



Technology revolutionising service at Optivo care homes

Housing association Optivo is revolutionising services at its care homes with a new digital care management tool that hooks up to computers and smartphones.

Called Nourish, the technology allows staff to record every aspect of each resident's care plan at their residences in Ealing, London.

Data regarding everything from activities and interactions to food and fluid intake can be inputted. And alerts are sent if there are any changes – such as weight loss.

Optivo is one of the first housing associations to adopt this technology and it is hoped that if it proves a success, it can be rolled out in other schemes – including extra care and sheltered accommodation.

Keith Comley, Care Training and Quality Assurance Manager at Optivo, said: “This system replaces the 293 ring binders, one for each resident, which used to record care plans and daily routines.

“It enables colleagues to input all checks digitally, which allows significantly more information to be recorded than the old fashioned paper-based system. We can input what activities a resident has been doing, through to what they have been eating and drinking. Every aspect of their care plan can be fully documented.”

All the data is automatically sent to cloud-based storage where it can be securely accessed by nurses, seniors and managers.

To access the information during visits, staff simply tap their smartphone on a sticker on the resident's door and all of their details are retrieved on the device.

They can use the information to update family members, who may be visiting, on the day's activities, and they can also raise alarms that remain active until the issue or concern has been resolved.

Jon Brown, Head of Customer Support at Nourish, added: “Optivo's approach to care delivery is a reflection of their experience. It was a pleasure to discuss their goals, to have an open conversation about key areas of focus for improving, and once we configured Nourish to align with Optivo's care planning practices, it was a delight to see how the team reorganised so quickly.

“We look forward to supporting Optivo for many years to come as needs change and they adapt in an ever evolving market.”