

# Caring in the Digital Age: The impact of technology on social care quality





## A note from our founder

“The belief that the use of well designed products and services could have a significant positive impact on those drawing on health and social care continues to be a leading motivator for us; this really animates everyone at Nourish.

This paper brings together a reflection on those benefits felt by people providing care and people drawing on care. This energises us by both confirming that our impact is being felt, but even more excitingly - it gives us confidence to ask: how can we maximise the effect our services have on care providers and people who draw on care to ensure everyone is living their best possible life in a place they call home?

Driving this change requires a continuous focus on the person, their circle of care, and their collective experience as part of the ongoing evolution of our services and our products. By doing this with openness to all in the health and social care sector we aim to create a movement that promotes a better, kinder, more human transformation. This is a movement that drives effectiveness through the system while securing alignment on what matters: a better life, for everyone.”

***Nuno Almeida***



# Social care in numbers

**152,000**

vacant social care posts<sup>6</sup>

**224,000**

episodes of short-term social care in 2021/22<sup>2</sup>

**Two million**

requests for social care support through local authorities in 2021/22<sup>3</sup>

**£55.7 billion**

the estimated contribution of adult social care to the economy in England<sup>4</sup>

**63%**

of providers using digital social care records (as of Feb 2024)<sup>7</sup>

**1.6 million**

filled social care posts<sup>5</sup>

**818,000**

people received publicly funded long-term social care in 2021/22<sup>1</sup>



# Introduction

**Everyone has the right to live a fulfilling life in the way they want, doing the things that matter to them in a place they call home. For people who need extra support, good quality social care makes the difference between surviving and thriving. Alongside the efforts of the 1.6 million people working in the adult social care sector in England<sup>8</sup>, technology has an important role to play, helping to reshape the way we provide care and support.**

Social care is all about people; the people who receive care and those who support them to live their daily lives. But social care is undergoing a remarkable shift driven by new advancements in technology. This movement is being propelled by the increasing complexity of care needs and the challenges posed by funding constraints and workforce pressures. In response, care providers are turning to technology to support, enhance and redefine the experience for those who draw on care.

By embracing digital technologies, providers can help people live independent lives with choice and control over their care. This ultimately improves people's quality of life. Adopting technology can also support the people working in social care, improving collaboration and spending less time on administrative tasks.

## Meeting the challenge

With an ageing population, there's a growing demand for social care. People are living longer, with increasingly complex needs. This means providers are faced with the challenge of meeting the needs of individuals often with diverse and multiple health conditions. This complexity demands a dynamic and adaptive approach and technology can offer solutions to help. From digital records and care plans to remote monitoring and falls prevention technology, the digital landscape has the potential to revolutionise care.

## Putting people at the heart of care

In such a diverse sector as social care, it can be hard for providers to effectively harness the right technology that places people at the centre of their care. This whitepaper delves into the real-world experiences of five different care providers who are successfully using technology to transform their care. By examining their experiences, we'll explore how these providers have embraced technology to meet the demands of social care, and exceed them.



**At Nourish, we believe that together we can shape a future where technology is a catalyst for improved quality of care. With the right digital tools and data, we can enhance peoples' wellbeing and help build a more resilient and responsive social care system for everyone.**



# Transforming outcomes through personalised care

Each person has their own needs, preferences and goals and these should be respected at every stage of their care. For social care providers, technology can be a powerful tool for building a comprehensive picture of every person you support, helping you to personalise care to their needs. It can also identify trends and patterns, so you know when something isn't right and can intervene quickly. This level of personalised care can support people to live their lives to the fullest.

## Recording: the foundation of good care

While nothing can replace the human touch, think of technology as an ally that can boost and support your work. One of the ways technologies can improve outcomes is by enabling a detailed and nuanced understanding of the people you support. Whether it's electronic health records or wearables like smartwatches, a comprehensive picture of an individual's health, lifestyle and preferences can be collected. This allows a responsive and effective approach to care.

Recording daily interactions on handheld devices in residential care settings or out in the community means you can quickly and accurately record a person's needs and preferences at the touch of a button. This keeps every member of the care team updated and simplifies handovers, allowing care professionals to tailor interventions based on real-time data.

This information also serves as a foundation for personalised care plans which respect the choice and decisions of the people you support. With care that meets people's needs in the context of their lives, they'll reach their goals with improved wellbeing.

## Identifying patterns and trends

The analytical capabilities of technology can play a crucial role in improving outcomes. By leveraging data analytics and artificial intelligence, technology can identify patterns and trends in someone's health and wellbeing. Important health indicators like weight loss, malnutrition and food and fluid management are more easily identified and managed.

Technology can even spot issues before they happen, meaning providers can anticipate any potential problems before they escalate. For example, data can be analysed about a person's vital signs, their daily activities and sleep patterns. If things change from what's normal for them, carers can receive alerts so they can investigate quickly. This leads to proactive care which can prevent emergencies or common causes of hospital admission.

For providers, this level of data can drive compliance, manage audits and help to cross-reference information across a range of services. With a full picture of a service, you can allocate resources more effectively.



**“Having lots of information at our fingertips means everything can be tailored to the individual and give a person-centred approach.”**

JASON BRIGGS  
Head of Strategy,  
Change and Performance, MHA

**“There are people we support who don’t want to be asked how they are in the morning. So, we take that away from their record and there’ll be a note to say that we greet them in a different way.”**

BECKY SPEIGHT  
Director of Operations,  
Style Acre

**“Nourish is the brain. Regardless of where the support workers are based, whether they’re in our virtual care centre or in service, we communicate everything through Nourish so everyone is better informed.”**

NATALIE EVANS  
Virtual Care Centre Manager,  
Community Integrated Care

### A person-centred approach

When people play an active role in their care and they are heard and respected, care quality and outcomes improve. In the Health Foundation’s report *Person-centred care made simple*, it highlights that when people make decisions about their care and treatment alongside professionals, they are more satisfied and more likely to have better health outcomes.

Think Local Act Personal, which is a national partnership of 50 organisations, has produced a ladder of co-production. It details a series of steps where there is an equal relationship between people who draw on care and the people responsible for services. Co-production drives diverse perspectives and ensures people with lived experience advise on the services that will make a real difference. We know that these personalised approaches support care professionals too. When the people you support are more satisfied with their care and have improved outcomes, staff morale and engagement also increase.

### The Health Foundation<sup>9</sup> highlights the four principles of person-centred care as:

1. Personalised
2. Coordinated
3. Enabling
4. Person is treated with dignity, compassion and respect



# Case study: Community Integrated Care

Striving to become a digital-first organisation, Community Integrated Care assess every person to explore where technology could help them to live their best possible life. Working in the community, the charity uses digital care plans, innovative sensors and now a virtual care centre to provide support around the clock.

Here, Joanna Scammell, Managing Director for Technology Enabled Care, explains how technology gives people the support and reassurance they need.

## What is the virtual care centre?

Our Care Centre provides 24/7 virtual support. It's staffed by a trained team of support workers in our head office and provides reassurance that support will always be available as soon as it's needed. We use technology-enabled care, so we can video call and support people virtually. It compliments traditional care staff in the community and widens support in a way that suits each person. Through our Nourish platform, every care worker can have access to live information about the people they're supporting, whether that's virtually through the Care Centre or face-to-face.

## How does it benefit the people you support?

Someone might have physical care from us, but they might also want a more blended model of care. For example, we have a woman who received six hours of care a week and was experiencing anxiety about going to sleep. She works, so it's important that she gets her rest.

Together with her, we tried three hours a week of physical care and three hours of virtual care. This means every evening she receives a half hour call as she's going to sleep, and the care worker stays on the line with her until she's asleep. This has helped her immeasurably by reducing her anxiety and she's missed less work.

## How do you use the Nourish platform?

We've got technology-enabled care plans and emergency care plans for everyone we support. It's led to better information sharing, particularly among colleagues during transfers of care or handovers. It makes everything much simpler. It also helps to identify patterns and trends in behaviour. We're integrating Nourish with sensors and monitors, so we can build a comprehensive picture of someone's overall life and be more proactive around identifying peoples' needs.





### What other ways are you using technology?

We use technology to help us keep people safe while they get out in their community and live their lives. For example, we had a man who hadn't been able to go on holiday for 15 years. We provided him with a GPS smartwatch, and he went on holiday to a town an hour and a half away.

He was able to use his watch to plan his bus journey and he could call the care team from his watch if he missed the bus or didn't know where he was. He had the reassurance that we knew where he was, and he could contact us at any time for support.

“One the biggest pain points for frontline leaders was on-call duties. Being on-call for a week at a time has a massive impact on your family life. With technology and Nourish, we've been able to centralise that. Now on-call comes into one centre that's coordinated by managers. This means our local managers out in the regions can now have that quality time at home with their families without the need to be on-call.

Nourish plays a massive part in that, because it acts like a brain. Those shift managers who are in the centre can support people, regardless of whether they're 200 miles away or three miles down the road. Because that unique service information is all within Nourish. It doesn't make a difference where we're based. We're making huge strides because of Nourish.”

NATALIE EVANS  
Virtual Care Centre Manager,  
Community Integrated Care



# Changing the way we work

The use of technology within the sector is helping to re-imagine care delivery, information sharing and interactions between care professionals and the people you support. To help the sector to embrace technology, the UK government has invested funds so providers can implement digital care records. Those already integrating technology are experiencing tangible benefits in their daily work, including positive impacts on staff wellbeing.

## Embracing digital transformation

Digital transformation in both health and social care is a top priority for the Department of Health and Social Care. In the department's 2022 policy paper, *A plan for digital health and social care*<sup>10</sup>, it was highlighted how digital joined-up care was essential for a more efficient, responsive and person-centred approach to service delivery. The initiative's original target was to have 80% of CQC-registered adult social care providers using digital care records by March 2024, which has since been extended to March 2025.

Digitisation can help overcome some long-standing challenges in the sector. This includes the efficient management of data between health and social care, streamlining communication and improving coordination among all those involved in care. This move was backed by funding through the Adult Social Care Digital Transformation Fund to support providers to adopt digital social care records<sup>12</sup>.

The idea is that all social care providers will be able to use data to inform their decision-making, enhancing quality of care. This commitment signifies the importance of social care keeping pace with the demands of a modern and dynamic society.

### By encouraging providers to embrace digital technology, like digitising care records, the government aims to:

- Prevent peoples' health and social care needs from escalating
- Personalise care and reduce health disparities
- Improve the experience and impact of people providing services
- Transform performance<sup>11</sup>



# 26% of social care staff have difficulty recruiting and retaining care workers<sup>14</sup>

## Everyday benefits of technology

Using technology that's right for your service can bring a range of benefits that positively impact on the daily routines and responsibilities of care professionals. One of the key advantages to digital platforms is knowledge sharing, letting you collaborate easily and exchange information among the team.

Tools like digital care management systems allow recording at the point of care, through desktop or mobile, saving time and allowing for accurate notes. It means at the touch of a button, care can be recorded as it happens. Information doesn't get missed or forgotten, and care teams don't have to spend hours writing down notes when they next get a chance.

With more accurate notes, comes more accurate care. Notes recorded digitally can be easily read by all the care team. This saves time figuring out a member of staff's handwriting. When staff record notes immediately after providing care, it's fresh in their minds. It allows senior members of the team to view notes and any trends. This means they can pick up and act on information and any gaps can be quickly identified.

With automated processes and streamlined workflows, technology reduces administrative pressures, allowing care professionals to focus on what they do best, caring.

## Supporting staff retention and wellbeing

Ongoing workforce pressures and issues with retaining staff are well publicised in the sector. In Skills for Care's *The state of the adult social care sector and workforce 2023* report<sup>13</sup>, there were 152,000 vacant posts in the sector last year. Around 390,000 people left their roles, with around a third of them leaving social care completely. With too many people leaving and not enough people working in the sector overall, Skills for Care highlights that this spends precious resources on recruitment.

While technology can't answer all the workforce challenges, it can play a role in supporting staff retention and wellbeing. By automating routine tasks and streamlining administrative processes, technology reduces the burden on care professionals. This allows them to focus on meaningful interactions with the people they support, the very reason they came into the sector in the first place.

The flexibility and adaptability of technology can also contribute to a more positive work environment. Remote communication tools and flexible scheduling can empower staff to balance work and personal commitments, fostering a healthier work-life balance. Online training can support staff to continuously learn and develop, contributing to their professional growth. When staff feel valued and confident, they'll want to stay and progress their skills within social care.

**“To give anyone in social care back time into their working day is an absolute gift.”**

BECKY SPEIGHT  
Director of Operations,  
Style Acre

**“We've got technology-enabled care plans and emergency care plans for everyone we support. It's led to better information sharing, particularly among colleagues during transfers of care or handovers.”**

JOANNA SCAMMELL  
Managing Director For Technology Enabled Care,  
Community Integrated Care



# Case study: MHA

Through specialist care homes, retirement living and vibrant community groups, MHA supports people to live well at every stage of later life. The charity uses innovative technology like interactive tables and robotic pets for people with dementia, alongside projection technology and digital care plans. These all help to improve the care and support they provide to older people.

Here, Jason Briggs, MHA's Head of Strategy, Change and Performance, tells us how going digital has led to more person-centred care.

## Why did you decide to go digital?

It plays into a broader strategic direction for us as an organisation. A couple of years ago we decided we needed to be data driven as part of our culture. Technology isn't something that we bolt onto the side of what we do, it's integral to what we do. We decided to undertake the biggest digital transformation as an organisation in our 80 years.

We use a business intelligence tool called Power BI to help us visualise information within the organisation. We were looking to transform our care by digitising our care plans and interactions and we chose Nourish.

## How does Nourish help?

We want to put as much of our time as possible into supporting people to live their lives. Having lots of information at our fingertips means everything can be tailored to the individual and give a person-centred approach.

We have a suite of dashboards open to our home managers and other management teams across our services. We've tied this in with our incident reporting information. It allows us to see a more holistic view of the service we're providing.

## How did you find adapting to digital?

We assumed when we first implemented it that we'd need to put a huge amount of effort in to supporting our carers to adopt it. There were fears around the sheer volume of things on paper that we would need to put into digital, plus a nervousness around adoption of technology. Within 24 hours of our first go-live pilot, those assumptions were quashed. It's naturally intuitive and everyone got on with it from the start.

I recently got chatting to one of our carers who has been with the organisation for almost 20 years and she was terrified about using the technology. She's been using it for a couple of months now and described Nourish as the 'glue' that connects the home in a way that was never possible before.



### How has care become more person-centred?

A good example of that was recently one of our senior carers was developing the support plan for one of our residents. That was done sat side by side with the resident sharing the device. They could both speak into it and the resident was able to not only contribute, but to be central to the process. It's so empowering and it wouldn't be possible without technology.

Before digital support plans and recording interactions via Nourish, we were reliant on communication within the home and the connectedness of the people who worked there. Now, if someone missed their breakfast, it sends an alert. It means a carer can talk to the resident to find out more and everyone in the home is aware, including the managers and seniors. Come lunchtime, we know to make that person a priority.

### How does it support your day-to-day work?

As we work with older people, quite often they need to go to hospital. In seconds, we have the ability to run an emergency discharge report to give the ambulance crew what they need. Undoubtedly, this is making a huge difference to older people in those critical moments as they leave our service to go to hospital.

Another example is how area management teams can walk into a service without spending the first two hours looking at paperwork. Instead, they have all the information they need at their fingertips which they can read whenever suits them. It means when they're going into our homes, they're able to have more meaningful conversations. They can see information like weight trends and take proactive action. All these things are making a substantial difference to people's quality of life.



# Case study: Kingsway Care

Kingsway Care enables older people and people with disabilities to stay in the homes they know and love. Infusing home visits with fun, laughter and companionship, the independent home care provider supports people in Brighton and Hove.

Managing Director, Vicky Haines, explains how home care management software, Nourish Rostering, is improving efficiency and empowering care workers in the community.

## How long have you been using Nourish?

We've been using Nourish from the beginning, so we haven't had to do that transition from paper to digital records. We started to use Nourish in 2021, and it allows us to see the big picture and roster our care workers in an intuitive way.

## How does it help?

We work with a lot of people with dementia or cognitive decline, so continuity of care is really important. Having that same care worker or team of carers is vital, so the people we support get to know them. Nourish lets us roster our care workers easily.

We have a skills and attributes section, so we can make sure that only the right carer goes to the right people. This allows us to make sure that the package of care runs smoothly, and the person doesn't get disorientated when somebody new walks through the door.

## Does it help staff retention?

It's hard for carers out there. Nourish aids us in staff retention because we can make sure that we're providing rosters that work for their availability and allows them to have their own lives. We can see who is where at all times and can easily make changes. It's really transformational. I can't imagine having to do rosters on an excel document!

## Can you give us an example of when it's been beneficial?

We recently had an emergency with someone who needed an immediate upgrade in the number of hours of care. Within half an hour, we went from delivering one hour of care a day, to 13 hours of care a day. We could see immediately who was available and what our capacity was to be able to put that care in place. It's things like this that make a real difference.



# Driving a cultural shift

As technology helps us to communicate better and collaborate more effectively, the nature of care is changing. Instead of deciding what's best for people who draw on care, there's now a culture shift towards working together in equal partnership.

Technology is emerging as a catalyst for this movement, empowering both providers and people who draw on care to join forces.

## Co-production: an equal partnership

People shouldn't simply be recipients of care, but active participants in defining their own care journey. As well as recognising and prioritising the unique goals and needs of each person, quality care encourages co-production. This is where the people who draw on care work in partnership with care professionals and their wider circle of support.

Working in partnership gives people greater independence, decision-making and control over their care. Technology can help facilitate co-production and make it a simple and accessible process. It can also empower individuals by providing access to information, fostering transparent communication and offering tools for self-managing care.

For example, a digital care platform like Nourish places individuals at the centre of their care by providing a platform to express their goals and what matters to them. People can actively engage in the decision-making process and can create care plans together with staff. Innovative functions like speech-to-text allow people to record their wishes simply through talking into the device. This is then turned into text automatically.

Technology like this can make sure that people you support are heard and respected, and this reshapes the power dynamics within social care. For people who draw on care, it fosters a sense of agency and ownership.

**“We really want it to feel like we complete care records together, it's not something that is being done to someone.”**

BECKY SPEIGHT, Director of Operations, Style Acre



### Collaborative mindset

This shift towards person-centred care that's co-produced needs a more collaborative and responsive approach. With tools like Nourish, communication between everyone involved in care becomes more fluid and transparent. Reports can be easily downloaded and shared. This promotes a culture of active listening, where care professionals are responsive to individual needs.

Using technology also helps encourage a mindset that values continuous improvement. Care providers are empowered to reflect on their practices, learn from data-driven insights and adapt their approaches to better meet the needs of the people they support. This is helping providers to meet today's challenges, as well as prepare for tomorrow's.

Regulatory bodies, like the Care Quality Commission, recognise that good quality records underpin safe, effective, responsive and high-quality care. By using digital records, you get clear information to the right people when they need it. Having the ability to give evidence to regulatory bodies and your local authority quickly and effectively is a great benefit of digital records.

Reports can be pulled instantly at the click of a button, with all the key information available in an easy-to-read dashboard. You can also give temporary secure access to regulatory bodies and local authority compliance inspectors, saving you time.

**“Where technology has really helped us to up our game in terms of quality of care and treatment is the personalisation we can offer.”**

MARK HOLMES  
Registered Manager,  
Kenward Trust





# Case study: Style Acre

Style Acre provides support to almost 300 people with learning disabilities and autism living in Oxfordshire. From 24-hour care for those with complex learning disabilities, to a few hours of support a week for those who live more independently, Style Acre helps people to fulfil their potential in the way they choose.

Becky Speight, Director of Operations, talks about how technology means care is a more collaborative process.

## What made you want to go digital?

To begin with, we brought it in about eight years ago for our supported living to help with CQC and reporting. But then we realised we could do so much more, and we wanted to look at what good outcomes meant for the people we support. It's helped us to shape the way we've done things over the past few years.

## How have things changed?

We've worked hard to personalise people's timelines and interactions to make them specific to them and for it to be a collaborative process. That's what really set Nourish apart for us because of its ability to personalise every interaction. We complete the records together with the people we support by having a conversation. They'll even use the device themselves to write their thoughts, then we add to it.

It's far from just being a record keeping system. We really want it to feel like we complete care records together, it's not something that is being done to someone. And eight years in with using Nourish and it's been game-changing to help us level-up and keep focusing on personalisation.

## How does Nourish help you personalise care?

One of our biggest fears at the beginning was that it wasn't going to be personalised. We were worried that we'd be led by the technology, and it would be too structured. But this isn't the case at all. When you look at the way that we record things, people's days aren't mapped out in the same way. We might be looking to record the same information, but the way that we're describing that through the platform will be tailored to that person.



For example, there are people we support who don't want to be asked how they are in the morning. Not being asked is important to them. So, we take that away from their record and there'll be a note to say that we greet them in a different way.

### **What impact has it had on the people who draw on your services?**

One young lady had severe epilepsy and was having 17 seizures a day. She had a real determination to want to work, but the number of seizures was stopping her. Nourish enabled us to record information about her seizures, like when and why they were happening, across all our services.

Over a period of time, we gathered information to allow her consultant to change her medication and her seizures have dropped to two or three a day. This has allowed her to get a job in a shop, which she is loving, and we couldn't have done this without the information Nourish gave us.

### **How is recording interactions supporting care?**

There's a lady that we support who has a pet rabbit and her ability to have a good day completely revolves around her interactions with her rabbit. Now we have a profile on Nourish specifically for the rabbit and the lady we support has her own access to the profile to complete its interactions. That gives us a different way into a conversation with her about her day and the records we're making.

That's game changing for her. It's completely ordinary and completely wonderful at the same time, which is exactly how it should be. It should be about capturing the wonder that is in somebody's every day in a way that's accessible and this has given us the ability to do it.

### **What's been the biggest benefit from embracing technology?**

Our files and recording had got quite out of hand. What it's done for the people we support and the people we employ is to give them back time. It gives people back the time to have meaningful conversations with people about their day, what they're looking forward to tomorrow and how we can help them achieve that. It's an incredible thing. To give anyone in social care back time into their working day is an absolute gift.

It also literally frees up space. Now if I go into somebody's house, it feels like their house again, I haven't got a cabinet of paperwork. It feels like anyone else's home which is exactly how it should feel.

### **How has it helped staff?**

Staff turnover is something we all struggle with. Having Nourish really set the staff up to have a great relationship with somebody from the get-go. They have all the information, prompts and reminders that they need. They don't have to worry about getting it right for the person by remembering all the specific details because it's right there in their hand.



# Creating new models of care

When different organisations working in health and social care come together with the right data, this improves peoples' experience and quality of care. It avoids care that's fragmented and makes better use of resources. Closer working between health and social care and integrating different technologies together, can all help social care to deal with the long-term challenges facing the sector.

## Providing joined-up care

Traditionally, different aspects of someone's care, from medical records to care plans, would exist in different systems. One of the key benefits of technology is the ability to bring all the elements of someone's health and social care together. By breaking down silos and enabling the sharing of information, technology allows for a more coordinated and collaborative approach.

Using digital platforms also allows you to share information and knowledge with healthcare colleagues. For example, GP Connect gives authorised professionals the ability to quickly share and view medical notes in real time. This can help you keep up to date with someone's medical history, understand allergies and adverse reactions, and see vital notes like immunisation history. Technology can also support you during emergencies. Nourish has a feature called Emergency Admission Pack which is an electronic version of the traditional Red Bag. It helps you to give other health and care staff important information quickly about the people you support, which is vital when they need to be transferred to hospital or another provider.

## Integrating different systems

The transformative power of technology is even stronger when integrated with other products and services. Technology that prevents falls, supports pain management and simplifies medication records can all help the people you support. By integrating different technologies together, you build up a more comprehensive and seamless picture of your service and the people within your care. This is what's known as a digital ecosystem.

Where data and devices connect and work together, it can deliver the right information to the right person at the right time. With a central platform that tells you everything you need to know, you can ensure a more coordinated approach. For example, your digital care management software can integrate seamlessly with tools like remote monitoring and electronic medical records. This interconnected ecosystem ensures that all aspects of an individual's wellbeing are considered, meaning you can make better decisions, collaborate more effectively and ultimately provide the right care for each person.



### Coping with the long-term pressures

Increasing demand and resource constraints are causing long-term pressures on the sector. Embracing technology can help you to strategically cope more effectively with these ongoing challenges and anticipate future needs.

Machine learning algorithms, for example, can analyse patterns in data to predict potential issues or changes in an individual's condition. This proactive approach enables care providers to allocate resources more efficiently, optimise service delivery and respond swiftly to emerging challenges.

Technology also supports administrative processes, reducing the burden on care professionals and allowing them to redirect their focus towards direct care and meaningful interactions. This efficiency helps to cope with immediate pressures and contributes to the sustainability and resilience of social care organisations in the long term.

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JOANNA SCAMMELL  
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JASON BRIGGS  
Head of Strategy,  
Change and Performance, MHA



# Case study: Kenward Trust

When people need support to overcome a dependency on alcohol or drugs, the Kenward Trust step in. As Kent's leading rehabilitation centre, the charity helps people to transform their lives and provides a safe home for them to create a new future away from addiction.

Here, Mark Holmes, Registered Manager, highlights how digital care records were initially adopted to help with administration, but have led to predicting relapses and even preventing them altogether.

## Why did you decide to put a digital care records system in place?

Initially, we thought it would just stop us having to hand write notes and support the handover, which it did. But for us, where it's really helped us to up our game in terms of the quality of care and treatment that we can offer is the personalisation and the ability to customise.

We were seeing a shift in trends of recreational drug use in young people. We had a lot of people coming to us for treatment having used ketamine, which was presenting new physical health risks. Nourish allowed us to involve the whole team, including doctors and therapy teams, to work out what questions we should be asking and how we could best care for people.

As an organisation, we've just moved into a trauma-informed way of working, which is a very big thing in recovery. No two people's recovery is the same, so it's vital that we can really look at what's been behind someone's addiction, look at past traumas and customise their recovery plan. We're just at the beginning of that, but the sky's the limit with personalisation.

## How does it help in recovery services?

The biggest risk for our residents is a relapse, so going back to alcohol or taking drugs. This tends to happen while they're in the early stages of recovery and addressing traumatic past issues because they're without the use of the one thing that's been keeping them going.

The behaviour that happens just before a relapse is very complex and not always obvious. What we can do now with Nourish is pull reports and look at things like therapeutic group attendance, whether they're disengaging and any differences that have been happening.



We can push a few buttons and can analyse very quickly and see patterns of behaviours starting to emerge. It means we can intercept and get in there quicker. We're certainly seeing more people completing treatment and less people relapsing.

### How else is it helping people?

We work with people who feel very marginalised and unheard. They've also encountered a lot of stigma in their lives. So, it's really important that we always engage in a meaningful way.

For example, there was a resident with complex mental health needs as well as addiction. She'd been treated in lots of different places over the years, and it was clear that she felt treatment with us was a tick box exercise. With Nourish, it's completely changed our language. Instead of saying 'let's talk to the resident', we say 'let's form an interaction'. It's immediately a two-way conversation. We asked her how she'd like us to check in and what she'd like us to ask her. As treatment went on, she worked alongside us to take bits out or add things in, building her plan and interactions. She's now three years sober.



# An overview of Nourish

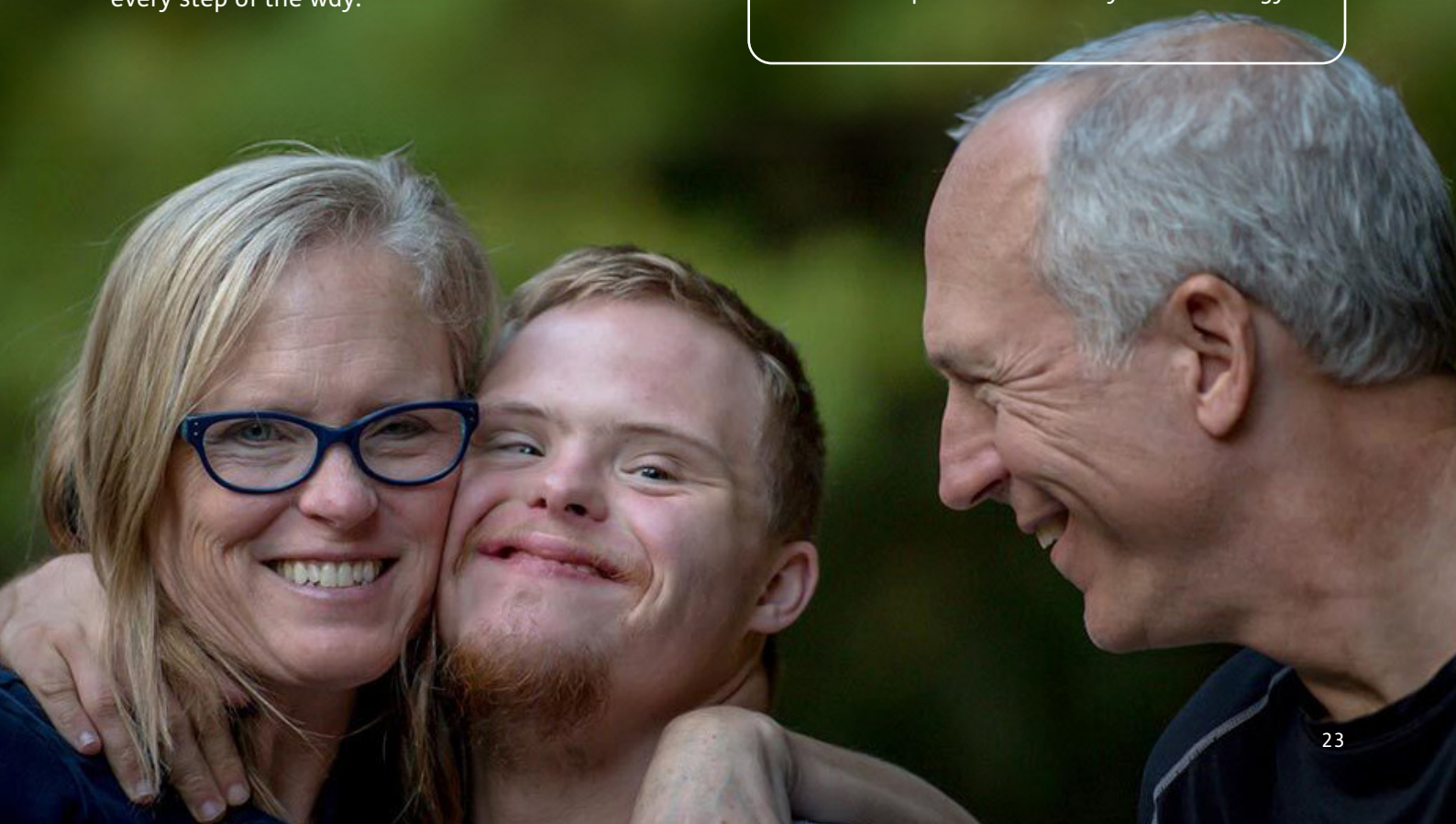
At Nourish, we exist to help you to provide great care. We believe every life should be lived to its full potential. That's why we've harnessed the best technology to help you plan, record and coordinate care quickly and easily for everyone you support.

Every minute saved on administrative tasks means more time to do what matters most – caring. Our digital social care records platform gives you accurate notes, complete oversight of your service and evidence of care at your fingertips. This means you can make more informed decisions.

Our ambition is to improve the lives of everyone involved in care. From the people you support to care teams, managers and owners. We're on the NHS Assured Solutions list for social care technology, so you can trust us to support you every step of the way.

## Benefits of Nourish:

- Record, plan and coordinate care in real-time on the go
- Secure and accurate notes for better decision making
- Personalise care for everyone you support
- Save time on administration and collaborate more effectively
- Join up and connect all your technology





**385,000**

people supported in care services using Nourish

**235,000**

carers use Nourish every day



**10 million**

data records updated every day on Nourish

**83 million**

rostered appointments in the last 12 months on Nourish

**365**

support provided 24 hours a day, every single day of the year

**93%**

of customers feel very confident using Nourish after training









“Nourish has fundamentally changed social care for the better. The benefits are phenomenal. It’s connecting social care in a way that was not possible without this technology. It’s far more than a product; it’s part of a movement changing social care.”

**JASON BRIGGS**  
Head of Strategy,  
Change and Performance, MHA

## Thank you

Our thanks go to our contributors for their time, support and sharing their learnings:

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**Get in touch to discuss how digital care  
management can be tailored to you.**

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Book a demo at [www.nourishcare.com](http://www.nourishcare.com)



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