BLUEDOOR X CARERS OF WEST DUNBARTONSHIRE

JENNIFER MCNAB

OVERVIEW

Carers of West Dunbartonshire strive to achieve efficiency from their technology and systems. It is this key goal that encouraged the organisation to collaborate with BlueDoor.

The challenges of 2020 have not only highlighted the importance of efficiency in a fast paced environments; but also the need for further development and new features for an ever-evolving organisation.

Carers of West Dunbartonshire
the place for every carer to turn to

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In a study conducted in 2020, staff of Carers of West Dunbartonshire answered a series of questions surrounding the functionality of the organisation's database, supplied by BlueDoor. Included in this report are the responses from staff, as well as feedback on the current features of the system.

Question 1:

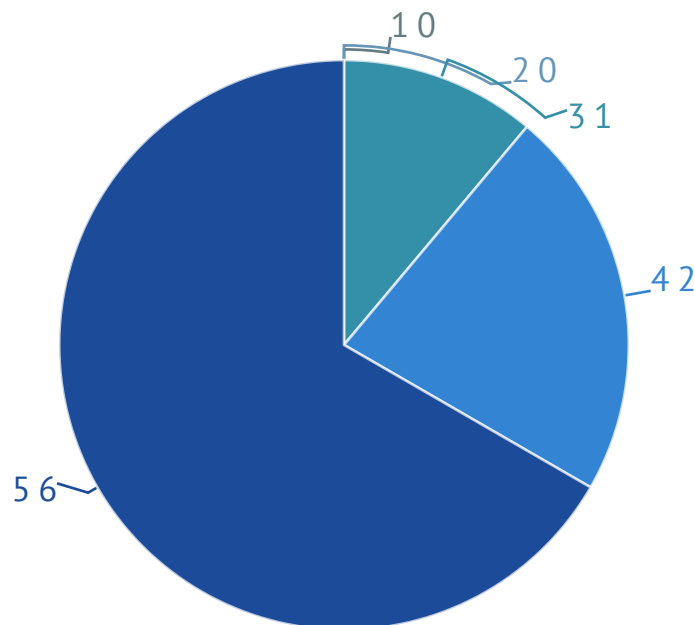*Using the scale below, please indicate how easy-to-use you find the database*

The Scale

1	2	3	4	5

Very difficult to use

Very easy to use

The Results

1 0
2 0
3 1
4 2
5 6

"

Its really user friendly, easy and straightforward to navigate

Kim McNab - Strategy and Development Manager

"

It is certainly a great tool to have

Joanne McGinley - Operational Manager

Question 2:
Using the scale below, please indicate how informative you find the database
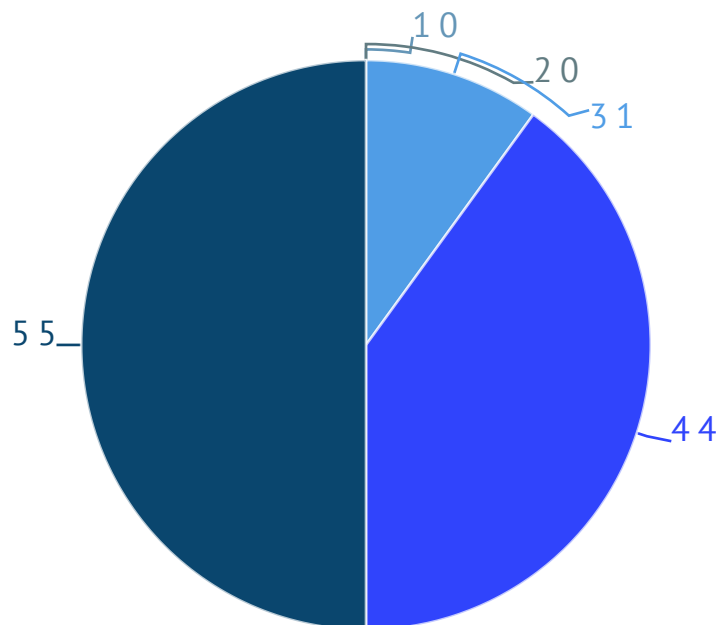
The Scale

1	2	3	4	5
Not at all informative				Very informative

The Results

1 0
2 0
3 1
4 4
5 5

> ❝
>
> *I feel I am learning all the time*
>
> Bernadette McGaughey - Carer Support Worker

> ❝
>
> *The database contains all the information we would need about a carer to provide support*
>
> Melissa Duncan - Carer Support Worker

Question 3:

Using the scale below, please indicate how adaptable you find the database

The Scale

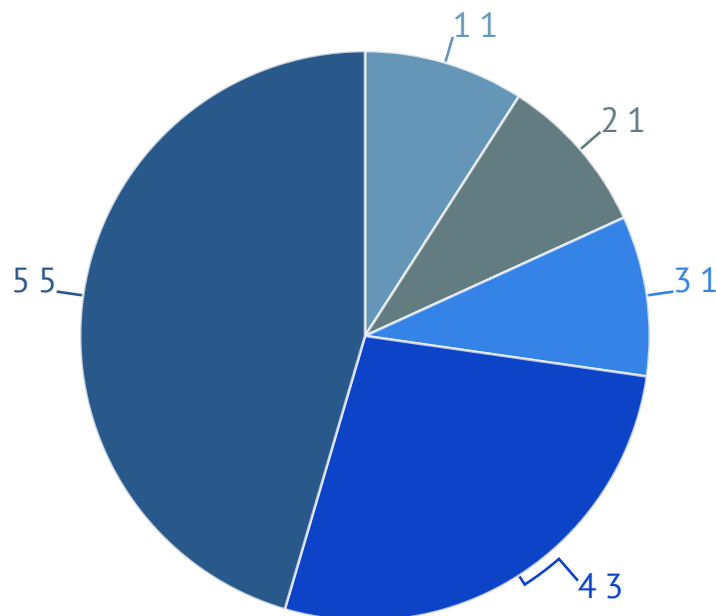| 1	2	3	4	5
Not at all adaptable				Very adaptable

The Results

> **If I have had any queries or questions regarding the database, Chris has been able to sort it out or change it for me**

Heather Clark - Carer Support Worker

> **It is adaptable in the way we can share information and files**

Karen McGroarty - Carer Support Worker

Question 4:

Please comment below on how the database has impacted your day-to-day working life

The Results

You can see all the interactions with the carers, which is helpful for planning support.

Karen McGroarty - Carer Support Worker

It is now the heart of our service- easy to navigate- organised and structured well

Elaine Milne - Carer Support Worker

I feel all the functions serve a purpose and it really does simplify working

Melissa Duncan - Carer Support Worker

It saves time in giving us information

Liz Anderson - Admin and IT Assistant

Question 5:

What elements of the database do you find most useful?

The Results

> "

You can see all the interactions with the carers, which is helpful for planning support.

Karen McGroarty - Carer Support Worker

> "

It is now the heart of our service- easy to navigate- organised and structured well

Elaine Milne - Carer Support Worker

> "

I feel all the functions serve a purpose and it really does simplify working

Melissa Duncan - Carer Support Worker

> "

It saves time in giving us information

Liz Anderson - Admin and IT Assistant

Question 6:

What elements of the database do you feel could be improved or further developed?

The Results

"

- *It would be great to be able to keep track of last contact at a glance*
- *If possible it would be useful to be able to have more specific details of the cared for condition, while on the carers page*
- *The tag/label symbol appears on every contact, not just those with an attachment. It makes it difficult to look for previous attachments when needed*
- *The relationship is generic - so sometimes I can't tell what the relationship is between the cared for/carer until I'm on the phone*
- *I would love to have the name of the cared for person somewhere at the top of the notes for the carer*
- *We need to be able to print labels when doing mail shots*

Question 7:

In your opinion, how do you think the database has impacted the delivery of services to carers in West Dunbartonshire?

The Results

"

Our initial motivation was to ensure that we could contribute to the national carer census. It was important to us that we done this ourselves and not as part of the WDC reporting.
That was achieved but in doing so we created a case file management system that has changed the way we work. Its impact has been immeasurable.

Kim McNab - Strategy and Development Manager

"

Very positive impact, everything just seems to be smoother. As already said I think it has been one of the main features that has enabled us to work from home. For Kim, it is far easier to pull information for funding applications and reports.

Joanne McGinley - Operational Manager