



# CASE STUDY

## Care at Home

Exploring the effectiveness of the OneTouch system used by partner, Care at Home.

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**Care at Home is a nurse led home care company based in Dublin, in the Republic of Ireland and was founded in 2012.**

The company grew gradually over their first few years in operation. After winning a large national tender, Paula Maher, Founder and Managing Director of Care at Home decided it was time to look for a new Care Management software which could cope with its growth and expansion.

## The Challenge

The Care At Home team were spending long and tedious days working on invoices as their current software system did not have any accounts or invoicing functionality, meaning they were forced to do all invoicing manually and individually. This process generally took a couple of days each month and was a real time-drain for Paula and her team.





Being a former nurse herself Paula had a lot of good connections in the homecare industry so she reached out to some contacts and other home care providers she knew to see what system they would recommend.

The answer was conclusive – Paula needed to consider OneTouch Health for her rapidly growing care organisation.

During a demo of OneTouch Paula was immediately interested when she was shown just how quick and easy invoicing was in the OneTouch platform and it has since revolutionised the way that her business invoices. She was even more impressed when she actually started using it and saw how much time she could save on each invoice run.

This was just the tip of the iceberg, since implementing OneTouch Paula and the Care at Home Team have noticed that their processes have become more streamlined, the system has allowed them to enhance their efficiency across a number of different areas which, in turn, has helped to facilitate the growth of the business.

Having a fully functioning digital care management system which compliments Paula's team of carers in their work has freed up so much time which would have been spent on admin work but can now be spent on the provision of care. Something Paula really values.

Care at Home carers have said that the system is user friendly and improves their day-to-day role when it comes to administration work. Using OneTouch is now a part of their role and has become second nature to them.



“I would highly recommend the OneTouch Health system to any care provider looking for a digital Care management system who is looking to streamline their processes, be fully compliant and empower staff. The system allows you to grow your business and has the ability to support you if you scale up.

It really is a fantastic system; we would be lost without it. I don't foresee us ever using another system because everything we need is right there! It has been a game changer for us, the system has our back, and we fully trust its capabilities.”

**-Paula Maher, Founder and Managing Director of Care at Home**



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