

ENABLE GLASGOW

# USING STORIICARE TO INCREASE TIME SPENT WITH SERVICE USERS

A STORIICARE CASE STUDY



ENABLE Glasgow is a branch of a larger charity body, ENABLE Scotland. ENABLE Scotland was founded in 1954 by parents of children who had learning disabilities. Today, they have over 5,000 members and supporters, 39 local branches and more than 1,800 employees supporting more than 2,929 people in Scotland who have a learning disability.

ENABLE Glasgow is a member-led organisation, working with people with learning disabilities, their carers, and other supporters to ensure people with learning disabilities in and around Glasgow have the best possible opportunities to get the most from life.



# The Challenge

**Spend less time on  
paperwork, more time with  
people**

ENABLE Glasgow wanted to reduce the 1 to 2 hours per day they were spending on paperwork and documentation to better serve the needs of their service users.



“

Our expansion was a turning point. When you have a service that is new, you're hyper aware of what is and isn't working and what direction you want to take things in.

**Gemma Mitchell, Senior Support Worker**

Two years ago, ENABLE Glasgow started a service specifically for adults with disabilities. They experienced a big jump in service users, going from 7 to 22 in under a year. This meant their number of staff members increased as well.



After an assessment of how staff were spending their workdays, Mitchell and her team discovered that as their number of service users grew, so did the number of hours spent doing paperwork.

Between daily recordings, hospital notes, contact with family...the handwritten method of documenting care was taking an hour or two per day. They believed this was too time-consuming, taking away hours that would be better spent connecting with their clients.

"We want to spend as much time as possible with our service users. Obviously, there are certain types of paperwork and documentation that have to be completed, but we knew we needed to find a service that would limit the amount of time we had to spend on that aspect of our work

**Gemma Mitchell, Senior Support Worker**





# The Solution

## Digitizing Documentation

ENABLE Glasgow saw the digital direction care settings were increasingly taking and wanted to move forward with the times. Having heard of StoriiCare from another care facility, they took a look at our website and loved what they saw. After further research, they jumped on board and implemented the StoriiCare platform.

A black and white photograph of two men standing side-by-side with their arms crossed. The man on the left is wearing a light-colored polo shirt, and the man on the right is wearing a dark-colored polo shirt. They are both looking towards the camera. The background is slightly blurred, showing what appears to be an outdoor setting with some structures.

## **THE IMPLEMENTATION: Getting Resistant Staff on Board**

Not everyone is always ready to move forward with the times or jump on board with a digital solution.

Some of the older members of staff at ENABLE Glasgow had been using a paper documenting system for many, many, years and were resistant to embracing the use of technology.





## Versatile Training Options

StoriiCare helped to ease this client's transition with both our on-site training, online Live Chat and training videos.

“Once the staff got used to it, they grew to love it. It is much easier to document using StoriiCare and it saves so much time. As a whole, our staff team feels it has been incredibly beneficial.”

Gemma Mitchell, Senior Support Worker

Start a conversation

The team typically replies in under 10m



New conversation

# The Benefits

## RAPPORT-BUILDING WITH FAMILIES

“The Family Admin feature has been brilliant. Now families can get connected on StoriiCare and can see what their loved one has been completing. Some of our service users don’t have the ability to tell their families what it is they’ve been doing, or they might forget, so we’ve had really good feedback from families who are delighted they can log in and see that information. It helps us massively to build up good rapport with families.”

Gemma Mitchell, Senior Support Worker

# INCREASED TIME WITH SERVICE USERS & IMPROVED QUALITY OF CARE

“We spent far less time completing paperwork on a day-to-day basis. StoriiCare is also much more person-centred to the individual. Service users even help the staff out. Since StoriiCare is pictorial, our adults with disabilities can navigate through the screens quite easily and staff can support them with typing stuff in and developing their skills. Staff were spending an hour every day writing up daily notes and now they can spend that time with the service users.”

Gemma Mitchell, Senior Support Worker

# STAFF ACCOUNTABILITY & IMPROVED SUPPORT

“From the management side of things, I can go on and see when activities are getting logged or notes are getting made. I can see if a staff member isn’t checking their staff notices, isn’t commenting, isn’t logging activities or writing up daily notes. That’s a good way we can flag up and follow through with asking questions like, ‘Is everything all right with this staff member? Are they struggling with StoriiCare? Do they need a bit more support? Are there reasons why they aren’t completing their documentation?’”

Gemma Mitchell, Senior Support Worker



# Talk to us!

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

EMAIL

[team@storii.com](mailto:team@storii.com)

 UK PHONE

(+44) 141 816 0373

 US PHONE

+1 (650) 924 9930