



Extricom enables critical healthcare provider to deploy 24/7 mobile care planning software and improve patient experience with internet access

Guild Care is a large charity based in West Sussex, in the UK, providing much needed services to older people, carers and children and young people with special needs. Established in 1933, one of the organisation's main activities is providing residential care and accommodation for older people and people with dementia.



The four Guild Care homes provide accommodation for over 200 people. The charity decided to invest in a software package to help them maintain robust systems of record keeping underpinned by a dynamic and responsive system of care planning. The software has been developed and tailored to meet the needs in Guild Care homes. It provides a transparent mechanism for monitoring interventions, observations and resident goals and helps staff focus on the experience of those using their service.

In order for this system to be utilized throughout the 4 homes, Guild Care identified that wireless networks would need to be deployed. With that in mind, Guild Care also wanted to provide wireless access to their residents, in turn greatly improving their patient experience. To fulfill these wireless requirements, Extricom quickly became the solution of choice.

“The Extricom Channel Blanket technology provides two physically separate wireless networks for use in the homes. This allowed the business use to be separated from the resident/public use ensuring that the business critical system had the bandwidth it required to operate. It also allows Guild Care to offer a flexible internet access solution for residents in the future”.

Mr James Holley
IT Manager, Guild Care

Streamlining Care Planning

The 4 Guild Care homes range in size from 12,000 square feet to 40,000 square feet, each of them are large detached homes comprising a mix of residential bedrooms and treatment rooms spread over several floors. Primarily, the wireless deployment would be used to implement the ‘iCare’ software which would involve the use of 30 mobile devices (Panasonic Toughbook CHF1) across the 4 homes on a 24/7 basis. This was an essential requirement in order to record residents' daily care plans.

When fully utilized, the wireless will provide internet access for all residents and facilitate wireless phone usage by staff.

James Holley, IT Manager for Guild Care chose to consider solutions provided by Cisco, HP, Aerohive and Extricom. Under the guidance of Justin Lee, Project Manager at

Cavendish Communications, an experienced Extricom Partner, it soon became clear that Extricom would be the solution best suited to Guild Care's needs.

The Extricom Difference Mattered

“The Extricom solution appeared to offer three key benefits that suited Guild Care's needs” confirmed James:

‘The ultra-thin access points offered better roaming, which could be useful in the future if Guild Care wanted to add wireless telephones to the network.

The blanket technology made it possible to run separate networks over the same infrastructure, we could provide wireless internet access for residents and visitors that would not interfere with the critical care management software.

The web interface makes administration of the system extremely easy to manage.'

Flawless Deployment

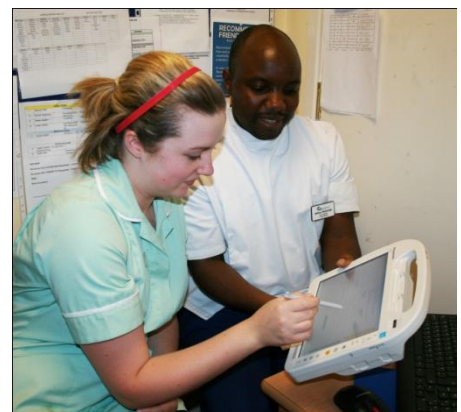
The wireless and cabling team at Cavendish Communications successfully installed an Extricom network into each of the 4 care homes over a period of a month, using a total of 3 x EXSW2400 switches, 1 x EXSW800 switch and 54 x EXRP20 Ultra Thin access points. Confident in the solution, the Cavendish team performed a 'live' installation with no testing or pilot phase required. Each of the care homes use two Channel Blankets with 802.11 configuration b/g. Two ESSID's were utilized, with Data (mobile Toughbooks) mapped to b/g channel blanket on radio 1, Voice (wireless phones) mapped to b/g channel blanket on radio 1 and Public (Resident's internet access) mapped to b/g channel blanket on radio 2.



When considering the project's ROI and other cost savings, Guild Care looked at the new care planning system as a whole, including the Extricom wireless solution. *'The new system helps us to maintain robust systems of record keeping underpinned by a dynamic and responsive system of care planning, automatic generation of reports, electronic stock control of drugs and access to online medical information. All of these benefits have been made possible by deploying the Extricom solution in conjunction with 'iCare' and will save time for both care and administration staff as well as dramatically reduce the amount of paper records required'* said James.



Asked about the benefits of the new technology, James confirmed *"The Extricom Channel Blanket technology provides two physically separate wireless networks for use in the homes. This allowed the business use to be separated from the resident/public use ensuring that the business critical system had the bandwidth it required to operate. It also allows Guild Care to offer a flexible internet access solution for residents in the future'.*



Project Scope

Deploy WLAN across 4 separate care home sites in order to allow implementation of new 24/7 critical care management software and mobile device usage.

Provide internet access to all care home residents to greatly improve the patient experience.

Enable wireless phone usage by staff.

Solution

All 4 sites were installed within one month using

3 x EXSW2400 switches
1 x EXSW800 switch
54 x EXRP20 Access Points

Results

Streamlined record keeping and proactive system of care planning, saving time for both care and administration staff achieved following deployment.

Dramatically improving the quality of patient experience for the residents at the care homes by enabling them to enjoy internet access in the future.