

Case Study

'Outstanding' Children's Hospice makes a success of The Care Database



Claire House Children's Hospice opened in December 1998 and has been helping seriously and terminally ill children live life to the full by creating wonderful experiences.

They started by looking after 10 families and now support over 400 families by bringing back a sense of normality to their lives.

By providing specialist nursing care and emotional support they help families smile again when life could not get any tougher.



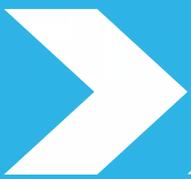
What efficiencies has Claire House seen since they adopted The Care Database?

- *Saves time to access and update records.*
- *Easier to review records with everything in one place.*
- *Significant reduction in admission time.*

To do this, we introduced a pre-admission team pilot. This team was able to contact all families pre-admission to review and amend the care plans within The Care Database remotely.

They were also able to review the medications required for the child's stay and follow up on all information required to support medication changes. This procedure has made it much more efficient for the non-medical prescribers to complete all admission medication charts, as they do not need to chase up parents and professionals for that information.

“During Covid, it helped us reduce the amount of time that parents had to be in the hospice”.



Impact on Care Planning with The Care Database

The Care Database gives us a flexible tool to design and implement our care plans. Two senior members of our care team have completely revamped all our care plans, and this has been received so positively that other hospices have approached the team to support them in the process of reviewing their care plans within The Care Database.

Everything now sits in one place electronically, including all our documents. This makes accessing records so much quicker and easier, especially given The Care Database is accessible from a tablet. Care plans can be downloaded at the beginning of each shift onto the nurse / HCA's tablet to be used for reference throughout the shift.



Impact of The Care Database on communications between Claire Hospice teams



We have worked hard to ensure that all teams document their care interventions on The Care Database. The premise is that if everything is documented correctly everyone always has access to the same information.

During Covid, we have taken the opportunity to review the documentation of our counseling and therapy notes, particularly in the light of confidentiality and information governance requirements.

We have had several Subject Access Requests (SAR'S) over the last 16 months and having all the records in one place within The Care Database has made this process so much easier than with paper records or a hybrid approach.



Claire House received an 'Outstanding' CQC rating in their latest inspection and we were delighted to see how The Care Database helped Claire House achieve this rating

*Janet Sutherland Oakes
Director of Clinical Services at Claire House*



- Clear, up-to-date records.
- Secure storage.
- Easy availability to staff
- A clear indication of safeguarding concerns
- Permission-based access to records.
- Wide range of information storage.
- Logs are maintained at every stage.



How The Care Database helped during the COVID-19 pandemic period?

Because The Care Database is web-based and accessible on a laptop and a tablet we found that staff could work at home efficiently over a 24/7 period with secure access to all patient records in one place.

We have made effective use of the functionality of the booking within The Care Database enabling us to monitor activity and cancellations throughout the Covid-19 period. It has enabled us to completely transform our bookings process, with the care administrator and lead nurse working closely to coordinate planned and unplanned care. This allowed us to return to planned respite care in safe 'bubbles' as soon as this was possible and really supported us to not have to cancel planned care to be able to respond to unplanned/end-of-life care.

For More Information :

Contact The Care Database at
: hello@thecaredatabase.com