



Homecarers Liverpool Ltd

Karen Caffrey
Managing Director RGN
Chairperson Liverpool Home Care Providers CIC

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Current service

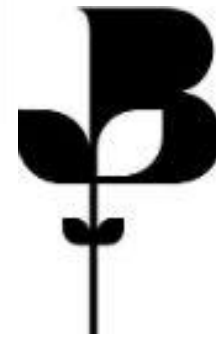
- > HCL established in 1994 by Karen Caffrey Former Practice Nurse & District Nurse
- > History of collaborative working with the LCC, LCCG, Private and Voluntary Sector, Local SME' s, supporting the neighbourhood model
- > Currently deliver over 6,000 hours per week in care and support
- > Equates to over 11,000 half hour visits per week
- > 600 service users employ 250 staff
- > Office operational 365 days per year 07.00hrs - 22.00hrs

Achievements...

- > Chair Person of Liverpool Home Care Providers CIC
- > STARs contract, providing End of Life Service in the North of the City
- > Recently Awarded Knowsley Domiciliary Care Contract
- > Deliver Rapid Response block for Winter Pressures
- > North West Skills for Care Apprentice Champions
- > Investors of People Award
- > Winner of SME Responsible Business of the Year Award for Liverpool & Sefton
- > Winner of Outstanding Leadership and Management Award
- > Runner Up of the Active Workplace Business Games, Liverpool City Region



PASSsystem 



Liverpool & Sefton
Chambers of
Commerce




Digital Solutions...

- > HCL invested in Everylife Pass System with a view to improving person centred care in 2016
- > Replaced paper records with Electronic Care Records
- > Replaced paper MARS sheets Electronic Medication records
- > Providing staff with real time information on service delivery
- > Improved efficiencies and quality outcomes - resulting improved ratings in both CQC & LCC compliance targets - **CQC rating Good in all 5 areas**

Benefits of PASS...

- > Improved person Centred Care plans - for service users & families
- > Improved monitoring of quality outcomes
- > Provides real time information and alerts if outcomes not met
- > Improves productivity in review team & office administration team
- > Reduced number of complaints and safeguarding concerns
- > Provides greater awareness of community activity
- > Provides Health professional with up to date care records

Electronic Examples of Care Notes


Mr Chris Test ACTIVE
 Tel: 0151 737 2820 Mob: 07789766281 DOB: 28/10/1981
 4-8 Childwall Valley Road, Liverpool, L16 4PE

[Care Plan](#) | [Care Notes](#) | [Documents](#) | [Summary](#) | [Details](#) | [Communications](#) | [Medical History](#) | [Customer File](#) | [openPASS](#)

| | | | |
|---|----------------------------|---|---|
| <p>March 2018</p> <p>🕒 13:21 🕒 13:38 ⌚ 17 minutes 🕒 09:56 (22 hours 30 minutes)</p> | <p>Ms Christine Taylor</p> | <p>Morning Call</p> <p>Eye drops and paracetamol not given - see care notes. Assisted with personal care and dressing. Breakfast taken, small amount of porridge ate. Chatted with Chris before leaving.</p> | <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>13:31 + alendronic acid 70 mg</p> <p>13:27 + eye drops</p> <p>Status: Resolved Resolution Note: Test Test - unable to give as no labels or instructions Resolved by: Mrs Amanda McLachlan</p> <p>13:30 + Folic</p> <p>13:29 + anti</p> <p>13:34 + Paracetamol</p> <p>Status: Resolved Resolution Note: Test Test - unable to give as no labels or instructions Resolved by: Mrs Amanda McLachlan</p> <p>13:24 🍴 Meal Preparation</p> <p>13:21 ✔ Personal Care - Shower</p> <p>13:23 ✔ Personal Care - Dressing</p> <p>13:28 ✔ Meds Prompt</p> <p>13:25 🥛 Fluid</p> <p>Status: Resolved Fluid taken during visit: NO Fluid taken since last visit: NO Fluid left: NO</p> </div> <div style="width: 50%;"> <ul style="list-style-type: none"> ▪ Alendronic acid 70mg taken by Chris @ 13.30 ▪ Other ▪ No instructions on bottle or in pass notes therefore not given on this visit. Office informed. ▪ Folic 500mg taken by Chris @ 13.30 ▪ Anti 500mg taken by Chris @ 13.00hrs ▪ Other ▪ Strip of paracetamol only. No boxed and labels paracetamol available therefore none given. Office contacted and in formed. Chris informed as above ▪ Made Chris cup of coffee once settled in chair. Chris requested 2 toast and porriag e ▪ Assisted Chris with shower and dressinglower body. Used stair lift to come down stairs ▪ Assisted Chris dressing lower body. ▪ Chris prompted verbally to take medication due ▪ Cup of tea made with breakfast. Glass juice left on table next to chair </div> </div> <div style="text-align: right; margin-top: 10px;"> <p>Review notes (optional) Reviewed</p> <p>Print</p> </div> |
|---|----------------------------|---|---|

Benefits of PASS to staff

- > Provides care staff with more detailed person centred care plans
- > Allows care staff to monitor their service users fluid and hydration intake
- > Provides up to date medication records
- > Reduces number of visits to investigate concerns and collect report books
- > Reduces time spent writing records allows for more quality time with S/U
- > Provides staff with clear outcomes for service user

Problems with PASS...

- > Very Costly to implement
 - > Training of Staff
 - > Back Office Training
 - > Transfers from paper to digital – Additional Home Assessment
- > Culture Change for Service Users & Staff
- > High Risk of implementation stage as HCL were the first to implement digital record on a large scale
- > Highlighted a number of technical issues, resulting in additional costs
- > Highlighted Medication concerns in relation to Warfarin & General Medication

In Summary

- > HCL are a very innovative and proactive company
- > We continually invest in digital solutions in order to improve the quality of our service
- > By introducing the Pass system we are better equipped to deliver a more efficient responsive service to support service users changing needs
- > Reducing hospital admissions for the service users we care for - supporting 'The Healthy Liverpool Agenda'

Feedback from HCL Staff re PASS

Pass is excellent I can review the care plan before I start work this is very helpful LB

Very easy to use, a lot better than reading paper care plans and have no issues – BS

PASS took some time to get used to, however no problems now prefer this way to the Report Book – KM

Feedback from HCL Staff re PASS

It's a very useful tool,
it cuts the time down
that I would normally
use filing in
paperwork SF

Used to it now,
took some time
to adjust but
much safer no
issues - ER

A lot easier for me as a
Locality Manager, with all
the information on service
users and staff all at hand
on the same system – J.P



Thank you...

Any Questions ?

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