

Technology Management is Central to Quality, Person-Centred Care

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Background

There are 19 care homes in the [Hallmark Care Homes](#) network, where innovative and award-winning facilities are matched with the personal touch only a family-run provider can offer. All across England and South Wales, residents are enabled to live active, fulfilling lives because of Hallmark's person-centred approach to care.

Hallmark maintains a standard of excellence throughout their organisation, and as such, continues to improve upon their offerings and processes. One recent upgrade included the launch of 135 tablets in tandem with a gradual introduction of a new electronic care planning system. This transition from handwritten care plans to electronic allows for better oversight and individually tailored care. It also improves inclusivity of family members, too, as they can access their relative's plan or record.

Challenge

Undergoing a digital shift of this size always poses some logistical challenges. Initially, the tablets were left to charge on worktops, filing cabinets or the closest windowsill. Sorting through a spaghetti-like pile of cables or finding devices not fully charged properly was counter-productive, and sometimes charging ports were found damaged after being connected too hastily.

Additionally, the tablets needed to be shared among many people – the teams within the care homes and visiting professionals alike. With heavy use of the tablets throughout the day, tidy storing and charging of the devices quickly became an important priority.

Solution

Hallmark's external IT team suggested looking into [CarryOn™ portable charging stations](#) by LocknCharge. The ultra-mobile, aluminum cases each hold up to five devices for streamlined storage and simultaneous charging. They were the perfect solution. Hallmark purchased enough CarryOns to have one in every study of every home across their network. They used the included wall-mounting kits to hang the CarryOns – giving their devices a designated home base without giving up any floor or desk space.

Results

Capturing information on every patient interaction has become significantly easier with the new electronic care planning system. Instead of charting hours after a visit, caregivers are enabled to report real-time information on the devices. This information is also more accessible by senior management and support staff, allowing for oversight and further driving home person-centred care.

The CarryOn charging stations have helped bring order to this new workflow. Hallmark even reports that they've not encountered any challenges with the deployment. The shared fleet of devices has become easier to manage and maintain, which ultimately impacts everyone – staff, caregivers, families and residents.

Next on the horizon for Hallmark Care Homes is an app version of the same care planning software. This would open up even more on-the-go accessibility and communications improvements for the caregiving teams. Compatible with all iPad models and many other USB chargeable devices, the CarryOn is ready to keep up.



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