



Rashwood Care Homes, Elizabeth Finn Homes, Worcestershire: electronic care plans linked to electronic medication management

[Rashwood](#), near Droitwich, is a 53-roomed nursing and care home for adults in Worcestershire. It is one of ten homes operated by Elizabeth Finn Homes across England and is a wholly-owned subsidiary of the charity [Turn2us](#).

Rashwood has been using iCareHealth (now Access Care and Clinical) for electronic planning and iCareMeds (now Access Medication Management) for electronic medicines administration records since July 2018 and September 2018 respectively. The systems are linked, providing staff and management with more accurate, up-to-date information about their residents and their care, including their medicines.

[Boots Care Services](#) supplies a direct pharmacy interface with Access' eMAR system which allows data to flow from the GP, through the NHS, into the Boots pharmacy system and then into a care home's eMAR system.

Staff, residents and managers were consulted on the introduction of the systems, and are provided with training and ongoing support. The systems are being introduced across all ten Elizabeth Finn homes. All staff at the Rashwood home are now using the system.

Benefits

The use of handsets to access and input data to the electronic care planning system and laptops (by Registered Nurses) to access and input data to the eMAR system has been transformational. The systems are easy to use and are quickly taken up by new staff. The home has identified real benefits to introducing the systems including:

- More responsive care as comprehensive, up-to-date care plans enable staff to identify and respond to changes in care needs more rapidly
- More efficient and accurate information sharing as all appropriate staff have access to the same version of the most up-to-date records
- More time efficient for staff
- Medication errors and waste reduced
- Less paperwork, duplication of recording and printing
- Efficient analysis of data to identify trends at individual resident, care home or group level. This data supports individuals' care as well as management, commissioner and Care Quality Commission requirements.

The Innovation Hub Visit (Hubble Project)

The Rashwood innovation hub will enable senior leaders and digital leads in other care provider organisations, as well as other key stakeholders, such as commissioners, to test out the systems, and understand:



- How the technology works and how it has benefited residents, staff and management.
- How it was introduced including: cultural change and getting buy-in from staff, residents and families; training and supporting staff; dealing with digital providers
- Lessons learned – what worked, and what did not work. What the home would do differently
- Future plans – how the home plans to develop technology further
- How to find out more

Managers, staff, residents and technology suppliers will be on hand to answer questions about the technology.

The Hubble virtual visits will be particularly valuable to senior leaders, digital leads and commissioners involved in social care who want to know more about the potential of electronic care planning and medicines management and how to implement and evaluate it.

The online sessions will run between September and December with 10 attendees per session – with a maximum of two visitors per organisation per Hubble innovation hub.

[Request a space for a virtual visit](#) to the Rashwood Hubble

You can find more information about Hubble on our [website](#) or by emailing Hubble@nationalcareforum.org.uk.

The following technology is being showcased:

[Access Care and Clinical](#) (formerly iCareHealth) is a point-of-care electronic care planning system which care staff and nurses can access and update on work-issued handsets in real time.

[Access Medication Management](#) (formerly iCareMeds) is an electronic medicines administration record system. It enables relevant care home staff to view and record all of the medications that a resident receives – including prescription and non-prescription medication and medical devices. The system enables staff to ensure that residents always get the correct medication at the right time, while reducing administration and medication errors. For example, by recording the time of administration of all medications, the system alerts staff to any potential risks of medicines being administered too close together. The system also enables the home to track medication stocks.

[Boots eMAR Pharmacy Interface](#) connects with 3 market leading eMAR technology providers:

- Access
- MEDe-care
- Omnicell

These systems are fully compliant with the General Data Protection Regulation (GDPR).

The Access systems are now linked so that information about residents' medication is shared across both their care plan and their prescriptions and medication. **Note:** *There are other suppliers of electronic care planning tools and electronic medicines management. We will not pass on the details of Hubble visitors to any technology suppliers unless you request us to do this.*