



## A client's perspective on implementing the care-Log+ system at a residential care home

**As a long-term user of easyLog's care-Log+ system, The Chestnuts residential home in Meopham, Kent, knows all about the benefits of specialist care management software. Here care manager Lesley Plumb explains how implementing care-Log+ has transformed working practices at the home.**

### *Why did you choose this particular care management system?*

Our decision to implement the care-Log+ system was not so much the result of an exhaustive review of available solutions, it was more the recognition of a good idea and its potential to solve a problem that we foresaw would only increase – time spent on record-keeping. The main driver was our desire to move as far away as possible from paper-based systems.

The volume of recording that care staff were being asked to maintain was having a major impact on the important quality time they could spend with our residents. Looking ahead, we also realised that finding information on paper would become more difficult as the number of files grew and, even further into the future, we would ultimately be confronted with the practical issue of storage.



### *How have your carers taken to the electronic system?*

We have now been using the system for a number of years and, after much initial trepidation from existing staff at the time, have found it to be a great success. The staff have now fully embraced the concept and new staff that join us do not question the use of computer technology. Teaching new staff how to use the system is both quick and easy and, once they have been assigned their own password, they are away.

### *How has the technology simplified record keeping?*

Being a relatively small home of 29 beds, we only needed one main touch screen and fixed this in a central location within the building. The staff can now record all the necessary information on the care they have provided on their shift to individual residents at the touch of a button using this screen.

With the help of the team at easyLog, the system was personalised to our needs. Instead of the staff having to rely solely on their memory, they simply answer questions about the care that they have provided during their shift. The questions have been designed in such a way that they are memory joggers as well as providing all the Information necessary to prove what and how personalised care has been given.

As soon as the carers have input their information onto the touch screen, it is automatically downloaded into the care-Log+ application running on three computers within the home. The software operates with an Alarm Panel that automatically flags on-screen if any recorded note requires following up. By answering the alarms, a handover report is generated that is totally focused on the relevant information for that day.

The system is used over a 24 hour period, including by the night staff who have "night care check lists" defined for each resident. They too have to answer a series of prompts or questions on a two hourly basis, a process that is seen to safeguard the interests of both residents and staff.

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### *Are there any other benefits that you've noticed?*

Another plus point is how easy it is for staff to come up to date quickly after absence through holiday or simply a change in shift patterns. They can look back over the period that they have been away and bring themselves up-to-date very quickly. This is far less time consuming than trawling back through pages of often irrelevant information.

### *Has the way you use the system developed over time?*

We have extended the role of care-Log+ within The Chestnuts by recording residents' care plans on the system – and again we were able to tailor this to our needs. The care plans can be altered or added to easily when required – for example, after a doctor's visit – and, because everything is in a typed format, it is legible and the relevant part can be reprinted if necessary.

Another key feature of the system is that the care plans can be set up to alert staff when a review is due. As the system is in daily use, this has taken away the need for staff to have to remember to check the review dates.

Resident details, risk assessments, staff information and health and safety records can also be recorded onto the system, so that we operate with one central record source.

### *Has the system helped you in terms of CQC inspections?*

We recently had an inspection from CQC and the inspector was impressed and pleased with the information that we could provide her with at the touch of button. At her request, we were able to demonstrate how all the care that we provided was both personalised and "in the round", in other words any problems raised were answered and explanations given, leaving no loose ends in relation to a resident's care.

### *What has computerised care management brought to the home?*

care-Log+ is now viewed as an integral part of working at The Chestnuts. Any new care staff are trained on the system and readily accept it as part of their job function. The management team has seen great improvement in the quality of resident records and daily notes. Dealing with queries from residents' relatives, GPs and other members of the multi disciplinary team all now take less time and can be answered with more confidence because the records are easier to find and more accurate.



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**Easylog Limited**, Meadhurst Villas, 40-42 Whetsted Road, Five Oak Green, Tonbridge, Kent, TN12 6RS  
**Telephone:** 01892 834406 **e-Mail:** info@easylog.co.uk **Website:** www.easylog.co.uk