



# CASE STUDY

## Alcedo Care

Exploring the effectiveness of the OneTouch system used by partner, Alcedo Care



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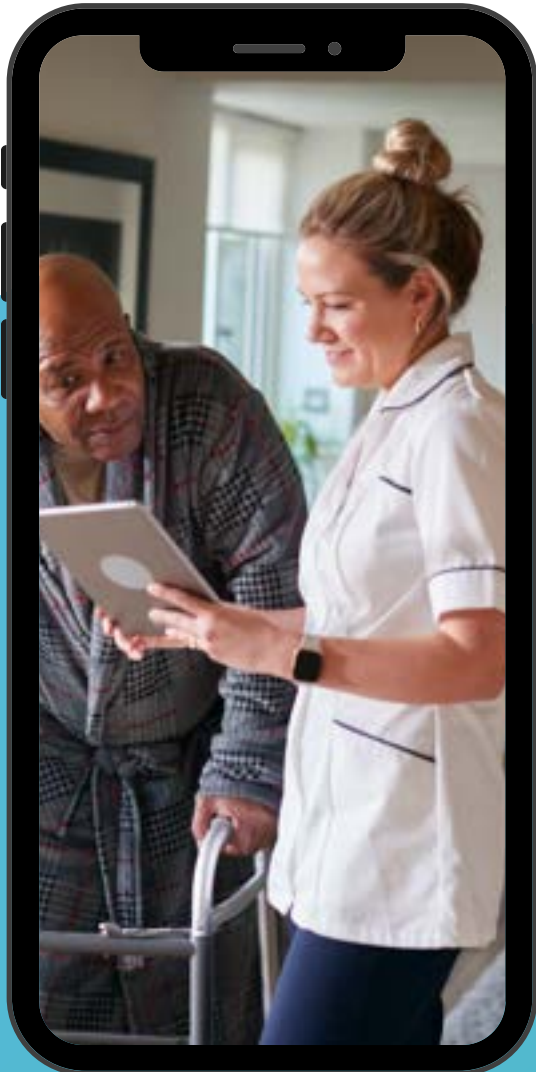
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## So, let's talk about Alcedo Care

When Alcedo decided to make the switch over to OneTouch, one of the most important aspects of the transition was staff buy-in.

Alcedo believed it was imperative that staff knew how to use the software and understand the difference it could make to the operation.

**Rosie said: “People get used to a way of doing things and obviously have questions and concerns when software is changed because it’s not what they’re used to. So that element of training was important to us and I think overall, the transition was smooth considering it was such a big task.”**



**Jo adds: “The previous system had been in place for quite some time, and you obviously do get used to the way things are presented and the way that systems can analyse data. So for that reason we did arrange some extra sessions with Richard who was our implementation guide as it was important people knew how to use the system.”**

For Rosie, an added bonus has been how easy it now is to produce reports which allow you fast, easy ways to gather key information which supports CQC evidence.

**“When you have to send off a CQC report, it's so much easier to pull all of the information together because you filter things. You've obviously got to put the information in to start with, but once it's there, it saves so much time.”**

## How OneTouch Helped

By streamlining their processes, Alcedo Care's main focus was continuing good quality care in a more productive way.

Tasks such as Invoicing, Rostering and Administration was a priority and OneTouch worked with the team to ensure it was 'business as usual' whilst the transition happened.



Rosie said: "It was important to us that whilst we were transitioning over to OneTouch, our day to day service wasn't disrupted. We needed to still be delivering care safely and handling information correctly.

And I think it was a bigger project than we first anticipated if I'm being honest. But the training that we received from OneTouch was great. They were engaging and very patient."



## How OneTouch Helped



### Securely centralised information

Information has been streamlined and stored in one place. All relevant care information is now easily stored too



### Created an easy way of overseeing a large operation

Management can see when staff have logged in and are notified of things such as a missed medication



### Increased accountability amongst staff

Staff have been trained and feel empowered using the software, helping Alcedo Care get the most out of OneTouch



As Finance Director, Jo is finding that OneTouch is ‘paying dividends’ in how much it’s streamlined the process within Alcedo.

**“It’s changed the way that we work. Previously the homecare team would sign the prior week off on a Monday for the week before. Now, everything’s authorised on a daily basis. We have a lot of shifts to approve and the process goes entirely through OneTouch now which has proven easier and so much quicker.**

**OneTouch has been very responsive in terms of any suggestions that we’ve made for alterations. To me, that’s really useful as I feel like they’re listening and developing the system.”**

## What was the challenge?

Alcedo Care was previously using two systems, an electronic monitoring system and a separate rostering system which wasn't as user friendly as the team had hoped, which led them to make the move to OneTouch where everything is in one place.

It was important that everything be on one system to avoid errors, duplications and miscommunications between systems.



✔ **Communicate more easily with each other**

**The team wanted to:** Reaching those with busy schedules and checking whether messages had been received

✔ **Streamline processes to improve efficiencies**

All information in one place, rather than across various platforms

✔ **More visibility and control over client care**

Instant notification of missed medication and other care quality aspects

✔ **Improve compliance and CQC reporting**

Data easily found for reporting purposes and a fully compliant process

## Contact us



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