

What have the CQC said about MED e-care's eMAR and Care Planning Solutions...



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Your Care, Our Mission

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This document contains quotes and references from homes that use MED e-care eMAR and Care Planning solutions. The homes have had very positive feedback from CQC; they praise the training provided for care staff; how easily every staff member is able to enter notes and carry out assessments in much less time than it would take to handwrite each document.

“The provider had introduced an electronic system for recording all medicines management. Staff reported they had received good training and support to get used to this new system and felt that now they were familiar with it, there was less room for error. The system flagged up when medicines were overdue and the medicine round could not be completed until all medicines had been administered”

“Less room
for error”

“Safer and reduced
risk”

“Medicines were managed so that people received them safely. The service was currently piloting a new electronic medicines system. We observed parts of two medicines rounds with qualified staff using the new system and both times the nurses using the system discussed the benefits of the system versus a traditional paper based system. Both said they felt the system made the administration of medicines safer and reduced the risk of medication errors”

“Password protected
to ensure
confidentiality”

“Six months ago a computerised systems for recording medical and care planning information pertaining to residents was introduced into the home. We saw that this was easy to use, password protected to ensure confidentiality, and was kept updated daily. More recently nursing staff also started using a computerised medication system provided by a reputable pharmaceutical company.

“Staff received
good training and
support”

“The registered manager explained that the system significantly reduced the risk of medication errors and is audited by the pharmacy every month as well as by the nursing staff.”

“Medicines were well managed”

“Medicines were well managed and audited to ensure people got their medicines on time...The service had introduced a new electronic recording system for their medicines management. Staff had received training and support to manage this change and reported the new system was working well, with less chance of error”

“The electronic system is clear and easy to use”

“Systems were in place to audit the records, building, cleaning, medications and equipment... For example where they noted a number of errors in medicines management, the service looked at how they could improve this and have now introduced electronic recording of medicines with dispensing direct from original packaging. The new system allowed management to complete more comprehensive audits and also ensured a safe and effective way for staff to administer medicines safely and effectively.”



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At MED e-care, we are committed to providing smart technology solutions to help all our clients achieve their financial, regulatory and resident-care goals. Our aim is to build a long-term relationship with each one of our clients. The foundation of this relationship is our Service Excellence — to anticipate needs and deliver solutions surpassing expectations.