

Case Study

Naomi House embarked on a transformative journey by becoming an early adopter of The Care Database. This case study highlights the successful implementation of the database at Naomi House,

Naomi House started its services in 1997 to support children with life-limiting conditions. They have served more than 1000 families by providing individualised nursing care to children. They provide services across Hampshire, Dorset, Wiltshire, Berkshire, Isle of Wight, West Sussex and Surrey



One of the key highlights of working with The Care Database team was their invaluable advice and guidance. Drawing from their experience with other care teams, they shared insights on successful implementation strategies, highlighting what worked well and areas for improvement. This knowledge proved to be a valuable asset for Naomi House in planning training sessions and devising an effective rollout strategy.

*Laura Bond
Executive PA, Naomi House Children's Hospice*



Transforming Care Management:

Enhancing Clinical Information Accuracy and Efficiency with The Care Database

Accurately recording clinical information and storing all relevant documentation in a centralised system. This feature ensures that all important information is easily accessible and organised in one place, streamlining the process for caregivers and improving efficiency.

The comprehensive information displayed on the child's front page, including the ACP, provides a holistic view of the child's needs and requirements. This enables caregivers to have a thorough understanding of the child's situation and tailor their care accordingly.

The ability to search through threads, allowing users to quickly retrieve specific information. This functionality saves time and enhances the user experience, enabling caregivers to access the necessary details promptly.

The inclusion of family information within The Care Database proves to be useful. Having access to relevant details about the child's family enhances the caregivers' understanding of the child's background, relationships, and support system, enabling them to provide more personalized care.

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Working with The Care Database team has been a highly positive experience. Our established working relationship with Polly, which began with our use of the old database, created a strong foundation for collaboration. Polly and the rest of the team were incredibly easy to work with, demonstrating their professionalism and expertise throughout the project. They were always responsive to our needs, ensuring that we received timely assistance, especially during training sessions and the go-live phase when we encountered any issues. Their dedication and availability greatly contributed to the successful implementation of the new system.

*Laura Bond
Executive PA, Naomi House Children's Hospice*



Key Stand Out Moments during Project Implementation Phase

- The team was responsive to Naomi House's needs.
- Received valuable advice from the team based on their experience with other implementations.
- The guidance from the team provided a head start for training and rollout planning.
- Intensive training was provided for key staff members.
- Enabled effective delivery of training to the wider team.

Working with The Care Database Team

Our experience with The Care Database team has been overwhelmingly positive.

Informative Videos:

The circulation of videos showcasing post-implementation changes has proven to be highly useful for our team.

Timely Support:

Queries and concerns have always been addressed promptly and effectively, ensuring smooth operations.

Clear Explanations:

The team has been exceptionally supportive, providing clear and concise explanations when needed.

Responsive and Available:

The entire team has been responsive to our needs, particularly during training and when we went live with the new system, providing assistance for any issues that arose.

Improvements observed since the adoption of The Care Database



Holistic care through comprehensive information and safeguarding processes. All relevant clinical documentation in one platform.



Accurate and reliable reporting. Deeper insights for senior management and board presentations.



Naomi House's collaboration with The Care Database has resulted in improved care management practices, reporting capabilities, and overall care provision. The benefits of the system, combined with the guidance and support from The Care Database team, have made a positive impact on Naomi House's operations.



For More Information :

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