



# Using Technology to Achieve Outstanding Results

## Eastleigh Care Homes Care Planning

[www.eastleighcarehomes.co.uk](http://www.eastleighcarehomes.co.uk)

*"I am amazed how MED e-care has helped this home not only record how good my staff are but has allowed the care team to develop their skills and hone into following a more person-centred care philosophy, ultimately creating an outstanding care home"*

Peter Barnes, Manager Eastleigh Raleigh Mead

### Executive Summary

Eastleigh Care Homes is an independently owned group of 3 homes with 160 beds based in Devon and Somerset. As a care organisation, Eastleigh's objective is to provide care for their residents, which reflects care they would expect for their own family or themselves.

When looking for an electronic medication administration and care planning system, the ability to adapt the system for resident specific needs was at the forefront:

- Was the system integrated with the pharmacy
- Would the system provide insight into resident care requirements
- Could the system be adapted to reflect changing resident needs

## Challenges

Prior to using the MED e-care's eMAR (Electronic Medication Administration Record) and Care Planning system, Eastleigh Care Homes had previously used another electronic care planning system.

Considering the limitations of their existing system, Eastleigh started to look for one solution, which would help them address the different requirements across their 3 homes in a more tailored approach. Eastleigh's 3 Homes are located in two different CCGs and have varying scopes from Residential to Nursing.

## Why MED e-care

MED e-care's eMAR solution through LloydsPharmacy was first implemented in Eastleigh Raleigh Mead in November 2014 and the other two homes quickly followed. Because the eMAR solution is integrated with LloydsPharmacy, it has resulted in improved communication, reduced waste, and greater insight into the medication outcomes for the homes.

Within six months, the team was so impressed with how robust and user friendly the system was, they began the process of transferring their full care planning documentation to MED e-care.

Eastleigh approached the implementation with an open mind and was committed to building templates for care planning, assessments and daily notes, which adapts to their changing needs. Rather than changing their processes to make the system work, Eastleigh updated the system to make things easier for their staff. Implementing bespoke PEEPs, Monthly Assessment Reviews and Management Dashboards brought things to a whole new level.

## How MED e-care Helped Achieve Outstanding

Eastleigh Care Homes used the opportunity of implementing MED e-care's eMAR and Care Planning system to get their staff more involved with person centred care. As Peter Barnes has said, "the care team felt like they were part of the process, their views were valued and most importantly they had ownership."

This involvement in the building of the system helped with the professional growth of the team and made them more focused on excellent documentation to reflect excellent resident care.

Upon the visit from the CQC, Eastleigh Raleigh Mead took the opportunity to present to the inspectors the high level audits within the system, which proved to be robust, informative yet resident specific.



*"The specialized approach of the system has afforded us the chance to be proactive with the development of bespoke a dementia friendly care planning structure. This ability...has been instrumental in use being able to focus on each person and how we respond and act according to their timeline and need of their dementia."*

Peter Barnes, Manager Eastleigh Raleigh Mead