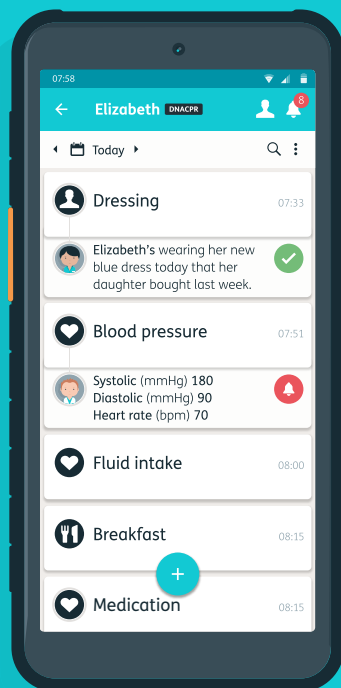




Your Digital Care Planning Platform

Redefining what it
means to care better

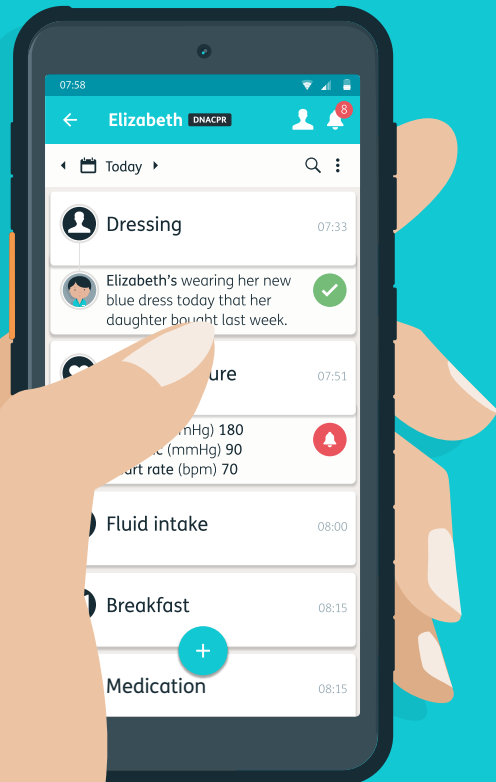


Because everyone deserves the best care possible

At Nourish we believe in better care by design. We focus on understanding care and empowering those that provide it. Nourish goes beyond being a platform for recording notes; using Nourish is like having an extra member of staff on shift.

- ✓ Providing the insights that inform better decision making
- ✓ The visibility to monitor, analyse and improve care practice
- ✓ And the processes and systems that save care teams time

Because time saved is time better spent. Making a meaningful difference to the lives of those you support.



With Nourish, care and support teams can plan, record and coordinate care on the go via our Mobile App which can be securely accessed by managers and staff at any time, anywhere.

Supporting over 2,000 care services across the UK, Nourish adheres to best practice digital care management for all care environments, and is personalised to the people you support.

Discover Nourish:

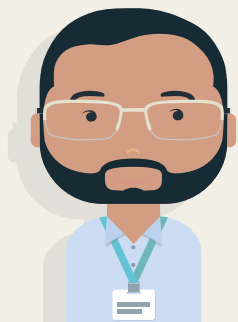
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A note from our founder

A core belief we hold at Nourish is that good quality care is provided by informed, empowered care teams - teams who see each person under their care as an individual with unique aspirations, wants & needs.

The potential that comes from adopting Nourish is far greater than just better records, or less time spent recording; the real positive impact is the cultural transformation that comes with focusing on each person and of giving managers complete transparency over the care provided by their teams.

Nuno Almeida

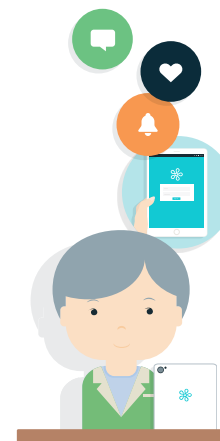


Our easy-to-use platform supports recording at the point of care, saving time and allowing for more accurate notes. We believe in the power of digital to drive best practice care to empower care teams to coordinate and deliver outstanding care, so people can live longer, happier lives.

Access to live information ensures that managers are kept up-to-date and can make more informed decisions for better care. With records that are secure, accurate and compliant, evidencing care becomes more manageable and less time-consuming. The result? A confident care team and a truly person-centred approach to quality care.

Nourish were one of only two software providers to be accredited by NHSX for its DSCR (Digital Social Care Records) Digital Purchasing System (DPS) at launch. We are also proud to be the first accredited by the Professional Record Standards Body (PRSB) as a Quality Partner, working to promote best practice standards for care.

Our CEO is also a founder of CASPA (Care Software Providers Association), an independent association representing the views and interests of social care software providers. One of its main objectives is the promotion and continued growth of the use of digital technologies in the social care sector to improve the quality of care delivered.



What we do

“Nourish allows us insight into our care system that never existed before. This has really helped how we collaborate as a team and share information between departments and other healthcare professionals.”

Scott Goddard, The Grange Centre

Nourish takes a holistic approach to care, ensuring that everyone in the circle of care has what they need - from the service managers and carers, to the people they support and their families.

Nourish offers a flexible digital platform that can be tailored to each care service's needs. Our digital platform allows care teams to record at the point of care, and analyse data over time to tailor care plans to the individual's needs. We are more than just a technology company, we care about people, and want to empower care teams to provide the safest and best quality care possible to individuals.

Key benefits:

- ✓ Person-centred timelines (see page 8)
- ✓ Quicker & easier recording of care (see page 8)
- ✓ Best practice care planning (see page 9)
- ✓ Accessible & up-to-date information (see page 10)
- ✓ Integration partners (see page 10)
- ✓ Powerful reporting & live dashboards (see page 11)
- ✓ Insights & Analytics (see page 12)
- ✓ Better communication within the circle of care (see page 14)
- ✓ Dedicated on-going support (see page 15)

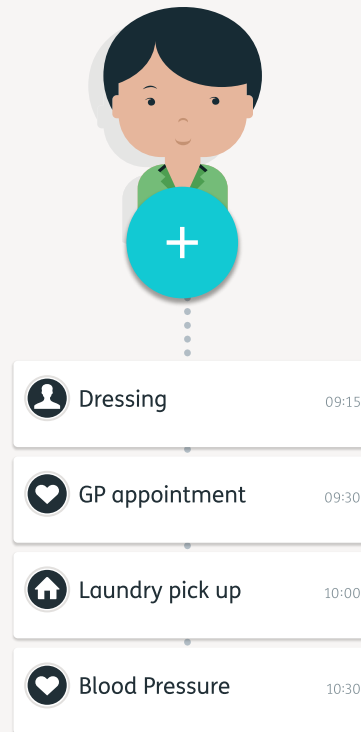
Person-centred timelines

No two individuals are the same, we all have our own preferences and needs and this goes for the type of care and support we require as well. To ensure care is provided according to the person's own requirements, Nourish timelines are customisable at the individual, service and organisational level. This way, care teams are aware that two people living in the same service have completely different daily living habits and personal preferences.

Quicker & easier recording of care

The Nourish platform is designed with the user in mind and is simple, clear and easy to navigate. Key features within the app ensure that recording of information on the go is as straightforward and accurate as possible.

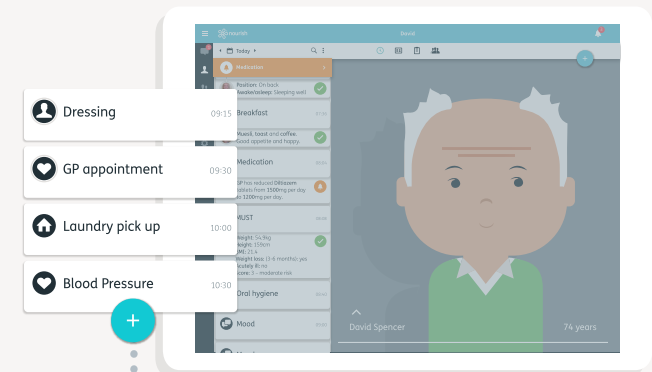
- ✓ Speech-to-text
- ✓ Consent signatures
- ✓ Quick Close Tags
- ✓ Drop-downs & checkboxes
- ✓ Photo uploads
- ✓ Pre-filled in text



Best practice care planning

At the start of your Nourish journey we will work with you to assign a Library specific for your care type. Each Library contains collections of interactions, assessments, care plan templates and more for managing specific pathways, conditions, frailties, needs and day-to-day operational requirements. Our robust collections will adapt to multiple care settings, some assets are locked to ensure compliance to a particular protocol or standard, but most can be customised. We do this to provide you with the very best starting point to shape Nourish to your needs. Our Libraries of managed assets have been built alongside care and clinical professionals, with a deep understanding of the sector and needs of the population.

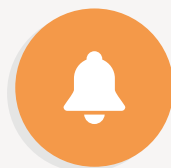
The Nourish platform offers an easy way of building your care plans so that you can retain what is unique about your care. Care notes automatically feed into the care plan, and prompts can be set up to ensure that nothing ever gets missed. You can attach any file type to each care plan, including spreadsheets and photos. You can use the powerful reporting tools to track daily, weekly or monthly trends.



Accessible & up-to-date information

With Nourish, all of your information is in one place so that it can be accessed by all those who need the information, whenever they need it. Specific features focus on supporting better access to useful information such as the Body Maps that allow you to provide safer skincare management and assessments that automatically calculate for you (i.e. MUST).

At the heart of Nourish we also maintain an alert system that allows the team to raise concerns and ensures that all who provide support are kept updated with changes to care. Warnings can be created manually – using the low and high warning bells – or can be automated for important tasks. For example, if care plan reviews are overdue or fluid targets are not being met.



Food and fluid
16:27

Margaret is having difficulty swallowing. Coughing when drinking fluids.

Contact GP
17:04

Doctor has been contacted. Recommended adding 1x scoop of thickener with fluids.

GP visit
18:32

All staff aware now. GP visit has been made for tomorrow at 10:30 with Dr Patel.

Integration partners

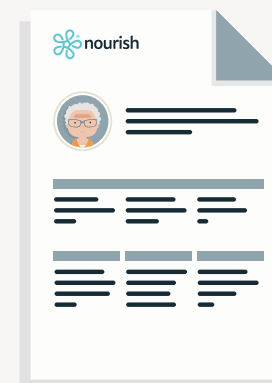
We establish links with integration partners and connect systems with meaningful and impactful outcomes for those you support such as medication integrations (eMAR), pain management and interoperability systems like GP Connect and eRedBag. By integrating with quality partners, Nourish becomes a central system that meets all of your needs.



Powerful reporting & live dashboards

Bespoke reports can be created on any and all information within Nourish. This can be viewed in various formats, including:

- ✓ Web-pages for quick review
- ✓ PDF documents to share externally
- ✓ Excel spreadsheets for in-depth analysis.



With our simple and easy-to-use platform reports and dashboards, managers have better visibility of the care service. You can track and monitor trends and changes in those you support to always ensure they are receiving the best care possible for their needs. At Nourish we are putting data intelligence at the heart of your care.



Insights & Analytics

For those who want to take their data insight reporting to the next level, Nourish Insights & Analytics offers the perfect solution.

Nourish Insights

Watch your data come to life with your suite of pre-defined dashboards

Our highly detailed, person-centric dashboards embedded into your Nourish app will equip your team with the tools to analyse the health and wellbeing of those you support in a way you have never seen before.

- Discover how incidents occur by analysing time of day, daily activities, medication and location.
- Identify behavioural patterns and the circumstances which trigger these events.

By injecting this vital information into your care operations, you will make more strategic, safer decisions, improving the lives of those you support.

“There are moments when data visualisation becomes powerful. This is one of them. Just built a report using data from our Nourish Care system that could fundamentally change how we care - it's that powerful.”

Michael Butcher, Blackadder Corporation referring to Nourish Analytics.



Nourish Analytics

We put actionable data into the hands of your leadership team

With Nourish Analytics, you have complete autonomy over your data. Nourish Analytics is a solution for care services who are looking to build their own bespoke reports by integrating data from multiple sources. We load your Nourish data onto a secure server, pre-package and hand over to your data professional for in-depth analysis. Analytics allows you to connect to your own managed database which we have specifically structured to make connecting your chosen Business Intelligence software easy and straightforward. With highly detailed data at your fingertips the possibilities are endless; drive compliance, manage audit workflows and cross-reference staff interactions against HR records, the list goes on...



Better communication within the circle of care

Nourish empowers everyone within the circle of care, from owners and managers, carers and those they support and their families. Our platform has a number of features that aims to streamline communication across your care team to ensure your service runs as smoothly as possible.

Seamless Handovers

This feature helps with shift changes, allowing carers to see detailed notes of a person's care to date. This is helpful when there are multiple staff changes per day, or if someone has been absent or on holiday.

Direct Messaging

Carers, owners and managers can communicate quickly and easily while on shift to streamline communication within the team.

Whole Team Approach

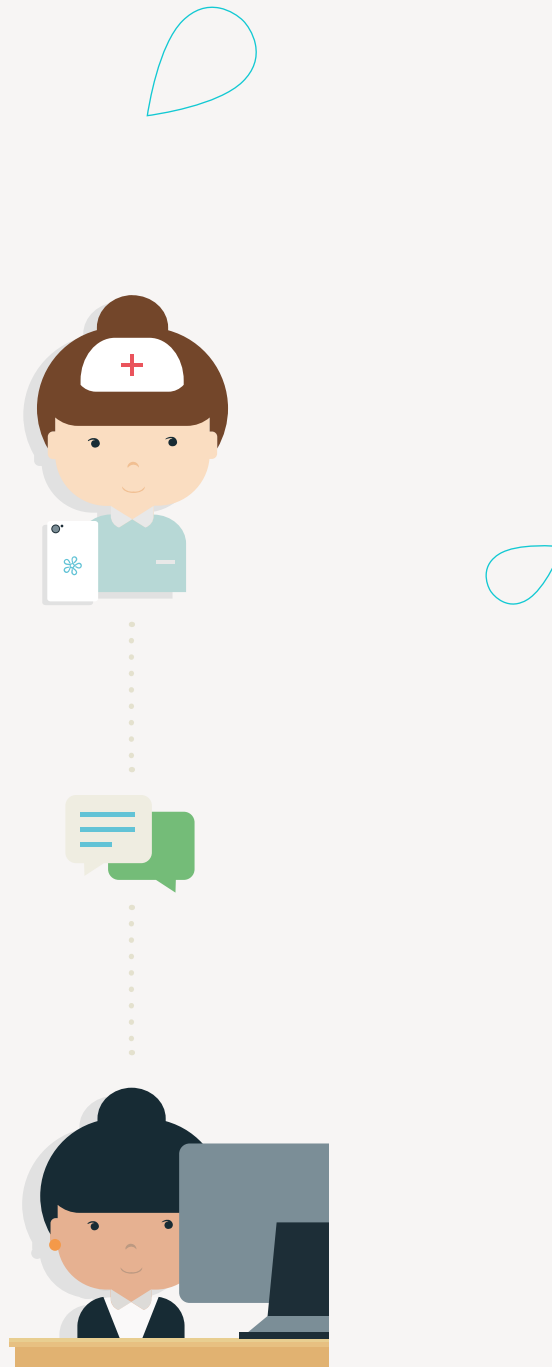
Nourish isn't just for the care team. Cleaning schedules, activity participation and maintenance requests can all be logged and photographed in the Nourish app, keeping all members of the team in the loop.

Medication Module

Streamline medication management with our integration partners that allows you to log medication directly within the Nourish app, which saves time and gives carers easy access to a person's medication information.

Family Portal

You can provide read-only access to family members to be able to read elements of the timeline and care plans of their loved ones, to support better communication between the family and the care team.



Dedicated on-going support



24/7 support

Care is 24/7, so should be its support. From carers to managers, anyone, at any time, can use the live chat support to ask any questions and we will promptly help you with any query.



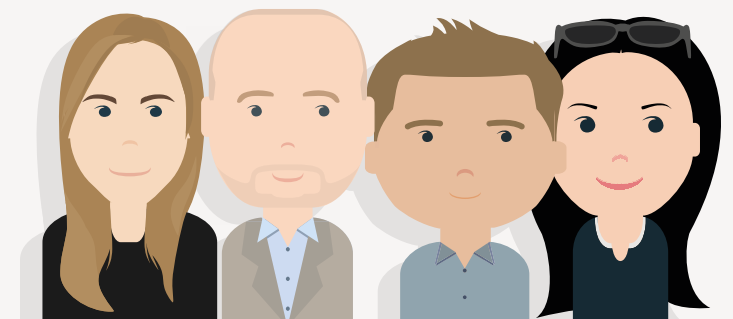
Account management

We understand how unpredictable things can be, so we always appoint a dedicated Account Manager who will personally help you with anything you need or any problems you may face.



Continuous development

Nourish will never be a finished product, and will continually adapt and evolve as the needs of the care sector develop. We thrive to stay innovative and listen to every single user, providing relevant updates and new features on a monthly basis.



Here's some of the main benefits our clients have reported...

At least

1 hour
each day

saved on
paper-based admin

Face-to-face
resident care up by

40%

2 hours
each
week

saved driving to offsite
storage (not to mention
the fuel costs)






Every week over

3.5 million

care notes are safely stored in
our ultra-secure Cloud servers.

...all those care notes would
make a stack of paper taller than
22 African elephants stood on top
of another... EVERY WEEK!



-  Paperclips
-  Paper & pens
-  Ring binders
-  Staples
-  Folders

Over

£2k

saved on stationery
supplies over a year

Who we support

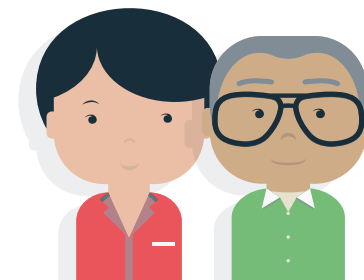
“We have hundreds of anecdotal success stories through implementing Nourish. The main one has to be spending more time with residents. Staff aren’t disappearing in the middle of the afternoon to write in care plans. Pulling information for investigations takes 20 minutes – rather than a whole day. We’re more responsive to care – and can be proactive rather than reactive. The benefits are many and we know we’ve only just scratched the surface.”

Ffion Roberts, Jewish Care

Nourish is designed to support the way you care. We currently work with over 2,000 care services in the UK and overseas, from single homes with fewer than five people supported up to large groups with over 10,000 people supported. Nourish works with you to enhance the brilliant work you already do, and makes your care team’s job easier, so they can focus on what they do best – caring.

We are continually evolving and know that not all care looks the same, which is why we listen to you, and always look to innovate and update the Nourish platform.

Throughout the Covid-19 pandemic, Nourish has adapted in a way that has allowed care providers to continue to do their incredible work. Nourish has helped care teams log and track cases of the virus, record Covid vaccinations and booster jabs - all helping with infection control.



Residential and Nursing Homes

“

Nourish has streamlined many of our processes. The ease of recording tasks and the ability to analyse data - as well as improving care here and now - gives an exciting glimpse of where care will likely go in the future.”



Edward Allistone, Chelston Park

Large Care Groups

“

The Nourish system is really making a difference in our homes. Our support colleagues are already adopting it and liking it, and it's reducing the amount of paperwork enormously, but more importantly, it's allowing us to focus on our person-centred approach to care.”

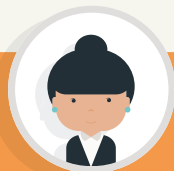


Nigel Lemmon, Trustee, Community Integrated Care

Learning Disabilities

“

One of the real advantages of Nourish compared to other systems is the ability to customise a care plan to the individual we are supporting – in other systems we looked at the content is generated by the system rather than our staff – so all care plans read the same way and there was no sense of the individuality and uniqueness of each person.”



Neela Mody, Vesta Care

Mental Health Services

“

Nourish was a game changer for our company. Nourish has enabled us to really improve our patient care and evidence the great work the team does.”



Sarah Beaumont, Associated Wellbeing

Nourish can also support many other care services including Supported Living, Hospices, Children's & Young People's Services, Maternity Services, Case Management and other unique care services.

Your implementation journey

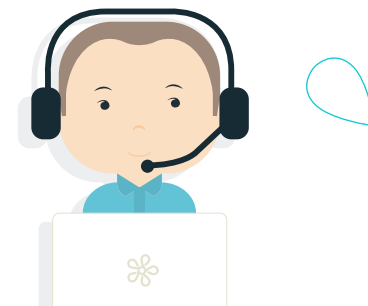
“We had three days of bespoke training online via zoom which was really helpful and informative. The team allowed us to ask any questions we had, even if we felt they were silly, and they taught us how to tailor our system to provide totally bespoke care to our young people.”

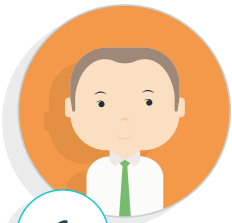
Sarah Beaumont, Associated Wellbeing

At Nourish we pride ourselves on our in-depth training. We have expert trainers who can conduct blended virtual learning sessions that give a real ‘touch and feel’ experience. Alternatively, we can visit your teams at the location of care, to ensure everyone has the opportunity to learn how to use Nourish in the best possible way for your care service.

Our virtual sessions meant that we could work adaptively during the Covid-19 pandemic and we continue to offer these to our customers, as they are more eco-conscious and help to reduce our carbon footprint.

We know your time is precious, which is why we are also able to offer in-depth Train the Trainer facilitated sessions, where we will transfer full knowledge to a selection of your team members, who are then able to cascade to your wider care team - saving you time and resource when it comes to implementing Nourish.





1

Getting to know you

At the start of your Nourish journey, it is crucial we understand your individual identity, your company values and your aims as an organisation. In addition, understanding what you want to achieve helps us to inform the process to ensure your outcomes are met.

2



Building Nourish for you

We will work with you to establish the most appropriate Library of best practice assets for your care service. Each interaction, assessment and

care plan template has been built by clinical and care professionals, designed to give you everything you need as a starting point to shape Nourish to your needs. Your current records can be replicated in Nourish, this will help your care teams transition to digital as it will already feel familiar to them.



3

Introducing your teams to Nourish

We then work with you to identify the correct method of training that suits your team best. You can allow us to manage this for you using our experienced trainers to come to your service, we can train you to train yourselves, we can offer regional training or provide online sessions. Flexibility is key and we try to offer a variety of options.

“We were concerned about migrating to a new system because we didn’t know how our colleagues would cope with change. Nourish was excellent, they put a bespoke training package in place for us and took the time to walk us through each step of the journey from setup to implementation.”

Neil Reid, Golden Care


What regulators say

CQC report, 2019

Muscliff Care - Nursing Home

“The service had embraced new technology and had worked with the developers of the care planning record system to continuously improve and develop the systems. They were continually improving the staff’s access to important information via the service’s smartphones and had recently added an application so staff could access all of the service’s policies and procedures. Staff spoke highly of the technology in use and how it had meant they spent less time completing written records. This meant they could spend more quality time with people, such as spending time talking with them.

The registered and deputy manager undertook unannounced spot checks. In addition, managers were able to remotely access the electronic care planning system so they could check whether people were receiving their planned care and treatment.”



Over 13% of CQC registered providers using Nourish (with a published rating) are rated Outstanding, many of whom achieved that status since adopting Nourish. We are working with many more great homes to help them achieve their Outstanding status at their next inspection.

CQC report, 2021

Allerton Care - Learning Disabilities Care Group

“Risks to people’s health and wellbeing were identified on their ‘main page’ of the electronic handheld system, meaning staff had the most up to date and relevant information immediately. Including people’s allergies, mobility risks and any behaviour that may challenge.”

CQC report, 2021

Kun Mor and George Kiss Home (Jewish Care) - Residential Care Home

“The service had implemented an electronic care planning system. Care records covered areas such as personal care, eating and drinking, skin care, memory and understanding and behaviours that can challenge. People’s historical and current family arrangements were referred to which meant staff had a holistic picture of people’s needs including their daily routines.”

Security



Information stored within Nourish is only accessible via our applications and can only be accessed via a username and password unique to each user.

All information is encrypted when transmitted between our servers and your devices, and our servers meet the high security standards comparable to and exceeding those required by the NHS.

- ✓ **Roles & permissions** - we ensure that different members of the team have different levels of access so they only see the information they need.
- ✓ **Offline access** - should your internet connection go down, the Nourish app will continue to work offline; meaning that your carers can keep recording care notes until the internet is available.
- ✓ **Industry-leading device management** - our device management ensures that Nourish is only accessed on authorised devices, giving you that extra layer of security.
- ✓ **GDPR** - we are fully GDPR compliant and can provide all documentation required to support your own GDPR compliance in using us as a data processor.
- ✓ **ISO** - at Nourish, security is a main priority in everything we do, our ISO 27001 accreditation allows us to follow the best standard for ensuring safety to all data in every aspect of what we do. ISO 27001 helps us to continually improve our data security to give the best possible outcome for our staff, customers and all data subjects.
- ✓ **Cyber Essentials Plus** - the highest level of certification offered under the Government-backed Cyber Essentials scheme.

Book a demo

“The system is amazing, we’ve been using it for less than a week but feel like we’ve always had it. Staff are supporting each other and they have noticed that they have additional time in the afternoon to sit and spend more quality time with the residents. Families have also seen the benefits as we have their loved ones information at our fingertips. We are so pleased with Nourish and how the system has helped introduce positive changes in the way that we work.”

Jenny, Home Manager, Avante Care & Support

At Nourish we do things differently, take a look for yourself.

Find out why thousands of care services are choosing to use Nourish to help deliver truly person-centred care. Start your Nourish journey with a free no-obligation personalised demo.

1

Before and during your demo, we take the time to understand your care service; how you provide care, any challenges you have and the needs of your care teams, managers and

most importantly, those you support. We also understand what you need from a care management platform.



2

With this information in hand, we can give you a truly personalised demo. We will show you the most relevant features in the platform and how to tailor Nourish to meet your needs.

3

You can ask us any questions and get a feel for who we are.

Use our QR code to book your free demo now or visit nourishcare.co.uk/book-demo/



04/22



Empowering people who care

.....

nourishcare.co.uk

caring@nourishcare.co.uk

023 8000 2288

