

# CASE STUDY

## Firs Nursing Home

### Key facts of the installation

**Organisation**

Firs Nursing Home

**Business Sector**

Residential Care

**Number of employees**

25

**Key Issue**

By investing in the Tempore Time Control system, the Firs Nursing Home is now able to accurately log the care provided to its patients. This has saved administration time, increased management information, and helped comply with care regulations.

**Products supplied**

- Tempore time control system with Dallas chips.

**Benefits**

- Reporting capabilities – reducing paperwork.
- Proof of adherence to government standards.
- Management tool for staff appraisal / disciplinary.
- Piece of mind for patient's loved ones.
- Helps compliance with CSCI, the Care Home governing body, through visible staffing level documentation.



“Thanks to the Tempore system, we now have irrefutable accurate records showing when patients have been checked and by whom”

ROSEMARY CLAYE, GENERAL MANAGER  
AT FIRS NURSING HOME

### Solution Overview

The Firs Nursing Home has successfully implemented a new time recording system, enabling the home to accurately control the care provided to patients at designated times. Historically, patient care checks had always been recorded manually with paperwork – in practice, this was time-consuming and administratively inefficient.



## Firs Nursing Home

The Firs Nursing Home provides twenty-four hour accommodation for persons with long-term mental health problems. Care needs are assessed and planned individually with every effort made to meet health and social needs. Residents are given assistance to re-learn/maintain normal activities of daily living and to keep in contact with their local community through the home's social activities programme.

## Customer Challenge

The Firs Nursing Home specialises in the care of guests with mental health problems. It is their responsibility under the Mental Health Act to perform a room check throughout a 24 hour period every 2 hours during the night, every 1 hour if the guest is unwell. The purpose of the check is to make sure that the guest is comfortable and well and is not in need of any urgent assistance.

Before the introduction of time management system from Autotime Solutions, carers would manually log the time when they checked a patient's room. This method didn't provide any real evidence that a check was actually carried out. If asked to provide evidence of a room check by any governing body the data is now irrefutable.

"The operation and the running of this organisation is very demanding," explained General Manager, Rosemary Claye. "Before the introduction of the Tempore Time Control (TTC) system, care was logged manually with the aid of spreadsheets and there was an abundance of paperwork. We knew a more labour saving and efficient system had to be implemented."

## The Business Solution

Using the Tempore Time Control software & hardware solution, Autotime were able to provide a solution where a unique identification chip (Dallas chip) was assigned to each room.

The Dallas chip is a unique identification chip which when placed at a location can record when utilising the Tempore Handheld Contact device a time and location record. The Dallas chip can be placed virtually anywhere because it is rugged enough to withstand harsh environments, indoors or outdoors. It is

small and portable enough to attach to a key fob and can be used daily for applications such as

access control to buildings and computers, asset management, and various data logging tasks. Each member of staff can then log onto the Tempore Collect handheld data collection unit before carrying out their room check. On entry and exit of the guests' room the carer makes contact with the Dallas chip using the hand held unit. This information can then uploaded onto the software.



Detailed management reports can then be generated showing exactly when a room was checked, by whom, and how long that individual spent in the room. The data is then archived. If ever asked to provide proof of checks on a certain date this information is readily available. The system provides the Firs Nursing Home with a fully functional Health and Safety quality management tool.

The new system also ensures the Firs Nursing Home adheres to government regulations. The Commission for Social Care Inspection (CSCI) inspects and reports on care services to improve social care. Care home inspections are often unannounced and care providers must reassure CSCI inspectors that levels of care meet the required guidelines.

## Recommendation

Rosemary Claye comments, "Thanks to the Tempore system, we now have irrefutable accurate records showing when patients have been checked and by whom. The central records also show the job function of each employee, so not only do we know how many staff we have, we also know we have the right employees on duty. Autotime has demonstrated the ability to supply, install and train personnel on the equipment within our extremely tight time-scales."

Guests, families and friends feel the system gives greater piece of mind, knowing that their loved ones are being checked on a regular basis and are being cared for at the highest level.

