



CASE STUDY

Broadmoor Hospital

Enabling clinicians to capture meaningful patient interactions at the point of care with the use of technology



During the CQC inspection in November 2016 it was noted that improvement was required in appropriately capturing patient activity in a timely, accurate and auditable process. In early 2018 the Totalmobile Meaningful Activity Solution was implemented. In the inspection in late 2018, the CQC reported that “The trust had a strong ethos of research and developing best practice and innovative solutions including using technology to improve the outcomes for patients in their care. The Meaningful Activities solution played a significant role in us obtaining that acknowledgement.”

Background

Broadmoor Hospital, a customer of Totalmobile since 2018, is a high-security psychiatric hospital in Berkshire, England. It is the oldest of the three high-security psychiatric hospitals in England. The hospital's catchment area consists of four National Health Service regions: London, Eastern, South East and South West. It is managed by the West London NHS Trust.

Like many forensic sites across the UK, the hospital is required to evidence that patients are being offered the minimum level of structured activity in accordance with best practice guidelines.

The Challenge

Activities, within the hospital site, take place in a wide variety of locations and staff needed a more efficient way for staff in all these locations to be able to record activities in real-time. The activity data was being recorded on paper and then entered onto a local database on the hospital intranet.

The hospital had concerns with the accuracy of the data and the methods of collection were time consuming. The recording was not completed in a timely manner, so it was not easy to identify which patients needed more input and support until the end of the month when the data became available for review. The patient activity data is also a key performance indicator for the hospital commissioners and therefore it's essential that they they are provided with accurate data.

The Solution

The hospital needed to provide clinical staff with an efficient, secure and user-friendly method of recording patient facing activities. There was also the need to see each patient's progress, in real-time, against the target so that staff could pro-actively plan the right level of activity and to inform on performance.

Broadmoor journeyed with Totalmobile to find practical solutions to the daily challenges they had in the recording of patients' therapeutic activities and decided to implement their Meaningful Activities solution.

The solution provides staff with an easy to use, mobile solution that enables them to record activities over the course of a patient's day. It provides all the data required to satisfy CQC requirements at the push of a button. By removing paper processes it was possible to eliminated the risks with hand-written records while also enabling staff to spend more time with patients.

It also provides ward staff with fully up-to-date information about the level of activities allowing them to monitor progress daily which in turn improves patient care.

The solution was initially piloted on two wards and later rolled out onto six wards. This process tested the activity tablet, the hospital Wi-Fi, the adaptation of the staff to new technology and the data captured on the activity tablet.



Results/Benefits

Following the pilot, a number of enhancements were incorporated, taking on board feedback from users, management and performance leads.

The new activity tablet is now used by staff across the hospital site to capture all activity offered to patients and records if they attended or not. The accuracy of the activity data has improved significantly and there is now a high degree of confidence in the data. The hospital now have access to quality reporting on a daily, weekly and monthly basis for individual patients, wards and departments.

Staff are happier as the system is extremely user friendly and they no longer have to record activity on paper then re-enter into the computer later that day. They enter activities and outcomes once via the activity tablet and this information is then accessible to all permitted staff.

Having real time access to reliable data has improved the patients' hours of activity and provides reassurance to the hospital managers and commissioners of the quality of care provided by Broadmoor's staff.

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We chose to work with Totalmobile because they listened closely to our needs and worked in collaboration with those involved to find solutions to the operational and security restrictions of high security settings. The staff involved with the project felt fully engaged with the process and felt able to give feedback and make changes to the pilot product.

Totalmobile were excellent and were great to work with throughout.

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Totalmobile

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Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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