

SENWICK HOUSE

# USING STORIICARE TO FUTURE- PROOF CARE PLANNING

A STORIICARE CASE STUDY



Owned by Geraldine Austin, Senwick House is set in ten acres of landscaped gardens and overlooks Brighthouse Bay on the South-West coast of Scotland, UK. Registered for 17 residents, this comfortable, family-run home enjoys a happy, relaxed, atmosphere where residents' individuality and independence are respected.





# The Challenge

## **Updating the care planning process**

The resident files at Senwick House were getting bigger and bigger. Massive folders with added pages and sections were getting messy. The pen and paper process of recording care tasks and plans was becoming laborious and time-consuming.

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You would need to make an update, so you'd pull out a resident's file and it would take you a few minutes just to find the right page. Then the page would be full up, so you'd have to go find the original form, make a copy, do your write up, and try to add it to an already overflowing file. It was clunky and taking up too much time.

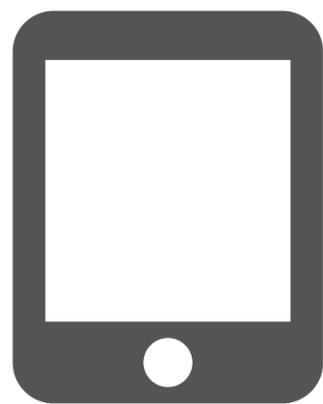
**Tanya Austin-Baird, Care Home Manager**

I had wanted to go online for care planning for a number of years. I knew that was the future and families were already there and comfortable with it. You know, it won't be many years before the older adults needing care will be fully aware of how technology works. So, in effect, I knew we needed to future-proof and this was just the way to go.

**Tanya Austin-Baird, Care Home Manager**



# The Solution



Digital Planning +  
Reporting



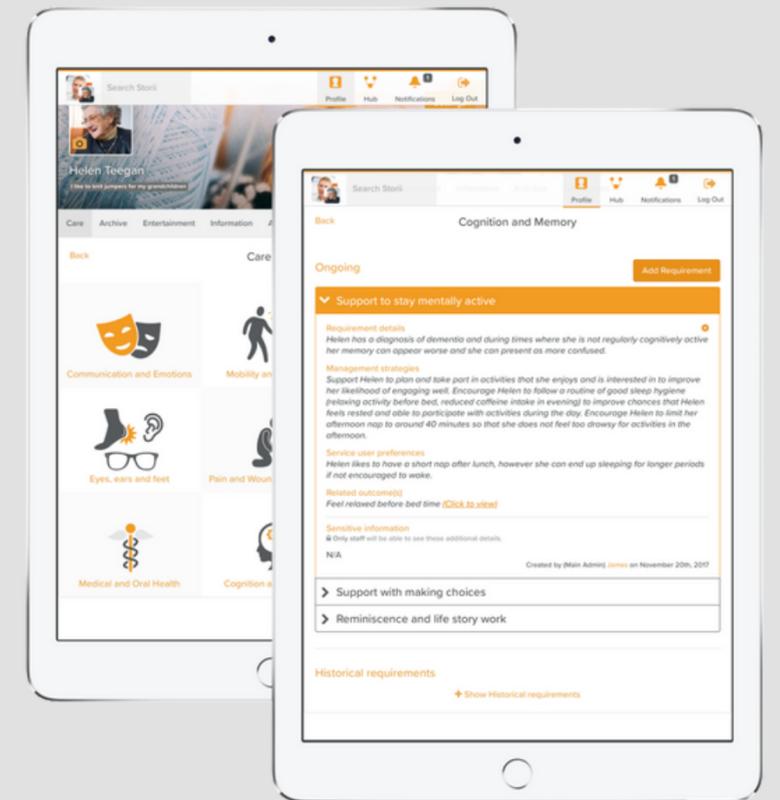
Unlimited  
Storage



Portable  
Care

Austin-Baird knew there was a number of software solutions she could work with, but ultimately decided to partner with us.

**“I looked up the StoriiCare website and really liked the way it was written. Plus, you’re not this huge, corporate company. You’re local, which I quite liked. You’ve listened to us and worked to develop things in a way that works for us. That is really special to me.”**



## Transition Time

6

MONTHS

Equipped with tablets, the staff at Senwick House went through our StoriiCare training. Within 6 months, they fully transitioned to using StoriiCare for recording and managing daily care.

# The Benefits

## IMPROVED STAFF SATISFACTION

“As for staff, I know they all enjoy it and prefer it to sitting with a pen. Because our staff are mostly millennials, they understand how this stuff works. Honestly, they took to it like ducks to water. Plus, our staff room is increasingly clutter-free and a more pleasant place to be since going digital!”

Tanya Austin-Baird, Care Home Manager

# IMPROVED STAFF ACCOUNTABILITY

“We set outcomes and tasks related to those outcomes. But asking staff to search through a paper file to update those things...who can be bothered? You go on StoriiCare and it's right in front of you...it's outstanding. It creates a responsibility for the staff that they can't easily wiggle out of and that benefits the service users.

So, if you've got an outcome to improve someone's mobility, you know that with StoriiCare, they've got the best chance of it happening. The follow through is there. This is a great management tool and I feel that it ensures that those tasks are getting done.”

Tanya Austin-Baird, Care Home Manager

# ABILITY TO WORK REMOTELY

“This is a 24/7 business. I want to be able to log on at night and check night reports. You know, if I’ve got someone in hospital and their doctor phones in the middle of the night and needs some kind of information, I can now log in and get that. If I need to make an update, I don’t have to physically go into the office and get a care plan. This is a massive benefit and allows me to work from home or while traveling.”

Tanya Austin-Baird, Care Home Manager



# Talk to us!

Find out more about how StoriiCare can help improve the quality of care you provide.

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