



FOREST HEALTHCARE STREAMLINES DATA OPERATIONS WITH VICLARITY

As part of an ongoing partnership, Forest Healthcare has transformed its operations with ViClarity's compliance software, replacing manual data capturing processes with real-time insights.

Labour-intensive data-capturing processes, a sea of data, and limited means to derive actionable insights. Add a highly regulated regulatory environment, and this scenario sounds like the perfect storm that could sink any organisation. Yet, it's a problem all care organisations in the UK face at some point.

When Forest Healthcare realised it was time to digitise its data management processes, ViClarity offered a welcome solution: a state-of-the-art quality and compliance management system ideally suited to the care environment.



"The team was completely committed to getting it right, and I never felt like I had been sold a product."

**Amanda Scott, Chief Executive Officer,
Forest Healthcare**



FOREST HEALTHCARE'S DATA-MANAGEMENT CHALLENGES

“When we first met, the Forest team manually entered data linked to various care processes into Excel spreadsheets and other documents,” Neil O’Sullivan, Business Development Manager at ViClarity, recalls. “This process not only consumed valuable time but also made it difficult to generate accurate reports and promptly identify areas needing improvement.”

Amanda Scott, Chief Executive Officer at Forest Healthcare, remembers a frustrating process: “Moving data around in spreadsheets made it incredibly hard to pivot and rotate what we were looking at so we could rack and stack certain data elements.”

Amanda’s team faced challenges in several other areas, too. They struggled to identify clear positive or negative trends, had challenges determining which strategies were effective, and found it time-consuming to generate accurate reports for the board and other stakeholders. “This was enormously frustrating as the data can be so rich – not only on a home-by-home basis but also on an organisational level.”

The team were also up against compliance and regulatory risks due to delayed problem-solving. “Receiving, retrieving, and evaluating 13 different spreadsheets and formulating a data set for each key KPI category was hard work,” Amanda says. According to Neil, the Forest team previously spent weeks identifying problems in certain care homes.

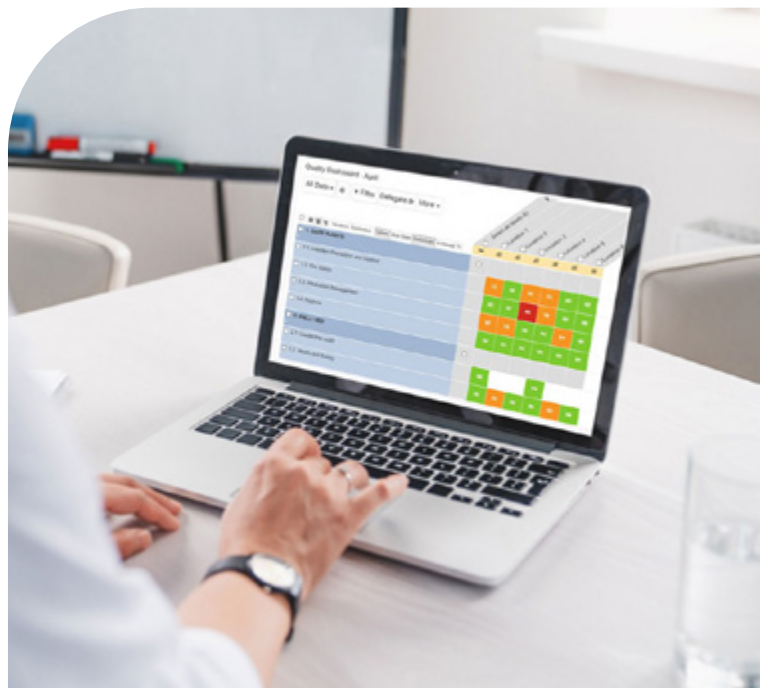


SOLUTION: STATE-OF-THE-ART SOFTWARE

Recognising the need for a more efficient data-management approach and a robust digital platform that could grow with the organisation, Forest Healthcare turned to ViClarity for a solution in 2020 – when the pandemic added additional challenges.

“We looked at a number of different platforms,” Amanda recalls. “What we liked about ViClarity was its simplicity. It also wasn’t an off-the-shelf, ‘John Lewis’-type solution. Instead, this team looked at what would work for Forest Healthcare and collaborated with us to create a solution that met our requirements.”

ViClarity also offered enhanced precision. “For me, the most critical factor is accuracy – and that’s exactly what made ViClarity’s solution so attractive,” Amanda adds.



As discussions with ViClarity continued, the Forest team discovered that the compliance software offered more solutions than they initially realised. ViClarity’s software would make it easy for the team to:

- Automate their auditing processes.
- Gain access to operational and KPI dashboards on the fly.
- Manage risks, incidents and complaints.
- Swiftly set corrective action plans in place when issues arise.
- Conduct maintenance audits.
- Manage health and safety within the organisation.



IMPLEMENTATION: STEP-BY-STEP APPROACH TO REDUCE RISK

Once ViClarity got the go-ahead to implement a bespoke solution, a three-step implementation process followed.

Step 1

ViClarity worked closely with Forest's COO to evaluate existing data collection processes and identify areas for improvement.

Step 2

Subsequently, the team developed a comprehensive plan to integrate the centralised software solution with Forest's operational processes at the time. "Typically, we try to do a good job of mapping out exactly what the organisation needs so that there are no surprises at the end of the process," Neil explains.

Step 3

Over several weeks, ViClarity stayed on-site to:

- Set up workflows, KPIs, and processes for appropriate data collection.
- Help the Forest team identify team members responsible for data collection.
- Implement automatic scheduling for follow-ups.
- Conduct training sessions for admin and dashboard usage.

The Forest team kept both tracks (the old manual system and the new software) running for a short amount of time. "Our staff would enter their Excel and ViClarity data at the same time but with a full understanding that this was transitional," Amanda says. "The team was eventually rolled off the duplication when we could see they understood the platform."

By running a dual system, Amanda ensured the organisation didn't lose any data. At the same time, her staff could familiarise themselves with the new platform while gradually phasing out the previous Excel-based data collection method. Amanda notes that the ViClarity team was incredibly responsive to requests throughout the process.

"After implementation, the solution moved into our account management structure," Neil adds. "We then maintained regular contact with Forest's team to monitor their progress and ensure the new solution added value to their organisation."



REAL-TIME INSIGHTS AND MORE EFFICIENT OPERATIONS

Implementing ViClarity's software solution transformed Forest Healthcare's data management operations.

"Once we implemented the solution, we had all our data in one place. I could look at the data at 9pm in preparation for a board meeting," Amanda says. "I no longer had to wonder where the data was or why I couldn't find a particular spreadsheet. I could move data backwards and forwards, not only month by month but year by year, and make comparisons."

Ultimately, ViClarity led to a more structured way of working, says Amanda. "You can't run an organisation based on what happens in a particular month. You run it by understanding why the numbers change over time and what the trends are. With ViClarity, this was suddenly possible. It allowed us to have a more detailed and analytical approach to what our data tells us."

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FIVE MAJOR BENEFITS

Four years later, Amanda and her team still benefit from:



Access to real-time data:

As soon as one of the care homes adds new data, it's flagged at the executive level, allowing quick responses to emerging issues. For example, Amanda can now immediately see if falls have increased among residents in a particular home over a set period.



Streamlined compliance:

The care organisation now easily prove compliance in CQC inspections, as the tool simplifies showcasing continuous monitoring and improvement. "Good data takes away ambiguity," Amanda notes. "With our ViClarity data, it's easy to challenge a hypothesis from the regulator or auditor."



Improved risk management:

Real-time data and automated flagging have enhanced the Forest team's ability to identify and mitigate risks. "If we're seeing unplanned weight loss while offering nutritionally dense meals, for example, we can establish why this is happening and implement a strategic action," Amanda says.

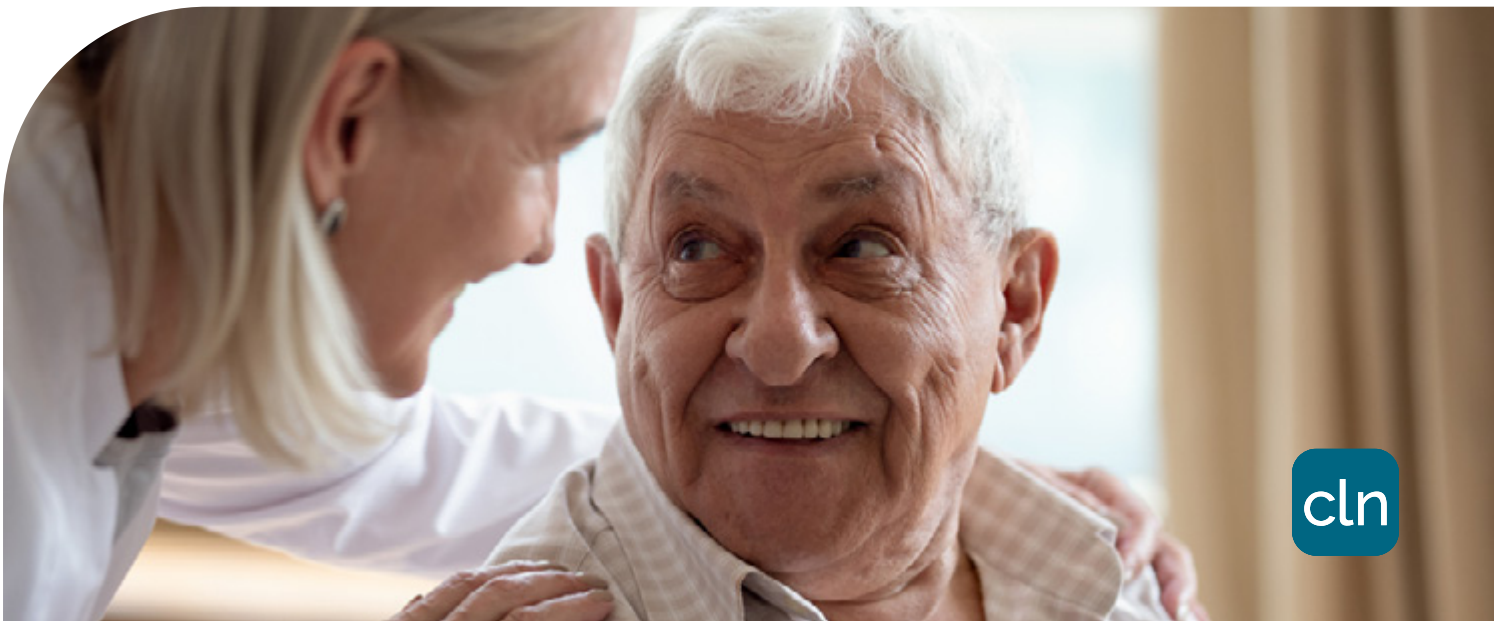


Enhanced executive oversight:

The executive team can access an overall percentage indicating whether each home is on track with its KPIs, facilitating rapid decision-making and corrective actions. "We can now quickly see what the impact of these actions are on residents," Amanda adds.



Time and resource savings: Automating data collection and reporting processes has significantly reduced the time and resources previously spent on manual tasks. "The previous process involved a lot of chasing and reminding people," notes Neil. "This time-consuming data collection process is now a thing of the past."



VICLARITY'S ONGOING IMPACT ON FOREST HEALTHCARE

By automating data collection, providing real-time insights, and streamlining compliance processes, ViClarity's solution has enabled Forest Healthcare to enhance its operational efficiency, improve care quality, and maintain robust regulatory compliance.

"The impact on residents is that rich, true data can be transformed into a strategic plan – a roadmap in which you break down which incidents (e.g. falls or unplanned weight loss) to reduce over the next year," Amanda says.

The care leader has high praise for the work done by ViClarity. "The team was completely committed to getting it right, and I never felt like I had been sold a product. Instead, I was sold a service."

Amanda recommends ViClarity to other care leaders for its simplicity, accessibility, and opportunity to develop a bespoke solution that perfectly fits each organisation. "It's a luxury to have something that isn't just off the peg."

This Care Leaders Network article was produced in partnership with ViClarity.

ViClarity

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Interested in exploring ViClarity's quality and compliance management system?

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Business Development Manager



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