

Real-time Fluid Monitoring Reduces Dehydration and Falls

Care home: **Minster Grange Care Home**

Care home specialism: **Nursing and Dementia Care**

Location: **York**

Minster Grange Care Home is an 83 bed Care Home with nursing and dementia care, and is one of Lifestyle Care's services across the UK.

In February 2017, Minster Grange implemented Mobile Care Monitoring (MCM) to evidence care electronically. This has helped staff save time on paperwork, spend more time with residents, and provide a better quality of care to them.



Utilising data to improve staff awareness and fluid intake

By evidencing care electronically, Minster Grange has improved fluid input among the people they care for, which can in turn decrease falls, UTIs, courses of antibiotics and hospital admissions.

Alison Redhead, the manager at Minster Grange, believes that one of the most valuable features of MCM is its fluid monitoring capabilities. Using Group Reporting, Alison has a detailed overview of care delivery, and can quickly and easily spot trends where care needs to be improved.

"A member of the care team requested that a resident was put on fluid watch as they were concerned that they weren't drinking enough. The fact that this member of staff, rather than feel frustrated, knew that the system could support us shows just how invaluable the system is."

Alison Redhead, Manager, Minster Grange

With Group Reporting now able to report on trends for compliance and safeguarding, there is now valuable awareness among staff, which wouldn't have been possible before. This has assisted Alison in utilising the data to improve fluid intake.

Alison says, 'We have changed the staffing to focus on hydration in one of our communities. We now nominate one person every day to focus on fluids. Fluids offered are all up at 2000ml.' This is reflected in the Group Reporting reports with 0% inadequate fluids in this community.



Since June 2017, Minster Grange have improved several of their care processes. Falls assessments are now being completed more frequently where residents have fallen multiple times. In August there were 8 falls, down from an average of 19 falls a month since February 2017. Missed care tasks are at an all-time low, and the accident and incident form completion has improved.

Empowering care staff to provide a better quality of care

By far the most important benefit of using Mobile Care Monitoring is the increased empowerment of care staff to provide the best quality of care for people. Alison explains that 'a member of the care team came to me and requested that a resident was put on fluid watch as they were concerned that they weren't drinking enough. The fact that this member of staff, rather than feel frustrated, knew that the system could support us shows just how invaluable the system is.'

Monitoring fluids with Mobile Care Monitoring

Electronic evidence of care is an intuitive and productive way to monitor fluids accurately and ensure good hydration among the elderly in care homes. Mobile Care Monitoring is a sophisticated system for guaranteeing that each staff member involved in monitoring fluids is given information appropriate to, and at the right time for, their role.

The fluid offered to people and the amount of fluid drunk in millilitres is simply evidenced at the point of care delivery on mobile devices. Reminders to offer drinks can be set up as part of a planned care routine, with a traffic light system of flags to alert care staff to when a care task is due or if it hasn't been done within a window of time.

Fluid evidence automatically populates a fluid watch dashboard tile displaying how much a person has been offered to drink and how much has been drunk in the last 24 hours, highlighted red to show when the person has fallen below their fluid threshold for the rolling 24-hour period. If any drinks are requested or offered that are not in the planned routine, they can be evidenced just as easily and will also immediately update the fluid watch dashboard tile. The fluid watch dashboard tile displays the most up-to-date information to every member of staff evidencing care on a mobile device, and staff monitoring care on their laptop, tablet or computer.

An additional audit solution, Group Reporting, is used for high level auditing of compliance, occupancy, and safeguarding across each location. This includes highlighting when people haven't received enough fluids.

The ability to analyse the data collected has a significant impact on people's well-being by avoiding falls and other complications caused by dehydration; improving care; reducing hospital admissions; and providing greater peace of mind for loved ones that their relatives or friends are receiving the highest quality of care.

