



Case Study

Seeking to streamline their care management processes, Alexander Devine Children's Hospice Service partnered with The Care Database to implement our comprehensive care management solution.

Client Overview: Alexander Devine Children's Hospice A Brief Background

Alexander Devine Children's Hospice Service is a charity that provides specialist care and support to children with life-limiting and life-threatening conditions, and their families, across Berkshire and surrounding counties. The charity was founded by John and Fiona Devine in memory of their son Alexander who died from a rare brain tumour in 2006. Their experience led them to realise the need for a children's hospice service in Berkshire.

Improvements observed since the adoption of The Care Database

Paperless Efficiency

- Going paper-lite has brought significant benefits.
- Reduced reliance on paper has streamlined processes.

Data Security Assurance

- Enhanced data security measures provide reassurance.
- Permissions for access are well-managed, ensuring data integrity.

Enhanced Accessibility

- The system's accessibility is exceptional.
- Team members can access notes simultaneously, both in-house and in the community.

Time-Saving Templates

- The introduction of note templates has been highly beneficial.
- Saves time and enhances accuracy in note-taking processes.

Observing Transformative Reporting Practices



The Care Database has enabled us to strengthen our data collection processes, providing evidence of service activity. This has been instrumental in guiding improvements to the service, based on robust data.

*Director of Care
Alexander Devine Children's Hospice
Service*



Time-saving:

The reporting system has significantly saved time compared to previous methods.



Increased accuracy:

There's a notable improvement in accuracy since the implementation of the reporting system.



Convenience:

Having the reporting system readily accessible at our fingertips is highly convenient for users.



Enhanced data

The recent introduction of the Report Builder has expanded the scope of data analysis, providing users with even more valuable insights.



Our experience with The Care Database has been exemplary. We felt fully supported throughout the project, with a professional yet friendly approach. Standout moments included the invaluable training provided, both in person and via Teams, and the insider knowledge shared by Mel, who had previous experience with the hospice care systems

*Anita Humphries
Clinical System Administrator,
Alexander Devine Children's Hospice Service*

Key Stand Out Moments during Project Implementation Phase

Throughout the project management stage, we felt completely supported by the team. Their consistent availability and unwavering support were invaluable, providing continuous guidance and reassurance every step of the way. We were particularly impressed by their meticulous attention to detail and the thoroughness of their data spreadsheet accuracy checks. Their dedication to ensuring precision and quality significantly contributed to the success of the project.

Benefits of User Group Forums Facilitated by The Care Database Team

- **User Engagement:** Engaging with user groups, particularly those from experienced hospices, has been highly beneficial.
- **Insight Exchange:** The exchange of experiences within these groups has provided valuable insights into utilising TCD effectively.
- **Enhanced Learning:** Through participation in user groups, we've gained valuable knowledge and perspectives that have enhanced our understanding and utilisation of TCD.

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They have consistently demonstrated promptness and efficiency in addressing our concerns and queries, providing clear explanations and reassurance along the way. Their commitment to ensuring our satisfaction and understanding has been truly commendable. Overall, the team's support has been nothing short of brilliant, fostering confidence and trust in their capabilities.

Harriet Denny

Matron, Alexander Devine Children's Hospice Service



For More Information :

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