

# I.T. or not to I.T. is that a question?

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# Adopting Information Technology makes care businesses more sustainable?

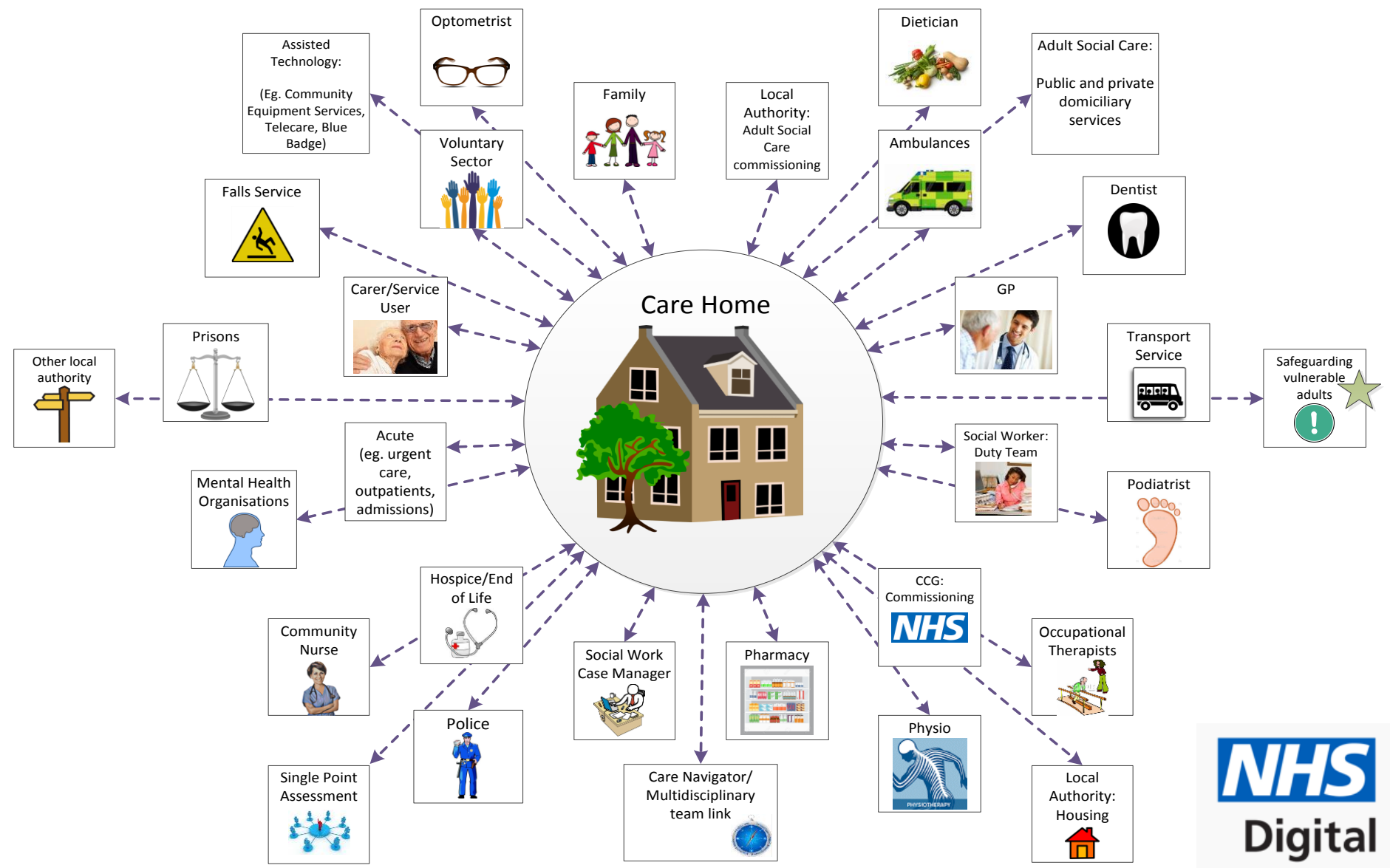


**Commissioners rarely seem to know what is going on so if you do you can use that information to your advantage!**

**Better record keeping and accountability assist with regulatory compliance**

**Knowing and understanding your costs enables you to evidence why you need the fees you charge**

# Information flows to and from care homes



# Social care needs to be part of the paper free revolution in health care

- Less than 15% of providers use care planning software
  - Huge proliferation in care planning systems
  - Intra-operability is a concern
- Growth in e-medication administration is slightly higher
- Use of NHSMail has been proven to speed up hospital discharges to care homes



# Our IT/IG journey

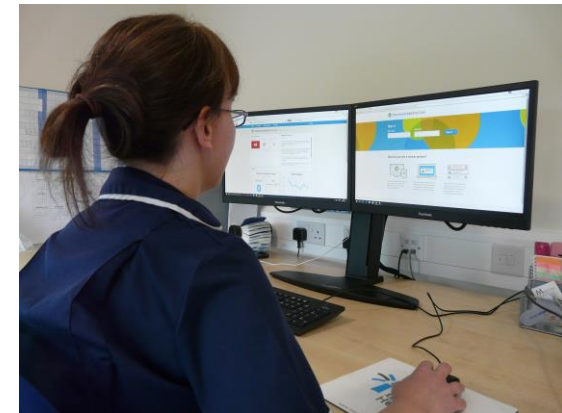
- **Decision to become IG compliant and use NHSMail**
- **How we did it – change champions across the business led by our Home Manager**
- **What did it take – patience; lot of training and staff support**
- **How difficult was it – took dedicated senior staff time – need to have Board/Trustee/Proprietor buy in**
- **What difference has it made? Massive positive difference**



# Adopting IT and becoming Paper free

## Case Study

- ✓ Improved relationships with clients, relatives and commissioners
- ✓ Improved medication safety
- ✓ Improved staff retention & recruitment
- ✓ Proportionate fees achieved & better cost control improving the bottom line
- ✓ Enables far better complaint handling



# Useful Resources



<https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/>

<https://www.gov.uk/government/publications/data-security-and-protection-for-health-and-care-organisations>

<http://www.skillsforcare.org.uk/Documents/Topics/Digital-working/GDPR-Flyer-Skills-for-Care-final.pdf>



THANK YOU  
&  
Any Questions

