



# CASE STUDY

## Agincare

Exploring the effectiveness of the OneTouch system used by partner, Agincare.



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OneTouch Health really is a one-stop-shop for care delivery and management.

The programme is the most effective multi-functional, single platform on the market, operated by health and social care professionals, which can be fully tailored to suit an organisation's structure and needs.

After a successful pilot in its Dorchester branch, Agincare decided to roll out OneTouch Health across the entire organisation.

Home care, care homes, live-in care, extra care, reablement, complex care and care for young people are all Agincare services which have benefited from the implementation of OneTouch.





## So, let's talk about Agincare

We've been chatting to Sarah Leskinen-Keel, COO, Carly Trevett, a Registered Manager and Fil Requia, OneTouch Implementation Manager at Agincare.

They told us about how OneTouch has transformed the way they work.

Agincare covers a variety of sectors, including domiciliary care, care and support into prisons, residential care and specialist dementia care. They also employ 3,500 people across the country.

**OneTouch enables them to manage all care services, and all employees in one place.**

Agincare's Dorchester branch first started using OneTouch in June 2021.

There were six other firms in the running, but Carly and her team decided that OneTouch had everything they needed to streamline and improve their care services.



Fil, and his colleague Alin, were tasked with introducing the software into Agincare's operations and worked with a team from various departments in the company to roll it out.

"My current role is the OneTouch project lead and I've been involved from its inception. I was an interim branch manager, and because of that role, I was deemed the right person to test the software.

"Originally we just wanted a scheduling tool that could also invoice. We needed a HR platform too so it ended up that we went with OneTouch for that too. It just keeps growing and we're constantly developing things."

Agincare wasn't only looking to improve their operations for staff, but also to better support the people they care for.

**Using OneTouch has enabled them to streamline services across the board, meaning that staff and family members alike have access to all the information they need at their fingertips and care can be delivered in a more effective way. Information can also be shared with family members, including upcoming appointments, which provides complete transparency to everyone involved.**



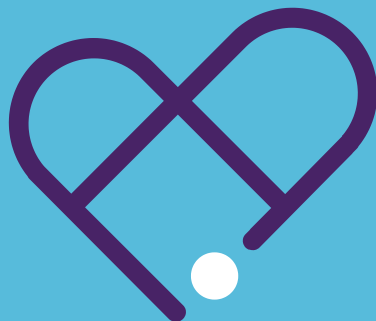
Carly appreciates the information control that OneTouch offers as now she knows that only the correct personnel have access to certain client information.

“We’re able to update OneTouch immediately with any changes to a person’s health or care. No paperwork, just instant notifications. If there’s important information that carers need to pass on to paramedics, they’re able to quickly identify a range of factors, including whether someone is on blood thinners, or if they have a DNR in place,” she said.

“On top of that, we’re able to obtain consent on OneTouch, which makes it a quick and easy process.”

“Having access to something like the wall chart for example, is a great help. If someone calls in sick, it allows us to check what visits they had for that day and allocate them to others quickly and easily. It’s just a case of dragging and dropping and that makes a big difference.”

- Carly Trevett, Manager





# How OneTouch Helped



## Secured and centralised information

both staff and client information is safely stored on the OneTouch app. Client information is locked down securely. Agincare now has the peace of mind that all client information is locked down through the GDPR and Data Security and Protection Toolkit - this means they're both secure and compliant



## Provided an even better level of care

Client health information is updated instantly, giving staff up to date information when required



## Increased accountability amongst staff

automating elements such as holiday requests creates a more efficient use of employee time. Staff are also automatically notified of changes to rotas,



Agincare felt improved automation and efficiency would improve care delivery across the board, saving teams time and providing them with more resources. The OneTouch team worked with them to do this in stages, providing a coordinator for the project and one-to-one sessions in order to get it right.

## What was the challenge?

Prior to implementing OneTouch, all rotas were manually circulated to staff. If there were any changes to the rotas, these had to be painstakingly sent again.

Carly said: “Rotas used to be online and we’d send them out to everyone, resending them if we made any changes. However now, any changes we make to them are automatically sent to staff via the secure app”.

“Things like holiday forms would previously have required staff to come into the office and fill out a form. That can now be done automatically and it saves so much time.”



## The team wanted to



### Communicate easily with each other

Using a reliable way to track internal communications and view whether a message had been received



### Improve efficiency across the organisation

Providing a central location for all HR and staff information means less time manually filling in and circulating documents



### Improve transparency with family members

The software allows family members to be more involved in their loved ones' care



### Centralise all staff and client information

Agincare was looking for a way to automatically notify key team members when client details had changed

## Contact us



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