



## Elizabeth Finn Homes

Elizabeth Finn Homes employ over 750 people and operate 10 premium care homes across England. They pride themselves on creating exceptional care in friendly surroundings, and in the company of like-minded people.

### Aims

- Reduce time spent on administration and the paperwork associated with it.
- Increase accuracy of medication administration.
- An eMAR system that seamlessly integrates with care planning software.

### Results

- Significantly reduced staff time spent on admin.
- More time spent with clients, something they aimed to maximise.
- Improved CQC ratings across several homes.

## Elizabeth Finn Homes continue to deliver the highest standards of care, and Access Medication Management is just one of the elements supporting this.

Access Medication Management has helped Elizabeth Finn Homes to manage medication more accurately, improve their care operations by reducing the risks associated with medication administration and improve their compliance and staff efficiency allowing more person focused-centred care. The software is seamlessly linking with Access Care & Clinical, sharing the care-specific information that effects care quality, risk and safety for their organisation. The improved processes aid them in their day to day care and ensures the regulators are happy with the high-quality care they provide.

### Electronic records for greater accuracy and safety

Paper-based MAR charts recreate clear and unavoidable challenges for care and nursing homes. Recording accurate medication information on a paper-based system can cause a host of potential errors. Was the correct amount of medicine given? At the right time? Elizabeth Finn Homes implemented Access Medication Management alongside Care & Clinical to provide all round better medicine practices, and help staff and residents feel more confident.

CEO Richard Hawes tells us **“One of the biggest things is making sure you’re getting it right, right medicine, right person and the right time.”** The electronic system helps with this. It tracks each resident medicine requirements, when they need to take it and when stock is low and needs to be ordered, seamlessly linking with the pharmacy.

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Richard Hawes, CEO

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Before using Access Medication Management Elizabeth Finn Homes were burdened by the inaccuracy of paper based MAR charts and the potential gaps in detail and illegible writing that can be associated with them. The software is lifting a lot of pressure off the teams and allows them to really make the most of the skills they have developed. Richard adds **“We hadn’t logged times before, but we’re sure that once staff are up to speed with using the system administration times come down as do booking in times. In addition, it supports more junior staff undertaking meds rounds, so allowing for the nurses to use their technical skills in a more appropriate way.”**

Integration was also key, Elizabeth Finn have been using Access Care & Clinical care planning software and when looking for an eMAR system the ability to link to this very important. Luckily, Access could provide a direct eMAR system to partner this. Richard adds **“The one massive requirement that emerged from our working groups was that any electronic records system and medicine management system needed to dovetail together. They needed that seamless integration.”**

### More time for a more person focused care

Elizabeth Finn Homes always looked at the implementation of an electronic eMAR system as a benefit for the residents, allowing them to have more time with their carer.

**“ When introducing the system, it was never the intention to save money, our ROI was all about being able to maximize the time our staff can spend with residents ”**

Richard Hawes, CEO

They have found they can complete administrations more effectively by having access to detailed, up to date information at the point of care. With Access Care and Clinical and Medication Management they can record notes at the point of care and make those notes far more accurate. Having greater efficiency and detailed information on the person’s individual needs means they can deliver a more person focused, individualised care that truly reflect the best interests of their residents. Giving time for those regular ‘catch-ups’ which are incredibly important to the residents.

The software has also simplified their handover processes, having accurate medication records for the next worker assures that the next person on shift has all the information they need to continue each resident’s care, and further decrease the chance of medication errors.

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Where Medication Management has really helped us is around the extended role of the care worker. It gives us more flexibility and allows a senior carer more time and support to assist with medication rounds. The eMAR system gives them that extra sense of confidence, which really makes the difference

Richard Hawes, CEO

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## A positive reaction

Access Medication Management has only been positive for Elizabeth Finn Homes. From initial implementation to use on a day-to-day basis, the system's advantages are resonating with staff and residents alike becoming a crucial factor for the success of the organisation.

“ **The staff have all commented positively (which was a change from before we implemented it!) we have some champions in the business and they have supported those staff who have found using it more of a challenge.** ”

Richard Hawes, CEO

Having the system in place has allowed them to easily document and demonstrate the high-level of care delivered by their teams to the CQC. Richard adds **“Before we implemented eMAR and the medication management recording system we had one outstanding home. We've had three inspections since implementing the system and all three have mentioned technology. Now two of these three are outstanding with a third outstanding in responsive. I have no doubt the technology played a part in those results.”**

But the success goes further than just their care homes. Elizabeth Finn Homes are now getting on board with a digital transformation bid with the DHSC. Becoming pioneers in care home systems and demonstrating to other providers how systems such as Access Medication Management can benefit long term.



## About The Access Group:

The Access Group is a leading provider of business software to mid-sized UK organisations. It helps more than 16,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace technology transforms the way business software is used, giving every employee the freedom to do more.

Established in 1991, The Access Group, with an enterprise valuation of £1 billion, employs more than 1,500 staff.

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