



CINCH CCM[®] Case Study

What happens to occupancy rates and quality of life for residents at Abbotswood at Stonehenge when the home care agency uses CINCH CCM[®] to deliver short-visit, custom home care?

SENIOR LIVING SUCCESS STORY

Abbotswood at Stonehenge, an independent living community in Raleigh, North Carolina with 120 residents, needed help from an outside home care agency to provide its residents with additional support – or run the risk of residents moving away as their care needs increased. But finding the right home care partner with an understanding of how community-based home care really needs to work was difficult.

THE CHALLENGE - EVERY COMMUNITY IS UNIQUE

“The biggest challenge is managing the volume of care needs and the unique quirks of each apartment. In our community, the care model is based on providing services tailored to each resident's specific needs. Care is highly customized; it's not a "one size fits all" approach. We strive to create a personalized plan for each person, a concept that everyone loves. The challenge is in delivering this care and determining what it requires. We have 120 apartments with 135 residents, and currently, 100 of the 135 need some form of care from our on-site provider. That's a substantial amount of care to manage.

Tracking care efficiently and maintaining consistency across shifts and caregivers is crucial, regardless of whether it's Monday morning or Sunday afternoon. Consistent care is essential. Previously, we struggled with the communication needed to provide this level of service. However, CINCH CCM[®], in the hands of our home care agency partner, has brought the necessary communication and consistency to our care model.”

Abbotswood at Stonehenge, a Kisco Senior Living Property, built its reputation in the Raleigh community is known and loved for its small-town, family feel where even the newest residents are treated like old friends.

Despite working with a local home care agency for a few years, the teams struggled with communication and delivering a seamless and custom care experience that matched the Abbotswood leadership's vision for quality and best-in-class care. Abbotswood's Executive Director (ED) knew it was time for a change:



THE SOLUTION

After the ED found the right home care agency and understood how the technology, CINCH CCM^R, used by scheduling staff and caregivers worked, he called it a “game changer”:

“I feel the technological advances, particularly CINCH CCM^R, that our current home care provider uses have been a real game changer in effectively and efficiently meeting the needs of our residents. As an ED, your main concern is ensuring that caregivers are doing the right things. You want the caregiver to come in confident about what they need to do, not confused, so they can be fully engaged with our residents and promote a sense of confidence in them. CINCH enables just that. It improves communication about what needs to be done, reducing variations in care and ensuring nothing gets missed. This accountability on both sides reassures families that things are being done as they wanted. For the caregivers, CINCH provides everything they need, making their job easier and more efficient. Overall, CINCH has elevated the level of care and services we provide to our residents.

THE OUTCOME

In partnership with the home care agency using CINCH CCM^R, Abbotswood at Stonehenge has maintained a 98% occupancy rate and has consistently maintained 100% occupancy with a waitlist to move in.

Home care services are provided to over 90 of Abbotswood’s 135 residents. There are 15-17 caregivers on shift daily, providing round-the-clock care. Each month, the home care agency caregivers make over 5,000 visits to residents.

How has the agency using CINCH CCM^R to provide care had any impact on the Executive Directors day to day life?

We are in a 24-7 business and the needs here are 24-7. They don't fit neatly into 9 to 5 each day. What I appreciate most is being able to leave and have downtime and being able to feel good about things when you leave. Ultimately CINCH CCM^R gives me and my staff peace of mind.

CINCH CCM^R CAPABILITIES:

THE SCHEDULE “BIG PICTURE”

Scheduling staff have the ability to see all scheduled client visits by the day/week on one screen that gives a clear view of caregiver utilization.

BETTER TEAMWORK- “SHARED CARE”

All caregivers can see each other’s visit schedules and jump in to help a teammate without any back-office intervention.

REAL-TIME MESSAGING

CINCH caregiver mobile application includes secure messaging for caregivers and scheduling staff to communicate in real-time.

REAL-TIME KPI'S AND COMMUNITY INFORMATION

Real-Time indicators are provided for caregiver utilization and community gross profit as well as tracking any missed visits by caregivers.

OFF-LINE OPERATIONS (no cell or internet)

Caregivers are able to work offline while still capturing real time visit start and end times.