

Case Study

How The Care Database helped Zoë's Place Baby Hospice improve their Services

Zoë's place is a unique baby-specific hospice based in the UK.

Zoë's Place provides a short break service, and palliative and end-of-life care to babies and infants aged from birth to 5 years, living with life-limiting conditions. They provide services across Liverpool, Coventry and Middlesbrough.

Challenges faced by the Zoë's Place team :

Overheads of Paperwork Storage

Storing paper-based documents
Sorting and archiving files

Loss of Productivity

A major chunk of staff time and effort was being spent on writing care plans and on reworking paper-based documentation

Slow Information Retrieval

Tracing the children's information was a challenge as it required a thorough search through paper archives each time.

Lengthy Admission Process

Manually storing paper-based documentation meant that searching and preparing necessary paperwork before the child's visit was laborious. Hospice admissions were taking more time than they should which was frustrating for staff and families.

Changes Observed in

NoteTaking



Easier search with filters based on topics and threads

Topics and threads place records of all areas of care in one place. At the same time, it is easy to search for specific information when needed. The search tool is great for reporting to other agencies and needing information on the child.



Easier collaboration among teams distributed in multiple locations with all information in one place

Now all three hospices can work together providing the best possible detailed care to be developed and assessed in one area along with an audit trail. Easy to view, add and separate information into the correct areas appropriate to each individual child and their care.



Improvements Observed in Care Planning

- *The custom template creation allowed clearer and more personalized Care Plans.*
- *Switching to electronic care plans saved a lot of time when admitting a child.*
- *The flow of linking questions in template creation and record keeping allowed more in-depth questions where needed.*
- *The care staff found it a lot easier to follow while filling in details for children.*
- *The care plans sections allowed the creation of concise questionnaires.*



The pre-admissions and admission process saves so much time for staff and families, allowing information to be reviewed and updated only when necessary. This has taken the pressure off parents to be at the hospice a lot earlier than the child's admission time. This is a big help to parents as they already have so much going on.

*Lyndsey Peters
Project Co-ordinator
Zoë's Place Baby Hospice*

Faster and Hassle-free Referral Process

The end-to-end referral process for children from being accepted to the service to being admitted for their first stay has become much faster.

Families stay updated throughout the referral progress about what is outstanding before they can start using the services.

Care staff can easily get all the relevant care plan assessments in place ready for the child's visit.

Parents are less pressurised as the hospice admissions process takes far less time. Parents are relieved from any unnecessary paper trail overheads.



Benefits of Document attachments in care sections within the Database



- Having associated documents attached to notes allows personalised documents for the child's care to be added in this area. This allows a precise flow of notes throughout the child's stay.
- Additionally, the consent area allows all relevant documents to be uploaded and in one place. Quick and easy to view with clear indication when they expire helping us to keep consents up to date.
- Care Plans are now more personal to each child with the option to link documents where necessary. Easier upload options for staff.

How adopting Care Database helped the families we work with?

- Families stay updated about the referral progress and what items are outstanding before they can start using the services.
- Parents are now less pressurised as they don't have to go through a lengthy admissions process each time their child stays.
- Having all the information in one place and displayed in date order makes it easier for parents to review care plans.
- It is easier for parents to give clinical sign-off with all the updated care plans in one section.

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Mel has been fantastic and always at the end of the phone and teaches things in a very practical and visual manner and this has really helped me find my feet in my new role and develop the database to support the nursing team. Mel has not only helped with the database side but has shown me a lot of other little tips etc. to make the system work and flow with reports and other computer software. This has made my job role very enjoyable and helped me develop a system suitable for the nursing team and families.

Lyndsey Peters

Project Co-ordinator, Zoë's Place Baby Hospice

Support provided by The Care Database Team

The support provided by the care database team has been amazing. The team is very approachable and always follows up right through any issues raised. With a lot of system and process transitions after the inception, nothing has been a problem and the team always delivered the best possible support and training with documents to support. This all helps with the amazing service we can then provide to our special babies.

Improvements observed since the adoption of The Care Database



More time for care delivery

Reduced the time spent completing paperwork throughout a child's stay, allowing more quality nursing time spent with the children.



Faster Admission Process

The care staff can now review all the relevant care plan assessments in one place for the child's visit before their stay.



Gives families peace of mind

Helpful for parents to stay in the know-how of the referral progress and care plan reviews.



Easy Search

Children's files are up to date and relevant with everything. Easy search and filter by categorisations in the care notes section.

For More Information :

Contact The Care Database at
: hello@thecaredatabase.com