

Nourish Care

Care Management for Residential
Care and Support Providers





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

CARE TYPES SUPPORTED:

- Elderly care
- Nursing
- Home care
- Learning disabilities
- Dementia care
- Supported living
- Assisted living
- Children & young people
- Substance misuse
- Mental health
- Maternity
- And more...

Why choose Nourish?

Nourish Care is the most trusted care and support management software supplier in the UK for a reason. We put people first. We have worked with care and support providers of all shapes and sizes for more than a decade to ensure this commitment. Shaping our functionality in line with user feedback and lived experience so we can build flexible, straightforward platforms that champion preventative, community-centred care. We offer a range of products, each developed through co-production, to support the modern challenges facing providers including care management, dependency, incident management, reporting, data utilisation and much more. With so much coming on the horizon, you need the right partner for the future.

Join Nourish Care today.



An orange square icon containing a white silhouette of a person with a checkmark, representing care and expertise.

Nourish Care & Clinical Expertise

The Nourish team come from a wide variety of backgrounds. Including social care, nursing and mental health, as well as engineering and project management. This gives us a wealth of health, care and technology experience to draw upon. Our experience means we know the challenges you face, the goals you are trying to reach and what good care looks like. Of course, we always want to hear your perspectives too!

A blue square icon with a white signal tower and a checkmark, representing offline access.

Offline Access

Internet connections can be unreliable, so you need a system you can depend on. Should your internet connection go down, the Nourish Better Care app will continue to work offline; meaning that your carers can keep recording care notes until the internet is available again.

A green square icon with a white circular arrow, representing continuous improvement.

Continuous Improvement

Nourish will continue to innovate and evolve to best meet the needs of the care sector and our users. We provide relevant updates, feature enhancements and introduce new integration partners on a regular basis. All of which is developed through co-production with our users, ensuring your feedback is heard and our system is innovative.

A red square icon containing a white trophy, representing customer success.

Customer Success Team

At Nourish, we always put you and the people you care for first. From the moment you begin working with us, you'll have a dedicated Customer Success Manager alongside you, ensuring you get everything you need from our platform and to help guide you through your digital journey.

A teal square icon with a white clock face, representing 24/7 support.

24/7 Support

We know you and your team are caring around the clock, so our support team are also available 24/7 if you need them. From carers to managers, anyone, at any time, can use the live chat support to ask questions and we will promptly help you with your query.

A dark blue square icon with a white clipboard and checkmark, representing implementing Nourish.

Implementing Nourish

A good start is half the battle, and at Nourish we offer a range of approaches to fit your implementation journey. We will be with you every step of the way helping you set up your system to match the unique needs of your community and enhance the quality of your care.

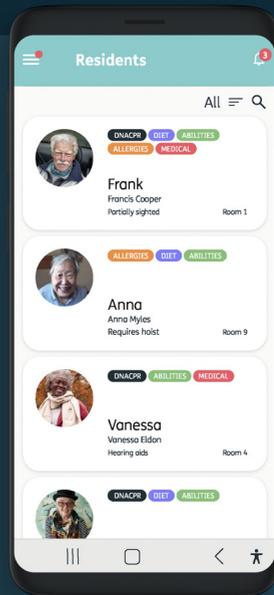
Nourish Better Care

Nourish Better Care, our flexible care delivery software, harnesses the best technology to help you plan, record and co-ordinate care quickly and easily for everyone you support.

Quicker and easier recording of care

Nourish Better Care 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
- Quick Close Tags
- Photo uploads
- Digital consent signatures
- Drop-downs & checkboxes
- Pre-filled in text



A Library for your type of care with everything you need to provide best practice

When you begin your Nourish journey, we set up your Library with all you need to get started.

Your Library contains templates for care planning, recording interactions, assessments and much more. We tailor it to help you manage any specific

pathways, medical conditions, frailties and day-to-day operational needs. Our robust collections can adapt to any care and support setting. Some elements are locked to ensure compliance to a particular protocol or standard, but most can be customised to suit you.



Powerful Reporting

Our flexible in-app reports give managers better visibility into their service. Powerful built in functionality allows for bespoke reporting, with every interaction reportable within seconds, containing as little or as much information as you need.



Person-centred Timelines

No two individuals are the same, we each have our own preferences and unique needs, and the same applies to the care and support we require. With Nourish Better Care, teams have instant access to personalised information within the app, enabling them to deliver support that aligns perfectly with each person's preferences and requirements. No more searching through care or support plans or offering one-size-fits-all solutions. At Nourish, care and support is always truly person-centred.



Whole Team Approach

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



Surface Important Information

In Nourish Better Care, warnings can be created manually and automated for important tasks, such as care / support plan reviews or fluid targets. As a manager you can monitor these warnings to identify any problems and put improvement measures in place, helping you to easily evidence that appropriate action has been taken.



Nourish Safety

Nourish Safety is our fully integrated, incident management solution – embedded into your care and support management processes for a truly person-centred approach.

Seamlessly embedded with care management

Incident management becomes intuitive, effortless and part of daily workflows, making compliance a by-product, not a burden.

Learning from every experience

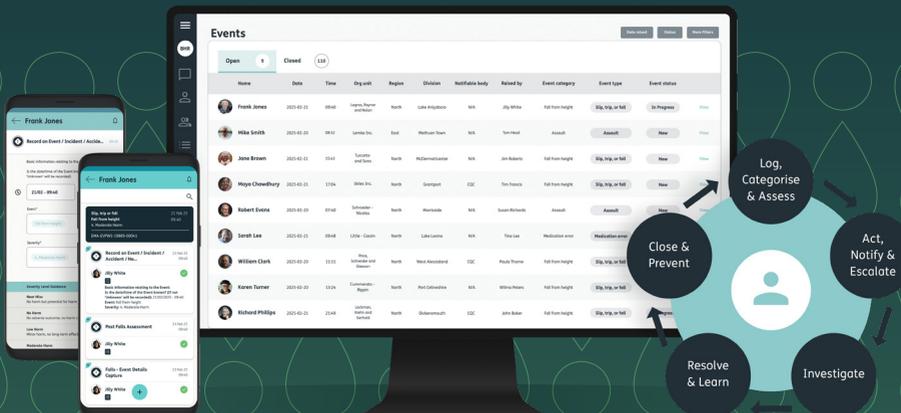
Clear, actionable insights help you to redefine incidents as catalysts for positive change, leading to meaningful and lasting improvements.

Empowering your teams

Staff are actively encouraged and empowered to report incidents and they can clearly see the benefits and importance of their actions.

Delivering better outcomes

Centring the safety of the person supported helps you to drive better outcomes, enhance your reputation and deliver measurable business benefits.



The screenshot displays the Nourish Safety interface. On the left, two mobile devices show incident reports for 'Frank Jones'. The central monitor displays an 'Events' table with the following data:

Name	Date	Time	City work	Region	Division	Responsible body	Reported by	Event category	Event type	Event status
Frank Jones	2023-02-01	09:00	Victoria Reserve	South	Leeds Angitwa	N/A	Jilly White	Fall from height	Slip, Trip or Fall	In Progress
Mike Smith	2023-02-01	09:02	Leeds Inc.	East	Metropolitan	N/A	Lee Smith	Assault	Assault	New
Joan Brown	2023-02-01	10:00	Sturton	South	Mid-Doncaster	N/A	John Roberts	Fall from height	Slip, Trip or Fall	New
Mary Chowdhury	2023-02-01	17:00	Wells Inc.	South	Doncaster	CCG	Tom Francis	Fall from height	Slip, Trip or Fall	New
Robert Eaton	2023-02-01	07:00	Sheffield	South	Westcliffe	N/A	James Roberts	Assault	Assault	New
Sarah Lee	2023-02-01	09:00	Little - Gosden	South	Leeds/Leeds	N/A	Tim Lee	Medication error	Medication error	New
William Clark	2023-02-01	10:00	Sheffield	South	West Yorkshire	CCG	Paula Thomas	Fall from height	Slip, Trip or Fall	New
Karen Turner	2023-02-01	10:00	Compton - Roper	South	East Yorkshire	N/A	William Jones	Fall from height	Slip, Trip or Fall	New
Michael Phillips	2023-02-01	11:00	Leeds	South	Doncaster/Leeds	CCG	John Baker	Fall from height	Slip, Trip or Fall	New

On the right, a circular diagram illustrates the incident management process:

- Log, Categorise & Assess
- Act, Notify & Escalate
- Investigate
- Resolve & Learn
- Close & Prevent



Nourish Safety includes a wide range of features and functionality including:

LOGGING AN EVENT

Log the initial details of an event or near miss in less than 30 seconds.

CONFIDENTIALITY

Raise events confidentially knowing only specified roles can see the content.

EVENT PATHWAYS

Best practice is embedded into the product without complex configuration requirements.

CONFIGURABLE NOTIFICATIONS

Notify the right people about the right events at the right time.

CONTEXTUAL EVENT VIEW

See all the post-event care & support and follow-up actions in one place.

EVENT TRACKER

View a sorted, filterable list of events across the organisation, updated in real time.

EVENT LINKING

Ensure the right context is available at the right time.

EVENT REPORTS

Easily share all the information and details about an incident.

DATA DASHBOARDS

Explore event data to spot trends and opportunities to prevent and reduce severity of future events, plus explore behavioural event trends, including use of restrictive practices.

Nourish Transparency

Nourish Transparency gives providers a stronger foundation for planning, allocating resources, and evidencing the true cost of care — helping you deliver better outcomes, sustainably.

Build care & support packages around real needs

Use transparent assessments to determine care and support that reflects real needs – not estimates.

Enable smarter planning

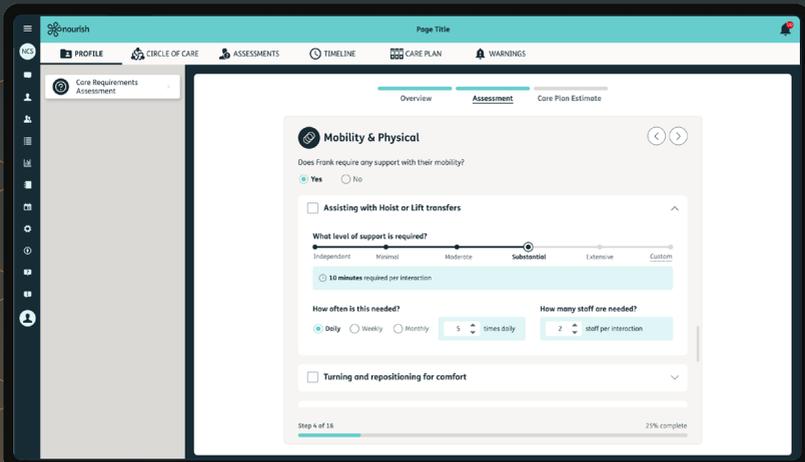
Stay one step ahead with a clearer view of evolving needs, allowing you to anticipate change and allocate resources effectively.

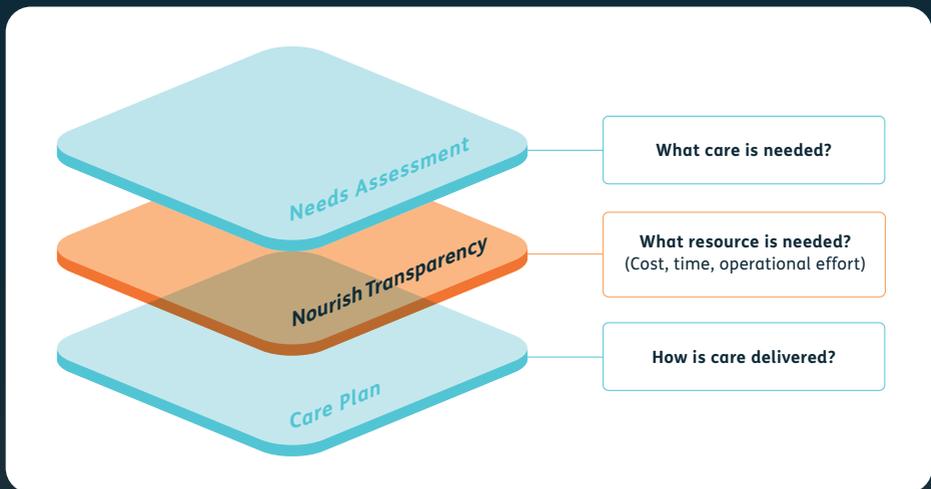
Evidence value and justify funding

Back up care and support delivery with data that shows what's needed, what's deliverable, and why it matters – supporting confident funding conversations.

Deliver sustainable, person-centred care

Get clear insight into the cost of delivering care compared to available funding, so you can plan sustainably, protect quality, and make care work for everyone.





Nourish Transparency includes a wide range of features and functionality including:

ASSESSMENT

An intuitive way to access weekly care and support needs based on real-world interactions.

INSIGHTS DASHBOARD

Analyse trends, distribution and service-wide patterns to support strategic planning and service improvement.

ESTABLISHMENT VIEW

See a weekly, service-wide view of care and support needs, giving you the tools to plan ahead.

FUNDING VIEW

Quickly identify funding gaps by comparing assessed costs with agreed fees in a dedicated dashboard.

CUSTOM INTERACTIONS

Bring relevant customer interactions into the assessment framework to reflect how your service delivers care and support.

FOCUSED REPORTING

Access pre-configured reports, representative of those requested from regulators and funding bodies.

LINK TO CARE & SUPPORT PLANS

Feed structured assessment data into care and support plans for clarity and consistency.

SETTINGS

Set up staffing and background costs, and define time estimates for interactions to reflect your service.

Nourish Insights

Nourish Insights, our suite of powerful data dashboards empower you to make better and safer decisions.

Whether you're a small independent provider or a large national organisation, our Insights dashboards unlock the wealth of data available within Nourish.

Our dashboards give you and your team the clarity you need to connect the dots across multiple contexts. By quickly identifying trends and patterns across your service, you can prioritise action which improves the lives of those you support, while making significant efficiency gains and easily evidencing the care you're providing.



PROACTIVE CARE

Understand patterns and trends to monitor the health and wellbeing of the people you support and flag early warnings.



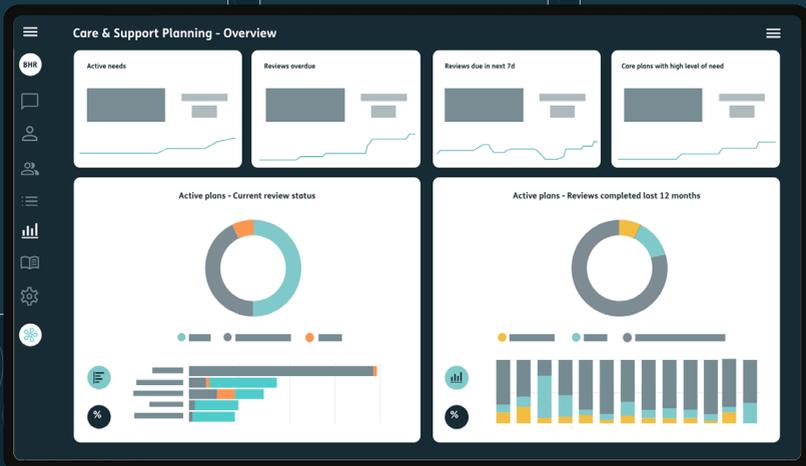
EFFICIENCY GAINS

Reduce time spent manually collating information and quickly access insights to support effective prioritisation.



EVIDENCE COMPLIANCE

See clear, visual representations of your data to easily evidence care and report on improvements over time.



Nourish Insights

We provide a range of dashboards to suit your needs including:

Overview Dashboard

Bring together and easily track KPIs across your organisation.

Skin Integrity & Wound Management

Keep a close eye on wounds, reducing complications and improving care.

Weight Monitoring

Identify weight changes early to prevent health issues and reduce hospitalisations.

Warnings

Track and respond to system warnings in good time to improve care and compliance.

Occupancy & Capacity

Monitor service capacity, admissions and the demographics of the people you support to improve planning and support.

Critical Information

Keep important details about the people you support in one place, track DoLS applications and ensure staff skills meet care and support needs.

Care & Support Planning

Stay on top of care and support plan reviews, identify overdue updates and ensure high standards.

Care Given

Understand care and support interactions, missed activities, and staff engagement to maintain high-quality care and support.



Track KPIs at a glance



Drill down with ease



Evidence change over time



Choose charts that work for you

Nourish Protect

Protect your data with our Mobile Device Management solution.

Keeping the data of the people you support safe and secure is a critical consideration for every provider. That's where Nourish Protect comes in.

Our mobile device management solution empowers your team to efficiently record and access information at the point of care, whilst ensuring sensitive data remains secure and protected.



WHAT ARE THE BENEFITS OF NOURISH PROTECT?



Data Protection

Protect the data on your devices with encryption and remote wiping capability, ensuring that sensitive data doesn't get in the wrong hands.



Device Security

Ensure your devices are 'locked down', secure and consistently maintained.

Including a detailed risk assessment of apps on your devices, location tracking and regular device culls to maintain a secure environment.



Device Efficiency

Benefit from automatic app updates, ensuring you have access to the very latest Nourish functionality.

Plus location based configuration, giving you the flexibility you need to account for regional differences.



Enhanced Support

Unlock access to remote diagnostics so our support team can support you in diagnosing issues and providing timely resolutions.

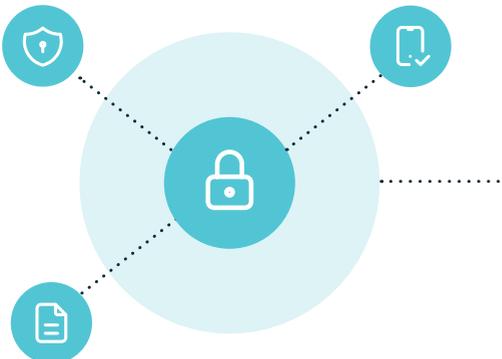
Security

Information stored within your Nourish platform is only accessible via our mobile and web app and can only be accessed via a username and password unique to each user.

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

DSCR STANDARDS

Nourish meets the 14 Digital Social Care Records (DSCR) standards that are set by the NHS Assured Solutions List. These standards are designed to enhance the security, data protection, interoperability, efficiency, and effectiveness of care management systems.



Roles & permissions

We ensure that different members of the team have different levels of access so they only see the information they need.



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 follow GDPR requirements and can provide all documentation required to support you in adhering to GDPR guidelines in using us as a data processor.



ISO 27001

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.



Nourish Partnership Programme

The Nourish Partnership Programme supports providers to navigate the digital marketplace and access the very best technology for the seamless provision of care and support.

By integrating with quality partners and NHS systems, Nourish becomes a central system that meets all your needs. Look out for our approved partner badge - a mark of confidence for solutions that meet our stringent criteria.

- ✓ Medication Management
- ✓ Pain Management
- ✓ Personal Safety & Falls Prevention
- ✓ Remote Monitoring & Long Term Condition Management
- ✓ NHS Collaboration
- ✓ Incident Management
- ✓ Business & Workforce Management
- ✓ Wellbeing & Engagement

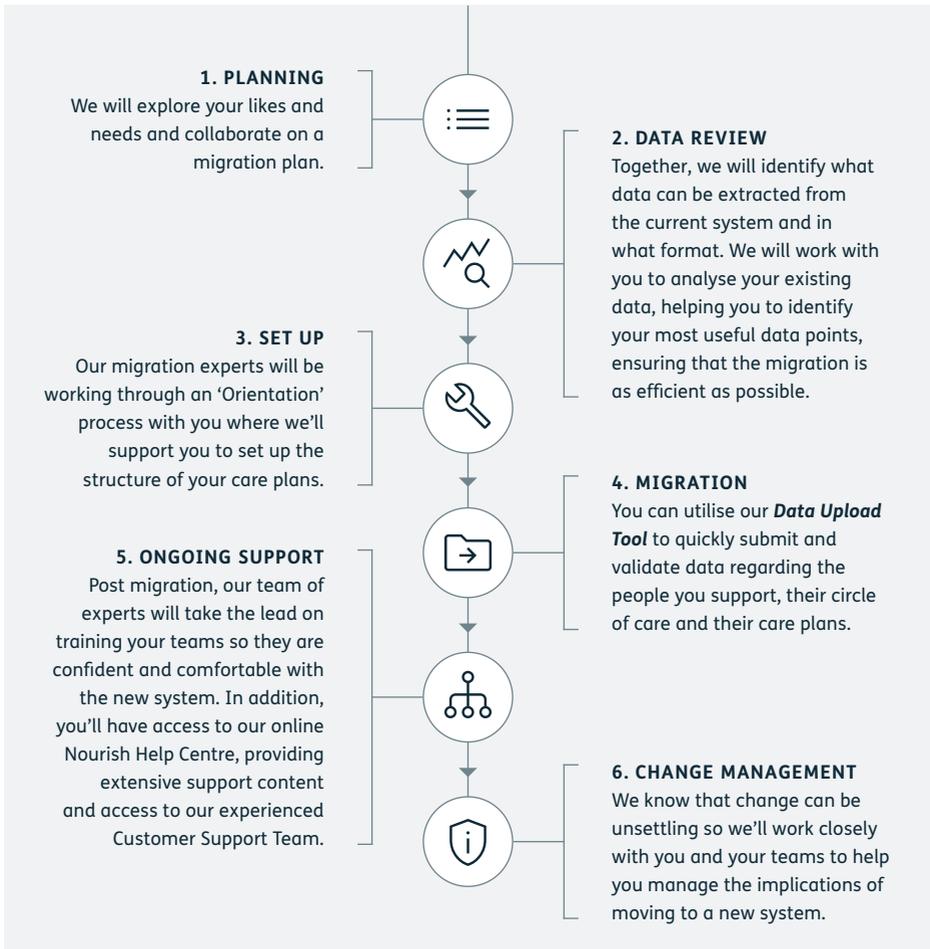


Nourish Approved Partners include:



Moving to Nourish: Our Migration Approach

Moving your data from one system to another can feel like a daunting task but with years of experience and expert teams, we've developed an approach and tools to make this process simple, safe and efficient.



Getting started with Nourish: Our Implementation Packages

We know that implementing a new system can feel daunting. Whatever your needs, our team of experts are on hand to guide you through the set up and configuration of your system – getting you up and running as soon as possible!

BASIC	STANDARD	PREMIUM	ENTERPRISE
Recommended for small, independent residential and home care providers implementing Nourish Better Care.	Recommended for small residential groups and large home care providers implementing a single product.	Recommended for those managing multiple care-types, wanting to implement multiple products, roll-out to 4 or more residential locations or Local Authorities.	Recommended for those rolling out to >50 locations, managing multiple care-types and implementing multiple products or Young Person Services.
We'll provide a brief overview of the platform and give you access to complementary training videos and four group training sessions with a Nourish expert so you can get yourself set up without a fuss!	With this light-touch process we'll guide you through the configuration process, helping you to ensure Nourish is set-up to suit your needs and your superusers are confident champions of your system.	Our implementation experts will work with you to establish a detailed project plan, run on-site configuration sessions and arrange regular project check-ins with this more hands-on approach.	Building on our Premium plan we'll provide extended time with our implementation experts as well as strategic sponsor engagement as we work with you to deliver your project plan.

OUR SUPPORT APPROACH: WE'RE HERE WHEN YOU NEED US

Our expert support team and extensive resources are here to ensure you get accurate, timely solutions to any questions you may have.

With us, you'll always have the support you need, whenever you need it.

- **24/7 Live Chat** – Connect with our support team anytime, any day of the year.
- **Help Centre Guides** – Access our comprehensive library of step-by-step resources, available 24/7.
- **Phone & Email Support** – Reach us directly through the channel that works best for you.
- **Specialised Technical Support** – Get expert assistance for more complex issues.

Quotes from our customers

“We feel like we work in partnership with you, as a provider to a provider. Something that quickly becomes clear working with Nourish is the fact that you know providers are trying to drive that person centred approach.”

Anna Goscombe

IBC Healthcare



“Nourish is the best system that I’ve used. When you’re planning for the long road, you go with the best. It can be person-led, like we are. It gives you that option to make it bespoke to us, to our company.”

Richard Maddison

Care Concern Group



“Nourish looks good and is easy to navigate, it was one of the easiest implementations that we’ve done because our colleagues just adopted it quickly.”

Graham Farrington-Horsfall

involve care and support



A small handful of customers we are also proud to partner with:



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

93%

of customers feel very confident using Nourish after training

24/7

support provided 24 hours a day, 7 days a week, 365 days a year

425k

carers use Nourish every day

78%

of care services that were rated as 'Requires Improvement' before using Nourish had improved to 'Good' just 12 months after implementation

1,600

training hours delivered in the last 6 months

18.6 Million

care records updated on care plans every day in Nourish

95%

of registered managers said they have more visibility and oversight into their care service since using Nourish

413k

people supported using Nourish

“Game Changer”

“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



Empowering people who care

Nourish believes every life should be lived to its full potential. That's why we've harnessed the best technology to help you plan, record and co-ordinate care quickly and easily for everyone you support. Our ambition is to improve the lives of everyone involved in care.

From the people you support to care teams, managers, and owners, let Nourish be your constant companion for better care.

Whether you're still using paper or are switching from another digital provider, we can show you why Nourish is the leading care management platform.

Get in touch

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