

Webinar Q&A: digitalising infection control

Answers to your questions...

The graphic features a purple and blue background with hexagonal patterns. On the left, the Radar Healthcare logo is displayed. In the center, the Thistle Healthcare logo is shown. To the right, a portrait of Scott Finnigan is presented within a hexagonal frame. Below the portrait, a purple hexagon contains his name and title. The main title 'Webinar: Digitalising infection control' is prominently displayed in white text, with a subtitle below it stating 'Scott shares his experience of digitalising Thistle's infection control processes.'

Q. Scott, how did you engage your team in moving from manual to digital processes?

Scott: We set up lots of little sessions on what Radar was and how we were going to use it in the months leading up to it. We also had a wide range of short life working groups, where managers and staff had real input and say in what our new events and audits looked like. This was very useful and I'm sure it has been key to the roll out being successful.

Q. How long did it take to set up the system when you first got it?

Scott: We spent roughly six months in the background building Radar, getting all the initial events and audits we wanted to use. We went big and launched across all 10 services with all audits on Radar and with a large range of events. We felt that this was right for us. This could be done much quicker if it has someone's complete focus, but we managed within our existing team.

Garry: We find the time to set up Radar varies depending on the exact customer requirements, but generally, the on-boarding process is between 6-12 weeks (although elements of Radar such as audits can be much quicker). However, we've been able to speed this up to support new customers where needed. One example is our set up of 'Covid Events' for Methodist Care Homes (MHA) which we were able to do in a matter of hours. The best thing to do is speak with us about your requirements and ideal timescales, and we'll be able to advise you. You'll also receive a dedicated project manager who will guide you through the implementation process.

Q. How flexible is Radar? Can we make configurations in-house?

Garry: Radar is highly configurable so you can personalize it to your organisation's requirements. You can easily make changes in-house and disseminate them across the organisation, allowing you to be dynamic and responsive to changes.

Q. I'd like to learn more about the mock inspections Scott mentioned?

Garry: Thistle is carrying out quarterly mock care quality inspections in each home, following the same process that the Care Inspectorate carries out. Using the in-built 'key lines of enquiry' audit in Radar, each team can go through the process of inspection and build action plans too. We're really pleased Scott and his team are making such good use of these features!

Q. Do you have a dedicated function for COVID-19 activities?

Garry: Yes, we created a new COVID-19 toolkit within Radar to help our customers effectively monitor and manage COVID-19 related events. This provides a robust picture of how the virus is spreading and where it might spread next. Our customers have told us that this has been a great support, particularly in providing the ability to make quick and critical decisions across an organisation by using accurate real-time data. We're only too pleased to offer further information.