

Who are the Laura Fergusson Trust?

Laura Fergusson Trust (LFT) is an independent, not for profit charity, dedicated to supporting adults with physical and/or neurological impairments. For over 40 years, LFT have proudly been part of the Wellington community, providing residential, rehabilitation, and recreational services that inspire opportunities and foster a sense of belonging. Since July 2020 Laura Fergusson Trust Wellington have also been delivering services from their Whanganui centre.

At LFT, there is focus on empowering individuals by celebrating what they can do, rather than dwelling on what they can't. Guided by the core values of empathy, courage, and a commitment to embracing diversity, services are provided that enable active participation and contribution in all aspects of life.

LFT's residential services create a safe, supportive, and home-like environment where people can live with dignity and independence. Allied health professionals collaborate with the experienced support team and residents to develop personalised care plans that reflect their unique goals and aspirations.

The community support services, focuses on empowering clients to maintain independence in their own homes or communities by providing flexible, in-home, and community-based care tailored to their needs.

At the heart of everything LFT does is commitment to the vision: Inspiring individuals to actively participate and contribute in all areas of life. Collectively, LFT strive to create meaningful opportunities that enable a sense of belonging and purpose, driven by their passion for helping individuals lead fulfilling lives.



For further information on the Laura Fergusson Trust and their work in the community, please visit: <https://www.lft.org.nz/>

The Challenge

LFT has been operating from an outdated client services management system, which did not allow community services access, so that team was required to operate off spreadsheets for data collection and reporting. Residential services record keeping and reporting were very limited, which required significant manual work to utilise and store data. In addition data filing was ad-hoc and difficult to find.

Challenges with Multiple Residential Sites:

Coordination and Communication across Sites:

- Managing staff, clients, and care plans across different residential sites requires streamlined communication and coordination. Without connected systems in place, it's difficult to keep everyone updated and connected.

Daily Client Assessments and Screening

- Managing client observations and daily screening in residential settings is critical, especially for vulnerable populations who may need extra protection, such as those with physical or neurological impairments.

Challenges with ACC Community Clients:

- LFT's community clients were not recorded on a centralised database, making it difficult to manage and track client information effectively, without an organisational-wide transparent process.
- ACC requires strict adherence to tracking and documenting delivery services. Without a unified system, this became a labour-intensive process for both front-line staff and management, leading to inefficiencies and administrative burden.

Remote Client Monitoring and Coordination:

- In accordance to EGL principles, managing support for clients in the community often involves coordinating with multiple service providers, caregivers, and family members, making it challenging to keep track of all activities and communications.

Tracking Client Progress and Outcomes:

- It can be difficult to track long-term outcomes and progress for community-based clients, especially when multiple providers are involved in their tailored support.

FileVision CMS Solution for Residential Service

Coordination and Communication Across Sites:

- FileVision CMS provides a centralised digital platform where all care plans, case notes, staff communication, and client records are accessible in real time, ensuring staff can coordinate across multiple sites effectively.

Consistency in Care Delivery:

- FileVision CMS allows for standardised care protocols and procedures to be stored and easily referenced by staff, ensuring that all clients, regardless of site, receive the same high-quality care.

Daily Client Assessments and Screening

- FileVision CMS ensures that all client data, including medical records and care plans, are stored securely, with access controls that limit who can view or modify sensitive information, in accordance to the HDC Disability Code of Rights for Respect and Privacy.

FileVision CMS Solution ACC Community Clients:

Remote Client Monitoring and Coordination:

- FileVision's CMS platform supports remote access to client records and care updates, enabling key workers, case managers, and other stakeholders to stay informed and collaborate from different locations.

Tracking Client Progress and Outcomes:

- FileVision CMS offers tools to monitor and document client progress, allowing providers to keep track of changes in health, recovery, and service delivery, and adjust care plans accordingly.

How FileVision CMS helped with Overall Challenges

Centralised Data Management: FileVision CMS creates a single, accessible **repository for all client information**, allowing staff across residential sites and community settings to access, update, and share important data in real time.

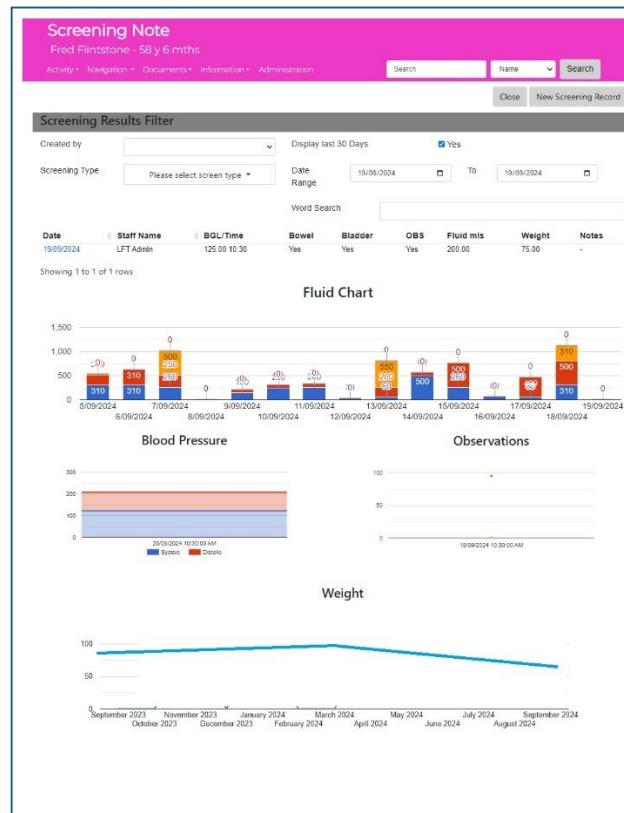
Improved Communication and Collaboration: FileVision CMS streamlines communication between different teams, helping to break down silos and ensure that all service providers have the most current information to provide coordinated and consistent support.

Compliance and Reporting: FileVision CMS simplifies compliance by interactive Assessment and Screening Notes ensuring that all client interactions, support, clinical records and client goals are properly documented, making it easier to meet regulatory requirements for both residential and community support services.

Task Management and Automation: The platform can automate routine administrative tasks, such as appointment scheduling, follow-ups, and documentation, freeing up time for staff to focus more on person-centeredness with their clients.

Conclusion:

FileVision CMS has significantly reduced the challenges LFT faces by providing a centralised, efficient system for managing client-centeredness, resources, and communications across multiple residential sites and community settings. It enhances coordination, improves consistency, and ensures better outcomes for clients while helping to streamline operations and maintain compliance.



Example of the Screening Note Summary Page

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