

# The five main needs for technology in the Care Home Industry

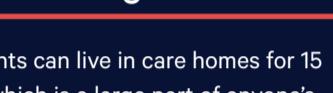
## Problem

## Solution

## Next steps...

### 1. Medical

Residents in care homes need regular assessments and check ups from medical professionals. This can be difficult, especially if the resident is vulnerable or in isolation, or if a visiting GP has multiple appointments to make and only limited time.



With video calling, residents can communicate with their GP from the comfort of their own room. This removes the risk of passing on infection, and is also preferable as it also removes frustrating waiting times. The benefits are three-fold, not only benefitting the resident, but also the staff of the care home who no longer have to spend time organising the logistics and risks of transporting residents to appointments. Lastly, video calling can also be used to help residents keep in touch with friends and loved ones, without having to leave the premises.

In order to be able to deliver quality video calls, it is crucial that your care home has a robust and expansive WiFi environment. Where can homes can accommodate 80+ residents in individual rooms it can be a struggle to deliver comprehensive WiFi coverage across the premises. At AdEPT, we can offer a free WiFi site survey, to build an understanding of the connection levels across a care home, finding any areas of poor connectivity. The survey then forms the basis of a strong WiFi network that supports all your residents' wireless communication needs for both medical and personal well-being through the use of tablets or mobile devices.

### 2. Well-being

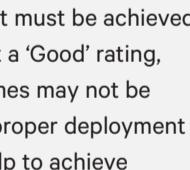
Residents can live in care homes for 15 years which is a large part of anyone's life. The majority of that time can be spent without ever leaving the care home, meaning it's sometimes a struggle to keep residents entertained, engaged and occupied to help them feel as comfortable as possible.

We're all familiar with the Internet and how it can be a transformative tool for hobbies, interests and learning. In a recent AgeUK publication for Care Home Staff on '[Bringing the Digital Age to your Residents](#)', we learnt, among others, about Kenneth Wallace, a 91 year old veteran, who with an computer, mouse and Internet connection, was able to pursue his hobby of researching his family tree and reminisce about his association with the Dambusters.

Care Homes need a combination of broadband, devices and support, in order to help keep their residents engaged and entertained; an aging infrastructure, on the other hand, is problematic. Often, Care Homes can supply all the right equipment, but it doesn't get used due to lack of understanding or fear of doing something wrong or breaking it. With the right IT Support partner, Care Homes can ensure that the technology they have is fit for purpose, and proactively adopted allowing benefits for all.

### 3. Operational Efficiency

As well as providing a vital service, care homes are also a business. But unlike many other businesses, the decisions they make could have a direct implication on the well being and safety of their residents and staff. Budgets can only go so far, and when the consequences can be so profound it's more important than ever to ensure that not a penny is wasted.



Finding ways to control spending and prevent spiralling costs without affecting the wellbeing of residents is crucial. One of the largest costs for Care Homes is that of staff, and so their time is extremely precious. Their time needs to be spent caring, and not bogged down in administrative tasks. One way to combat this problem is through the digitalisation of data and record management. Care Homes can transition from timely and inefficient physical storage processes, paper forms and logs, to a more succinct and effective digital storage system- Microsoft 365.

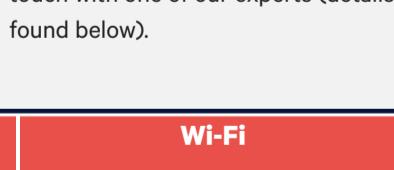
The thought of replacing existing processes and procedures with new technology can be a daunting one, but the benefits far outweigh any perceived risks. However by working with a proven IT support, experienced in the requirements of the health and social care sector, a home can easily take away the headaches. Benefiting from new technology based-operations that will save time and increase efficiencies. This, allows you to focus on what matters- the health and well-being of your residents and staff.

### 4. Security

In this modern age, appropriate cyber security is key to defend your uses and network from the threat of a cyber attack. Care Homes hold personal, sensitive and valuable data on their Residents. Therefore it is important that the data is not available for manipulations or exploitation by cyber criminals. Think of the 2018 WannaCry cyber attack on the NHS, which reportedly cost £19m in the loss of over 19,000 appointments.

The solution here is expertise and diligence. Care Homes can't be expected to be cyber security experts, but with the data they hold, especially since the advent of GDPR, they need to be assured that it is protected. Again, a good working relationship with a knowing Cyber Security partner can let them rest at ease, ensuring data doesn't fall into the wrong hands.

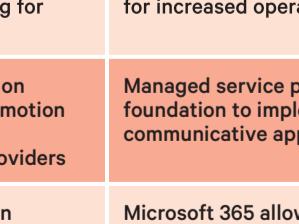
Consult with a cyber security partner on what data you hold, where it's held and how it's safeguarded. It's an important box to tick and an area where there is plenty help available.



### 5. CQC Requirements

As all Care Homes are aware, the CQC has a set of goals that must be achieved for care homes to get a 'Good' rating. What many Care Homes may not be aware of, is how the proper deployment of technology can help to achieve these goals. The main thing to take away is that Care Homes don't need to go it alone. By outsourcing IT support you can get the right technology at an affordable cost and you will get noticeable and tangible benefits across the care home for staff, residents and visitors.

In the table below we've outlined how our technology solutions for carer homes can help towards a 'Good' rating with the CQC.



Get in touch with AdEPT today. We can help you deploy a proven, reliable and beneficial IT environment that will help with resident's well being and quality of life, help with your staff workloads and responsibilities and help provide a strong foundation for your Care Home to grow and benefit from the technology that is available to it today.

If anything in this paper has interested you or you have any general curiosity surrounding how technology can help your business, do not hesitate to get in touch with one of our experts (details found below).

CQC Main Goals	Description	Managed Service Support with Microsoft 365	Wi-Fi
		How we can cover it	How we can cover it
1: Safe	Ensure key information is accurate and easy to share with staff in real time	Microsoft 365 allows for easy sharing of information internally and externally	Provides the foundation for data sharing
2: Effective	Supporting effective communication and more efficient use of resources (including finances)	Microsoft 365 allows for effective communication and integrated resources	Provides the foundation for video and data sharing
3: Caring	Increasing operational efficiency allows staff to spend more time caring for patients	Digitalisation of data storage allows for increased operating efficiency	Wi-Fi/Computer/storage can increase the efficiency of manual data collection
4: Responsive to peoples' needs	Through communicative apps on tablets, voice recognition and motion sensors patient' needs can be responded to supports and providers	Managed service provides the foundation to implement communicative applications	Wi-Fi allows residents to communicate with the outside world from their rooms
5: Well Led	With technology care home can improve communication, information sharing and data analysis which can ensure a high quality of care	Microsoft 365 allows for easy data collation and external sharing	Wi-Fi allows for easy external data sharing

## Get in touch

For more information on any of our services or to talk about how we may be able to help you, please get in touch with us using the details below.

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