



# How do digital care records lead to quality care?

## Overview

From the Department of Health and Social Care and CQC's latest strategy, it's becoming ever more evident that using digital in care services is the way forward. But it's not enough to simply be using a digital care planning platform to record and monitor care, the platform needs to have certain capabilities to assist care services in achieving quality care.

### Why are digital care records the way forward?

- Clear overview of your care services
- Save time on recording care
- Care teams are constantly in the loop
- Save costs on stationery and space storing physical care plans

## Updates and overview

The needs of the people you support are constantly changing and evolving and your care teams need to be in the loop on any changes at all times. Using digital care plans means any changes to the care needs of the people you support will be updated instantly and your care teams will be able to deliver the right care much faster than if you had paper care plans.

Having the information available instantly and physically in the hands of your care teams as they go about their day means all the essential information about the people you support is consistently available. By making steps to reducing errors in care delivery due to outdated information, you can ensure your care teams are delivering the right care at the right time.

With Nourish, your care teams can flag events to senior members of staff using the Warnings feature, while staff can send direct communication to each other using the Direct Messaging function.

## Proactivity vs reactivity

Recording care notes digitally means that the information is stored in a secure cloud and can be accessed by senior members of staff to make connections between the information recorded and the health outcomes of the people you support.

The more data that gets collected, the simpler making connections becomes. This means that you can become more proactive and implement changes in your service or be able to spot warning signs much earlier. With these changes or early interventions, you will be able to measure the impact this has had for the people you support.

Nourish Reports and Dashboards functions allow you to see data in detail for each person you support, each day, each incident and each interaction to get a clear picture of your care service. With Nourish Insights, this data goes even more in-depth and becomes even more valuable.

## Measuring clinical outcomes

Having the capability to make these connections between events and a fall, for example, can be life changing for the people you support, as it may reduce the likelihood of falls happening. Falls are distressing both physically and psychologically, can often mean a trip to hospital and sometimes even be fatal.

With all of this information available instantly - from care delivered to risk assessments to incidents - you can review care plans based on this evidence and ensure the people you support are receiving the right care at the right time.



How do digital care records lead to quality care?

## Speed up processes

Using digital care records to record and evidence care allows you to speed up processes within your service. All the relevant information you need can be seen on one screen rather than having to rifle through countless piles of paperwork. Connections between events and incidents can be seen in a report or graph which saves you having to create this yourself.

The time saved means you have more time to dedicate to the wellbeing of your care team and to implementing person-centred practices into your service, such as a hydration station or a breakfast buffet. Your care teams will also see time saved in their recording of care digitally rather than physically writing notes and their time can be better spent on providing quality care, socialisation, activities or even outings.

*“At Harvey House, I can oversee all residents and staff on a daily basis to ensure all needed interactions have been met. Reports make gathering information such as incidents or accidents, ABC charts easier to manage and audit in a weekly basis, paperwork cannot get lost as everything is all in one place. I can complete these audits at home or at work.”*

**Lisa Pegg, Manager, Harvey House, LCCL**

## What next?

Using digital care records can enhance the quality care you provide by giving you the tools to easily make connections between events and incidents, have a clear overview of your service and save time that can be spent on quality person-centred care.

The Nourish Care digital care planning platform has all the tools you need to enhance the quality of the care you are providing to the people you support. Find out more about Nourish by [speaking with our knowledgeable team.](#)

