

Number of beds:	428
Number of care homes:	12
Type of service:	Nursing, residential, respite, dementia
What care technology are they using:	MED e-care's eMAR solution

Putting you in the Picture: The Stats

The Initial Background

Kingdom Homes Care Group were established in 1984 and have twelve care homes within Fife. They offer residents nursing, residential, respite and dementia care and made the decision to move from their paper-based resident medical records at the beginning of 2020. After reviewing the options available, they chose to implement MED e-care's eMAR solution to support their delivery, recording and analysis of excellent care at every stage of the resident care lifecycle. This was due to MED e-care's eMAR functionality, ability to tailor the software to the way they deliver care and the intuitive ease of use.

Ensuring the highest standards of pharmaceutical care for Kingdom Homes care home residents is key to a safe and efficient operation for both them and their pharmacy provider, Lindsay & Gilmour. MED e-care's eMAR solution provides the additional digital support for ongoing stock management and the ordering and administering of medications. Just before the roll out of the eMAR solution, Covid19 hit the nation. Care homes and pharmacies had increased pressure throughout the Covid19 pandemic with National lockdowns making the delivery of care even harder.



"We knew our clients had extra worries and care processes they needed to fulfil when Covid19 hit, this is why we went back to the drawing board, adapted and thoroughly planned a fully remote roll-out of our eMAR software."

Liz Price, Head of Operations, MED e-care

The Implementation of MED e-care's eMAR solution

The team at MED e-care re-planned a complete remote implementation of the eMAR software to ensure it would be easy to understand, use, and ensure the safety of all staff and residents.



“Initially the team were nervous about a completely remote implementation of a new care technology. We knew we owed it to our residents and care staff to try as the positives of using eMAR speak for themselves. Now we are live in half of the Kingdom Homes we are extremely happy with the training, implementation and the eMAR technology.”

John Park, Operations, Kingdom Homes



“Using MED e-care’s eMAR solution has enabled us to easily evidence that we are meeting The Care Inspectorate’s regulatory requirements and driving quality improvements. We know this will have a positive reflection in our next inspection”

**John Park, Operations,
Kingdom Homes**

Get in touch today to arrange a demo of our eMAR and Care Management solutions. Call 0161 232 4575 or email sales@mede-care.com

The Remote Rollout of MED e-care’s eMAR Solution

A train the trainer approach was utilised over a three-stage shadow implementation.

Stage One: The first Kingdom Home to implement eMAR were trained by Sarah Brown, a Senior Implementation Manager for MED e-care whilst Danielle Brockie, Service Development Manager from Lindsay & Gilmour absorbed how the process was successfully delivered and learnt from any questions asked.

Stage Two: The second Kingdom Home to implement eMAR were trained by Sarah whilst Danielle supported elements of the delivery and answered any queries that arose during the process.

Stage Three: The third Kingdom Home to implement eMAR were trained by Danielle with Sarah to support.

The Results

MED e-care’s eMAR is successfully implemented in seven of the Kingdom Homes, with completion of the entire group scheduled for the end of 2021.

The new remote implementation of the software means the adoption of MED e-care’s eMAR is now:

- *Quicker*
- *Safer*
- *More cost effective*
- *More flexible.*

“Just like the staff at Kingdom, I was nervous about the remote training of eMAR but I knew it would be successful and this has been proven throughout the last 4 months. The roll out of eMAR has been extremely rewarding. With the Kingdom staff’s support, the go-live of the new system went really smoothly. This has been a career highlight for me. I have gained a great deal of knowledge from the process.”

**Danielle Brockie, Service Development Manager,
Lindsay and Gilmour**