

Cholmondeley: A Canterbury Legend

Fraame Healthcare Case Study

As a registered charity, Cholmondeley normally caters to around 20 children at any one time. However, recently the ground literally shifted, resulting in temporary new parameters. The Home's current maximum number is 16. Christchurch's 2010 and 2011 earthquakes have also meant that accommodating the lower age-group of three and four-year-olds has had to be temporarily halted, because of the interim living quarters' unsuitability for pre-schoolers. These living facilities are at Bellbird Heights, Living Springs, while the office has remained on the old site in Governor's Bay.

Processes are well underway toward having a fantastic new purpose-built facility on this original Governor's Bay site operating by the second half of 2015. The new light-filled Cholmondeley residence will be built to a higher code: of the same square metreage, but on ground level only.

Charter for Resilience

The whole idea of the Cholmondeley house is to be a safe, nurturing haven for children at times when the families are suffering adverse circumstances, inadequate support networks, or other stress. As an organisation with such high planned turnover, excellent information technology has been one essential facet of the care provided. A case management system using FileVision software was

The service being provided by Cholmondeley is unique in New Zealand in its openly-accessible direct referral policy, General Manager Shane Murdoch says. The fully staffed home, located in Canterbury's beautiful Banks Peninsula, offers children between the ages of 3 and 12 emergency and planned respite care. The stays are short-term only; typically three to five days. While there, children partake in 'adventure-based learning,' which is actually a very educative process, seamlessly combining schooling and nurture. The important fact, though, is that since the early 1920s, Cholmondeley has hosted and cared for thousands of children who've needed a short break from life-as-they've-recently-known-it.

selected several years ago, as an ideal way for staff to track and manage the home's referrals, admissions and scheduling.

As both a document and relationship management system, it is ideally suited to Cholmondeley's requirements. Shane says the home uses both Shape IT and Fraame's FileVision, and the two interact well. He believes that currently Cholmondeley staff are using FileVision to just 40 to 50 per cent of its potential, and that further operational benefits are both possible and in the planning.



“We are starting from the situation of wanting to develop well-being and resilience in the 350 to 400 children who stay here annually. With so much data about each visit and its activities being captured morning, noon and night via FileVision, we’re creating good records of what happens. We’ll be increasingly able to pull out both quantitative and qualitative statistics to tell us whether we’ve made a difference. We’re currently becoming far more capable of rigorously evaluating our activities,” Shane says.

A Bespoke System for Data Capture

As an IT infrastructure, FileVision can seek out whatever information is most needed at different times. For instance, “significant changes in the sector” have led to a far more outcomes-focussed funding system for charities such as this. Therefore FileVision is one valuable tool tracking the differences between baseline and later data detailing a child’s wellbeing after one, or repeated exposures to Cholmondeley.

Whilst Shane believes the residence should continue to hold some hardware in place, much of the IT is being moved to the Cloud. Remotely backed-up data is ideal at times like natural disasters, in conjunction with a comprehensive on-site disaster management plan.



Security, Synergies, and Speed

“My view is that FileVision is an incredibly flexible, comprehensive and secure information system which captures and accesses data quickly. We at Cholmondeley are usually not working with children in isolation. There are other agencies and social workers also focussed on a child’s needs and his/her psycho-social environment. All of this confidential data needs to be privately captured so we can record our successes and also those times we might have been able to do better,” Shane adds.

“There’s a suggestion box we encourage the children to use, which is constantly full. Children see us responding to their suggestions and adding these to our planning. They feel empowered, and it becomes a great partnership between us, the children and the parents. All of this is being fed into our IT system. I feel upbeat about the service we provide. As far as the IT goes, we continue to make great progress with that too.”

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