Care Homes website
Website review and new processes

As you may be aware The Quality Improvement team for Care Homes and Primary Care Settings have been reviewing the Care Homes website as it has grown immensely since it was initially set up.

Part of this review has involved reviewing how information is presented on the website and how it might be possible to make it more engaging to the viewer.

Another part of this review has involved reviewing the processes by which we communicate with teams about information on their webpages on the Care Homes website and trying to make this process smoother.

Additionally, the website has moved platforms from SharePoint to WordPress giving us more capabilities in terms of how information is displayed on the site.

We have made some changes and devised some guides to address both parts of this review process.

Additionally, a basic guide is also in the process of being written by us for the new website platform WordPress should any teams wish to edit their own information and wish for a guide – there is no training as yet on WordPress. However, we do advise you contact the Webteam who are the experts on WordPress Loth.Webteam@nhslothian.scot.nhs.uk.

How information is presented on the website

We have changed the way things are organised in terms of having fewer main headings (topics) in the menu and more subheadings (subtopics) and where appropriate visual/grid menus on the front pages of sections.

We have also attempted to make the website more engaging with the addition of images and by breaking text up into blocks or using bullet points or subheadings. Where the information is on a page owned by another team we have not changed any content and have merely formatted the text and broken paragraphs/information into clear sections and blocks of colour.

To provide consistency on the website between pages we have devised a guide **"Guide to formatting on the website"** it details how text and information should be formatted on website to provide consistency between pages. This guide includes guidance on font type, size, colour and so on.

We have also devised a guide as to considerations to your page **"Considerations for your webpage"**, this includes **links to legal requirements on accessibility**. This document has some hints and tips on breaking up information and making it more appealing and engaging. There are also considerations on language use.

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How we communicate with teams about information on their webpages on the Care Homes website

Although we are more than happy to talk to teams at any point about their webpage we have had issues with how requests for changes to pages are made. This has caused confusion and meant a lot of time has been spent trying to figure out what has been requested – we are a small team and given how many teams have pages on the website we do not have capacity to do this in the long-term. We have therefore devised what we hope is a smoother process.

We have devised a form **"Request form for changes to the Care Homes website"** to be completed when changes are being requested by teams where we edit their page on their behalf. This form (or forms if making more than one change request) should be attached to an email (alongside anything you wish to be uploaded to the site i.e. documents/images etc) emailed to:
loth.carehomesqistandards@nhslothian.scot.nhs.uk

Similar to the form above we have devised a form **"Request form for latest news posts"** which is to be completed when requesting a latest news post to be added. This form should be attached to an email and emailed to:
loth.carehomesqistandards@nhslothian.scot.nhs.uk

Also, although we are happy to edit information on behalf of teams who have pages on the site, we are aware some teams may wish to edit their own information. So, we have devised a new system to ensure we know who has access to the website to edit their own pages. As a part of this we have devised a form **"Request for editing rights"** for teams who want to edit their own pages. This should be completed and returned to loth.carehomesqistandards@nhslothian.scot.nhs.uk

Please note you are responsible for the information you send, we will not check-over information so please ensure information is as you want.

Please remember NHS governance must be adhered to at all times with information on the website.

Forms/Documents:

Attached to this email you should also find:
- Considerations for your webpage
- Guide to formatting on the website
- Request form for changes to the Care Homes website
- Request form for editing rights (to your own page)
- Request form for latest news posts

All these documents are also available on the website
https://weare.nhslothian.scot/carehomes/about-this-website/

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If completing any of the forms, please return them to
loth.carehomesqistandards@nhslothian.scot.nhs.uk

If you have any questions, please email
loth.carehomesqistandards@nhslothian.scot.nhs.uk