionals' collection(2013), Available at: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4029126/>. Accessed 18.12.2019
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- Taffy Gatawa, Nicola Swift, Dr. Susanne Gibson and Florence Lindsay-Walter(March 2019) by the Social Care Institute for Excellence and everyLIFE Technologies Ltd. Available at: <https://www.everylifetechnologies.com/wp-content/uploads/everyLIFE-SCIE-full-report.pdf> Accessed 18.12.2019