

## CASE STUDY

# RIVERDALE SPECIALIST EATING DISORDERS HOSPITAL

### ORGANISATION

Riverdale Grange is a small provider of specialist treatment for adults and young people. The Adult unit was established in 1995 and became one of the first specialist treatment providers in the region. From its opening Riverdale has provided idiographic, recovery focused treatment for people with eating disorders. The provision of the unit has grown over the years with the addition of a young person's unit some 5 years ago and now has 18 beds equally divided across the young people and adult units.

As an independent hospital our 18 inpatient beds are commissioned in their entirety by NHS England. As such we work closely with the NHS to provide specialised services for individuals in our care and their families which is determined by assessed need, based on clinical expertise and best practice guidelines.

At Riverdale we aim to provide the highest possible standards of cost effective care in which, the needs of the patient come first. We understand and accept that when someone is experiencing an eating disorder they can feel ambivalent about change. Our approach positively promotes recovery and works with individuals to increase their motivation and confidence in their ability to recover.



### CUSTOMER TESTIMONIAL

**After several years of growth and development of the services at Riverdale we recognised that our paper based incident reporting system was both outdated and inefficient.**

To this end in the summer of 2015 and after careful consideration of several options and methods Riverdale purchased Ulysses Safeguard Incident Reporting system. This decision was based on several factors namely the ease of use, the quality and capability

of the system, the competitive cost and the levels of support in place.

The transition to an electronic system of incident reporting was structured, very well supported by the Ulysses team and seamless.

The roll out of Ulysses across the hospital occurred quickly following purchase and configuration, fully supported by the Ulysses team. Already, the benefits of using Ulysses Safeguard as an incident reporting system are easily identified.

Tangible gains include improved accuracy, consistency and quality of data, enhanced transparency and communication of incidents occurring and highlighted risks. The ability to rapidly and effectively identify and disseminate root causes, meaningful themes and lessons learned have led to clarity of risk management strategies and subsequently positive patient outcomes.

Service Managers – Adult and Young Persons Units

# CASE STUDY

## THE SOLUTION: INCIDENT MANAGEMENT SYSTEM

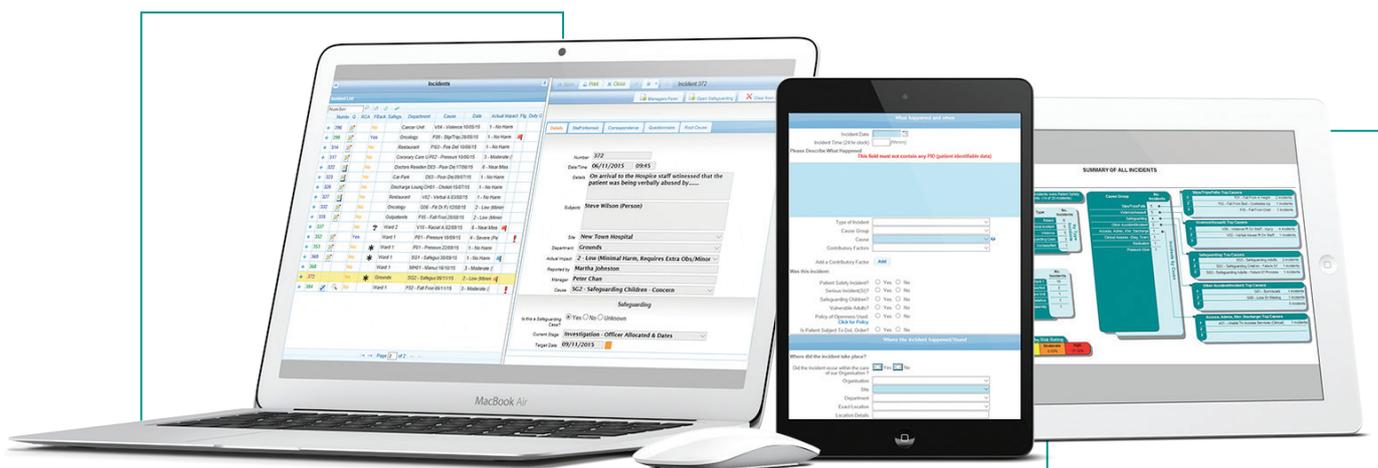
**INCIDENT WEB** provides a simple and easy to use solution to the input of incidents and near misses. The system is widely accessible via the web & tablets so that events can be entered by staff / volunteers as they happen, avoiding the problems caused by delayed reporting.

**Managers** access the information for which they are responsible, having a clear view of the facts and actions that need to be completed. The workflow framework is built by each customer into the system ensuring the correct managers are informed automatically about incidents. For example, incidents with elements of Safeguarding will inform by email the appointed members of staff.

**Incidents** requiring additional information so that a thorough investigation is completed are triggered by the type of incident entered. Example triggers include slip trips and falls, medication errors and pressure sores. This additional information is defined by the individual organisation. For the more serious events, an in-built Route Cause Analysis (RCA) module is available.

**Customisation** enables the form to be tailored to the organisations' requirements including form layout, mandatory fields, field headings, tooltips, scrolling text, useful links, governance information and guidance / documents. This also guides the reporter through the incident reporting process and ensures only the relevant information is requested / shown.

**Closing the safety loop**, feedback to the reporter is available. Using the information reported enables the organisation to respond and develop solutions that effectively improve safety. Lack of feedback is often cited as a barrier to reporting.



**Ulysses has 18 years experience of delivering Risk Management systems to the NHS and has very close relationships with 115 healthcare organisations that use our software.**

Our customers include Hospices, NHS (acute, partnership, ambulance, CCG, CSU), Councils and Fire Services. Ulysses manages the full project life-cycle from needs specification, system design and development to implementation and support. In this changing environment, we work in partnership with organisations to develop new systems.

To discuss the requirements of your Hospice in relation to Incident reporting and the other modules we have available including Audit, Risk Registers, Chaplaincy, Palliative Care & Bereavement contact Lisa Anderson, Business Development Manager, 02392 440540, [lisa@ulysses.co.uk](mailto:lisa@ulysses.co.uk).