

Nourish Care

Your digital partner for care and support





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

Why choose Nourish?

People are at the centre of everything we do at Nourish Care, that is why over 1/3 of all home care hours delivered in Britain happen on Nourish platforms. We work with home care providers of all shapes and sizes, wrapping our system around the unique services and communities they support.

There is a major shift happening in social care, as health, care and support look to move from hospital to community. We know this is a huge undertaking, and we are here to help home care providers streamline processes, reduce risk and improve outcomes for the people utilising their services, by building for the future together.

Join Nourish Care, your digital partner for home care.



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!

Offline Access

Home care happens everywhere, and you need an app that works with you at every step. Should your internet connection go down while using the Nourish Better Care at Home app, it will continue to work offline. Meaning that your carers can keep recording care notes, and the app will upload them to your central database as soon as the internet is available again.

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.

Digital Ecosystem

Connections are the heart of care and support. The same is true for care and support technology. We believe in building robust digital ecosystems of integrated platforms and functionality that are centred on the person supported. So, we can simplify technology for your teams and maximise the benefits for your community.

24/7 Support - CSAT rating 93%

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.

Customer Success Team

At Nourish, we always put you and the people you care for first. From the moment you are set up on our system, you'll have a dedicated Customer Success Team alongside you, ensuring you get everything you need from our platform.

Implementing Nourish

A good start is half the battle, and at Nourish we give you all the resources you need to wrap our system around your service. We host a detailed library of instructional videos and step by step guides to ensure you get maximum value from our functionality. We also offer complimentary group training webinars that anyone in your organisation can attend. These resources make it simple for you both to get set up initially, and for new hires to find their feet on our system down the line.

Data

Data is one of the most powerful tools we have at our disposal in the digital world. When used correctly data can unlock insights, support compliance and help us recognise and address trends to move from reactive care to proactive support. Our platforms are built to centralise, highlight and share data across systems, services and regulators. So you have both the knowledge, and the power, to support your community.

Nourish Better Care at Home

A connected platform for home care teams, combining powerful web-based management with an intuitive mobile experience for carers in the field.



Deliver Care Anywhere

Equip carers to deliver safe, informed care in every visit, with up to date information, seamless communication, and the ability to record information on the go, even in low connectivity.



Joined-up, informed decisions

Connect to the wider health and social care ecosystem, with GP records and a family portal that keep everyone informed and involved.



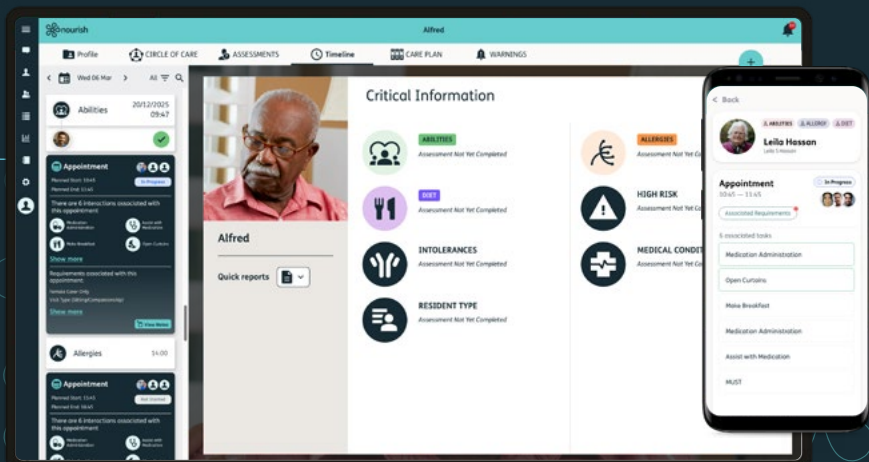
Run your service with confidence

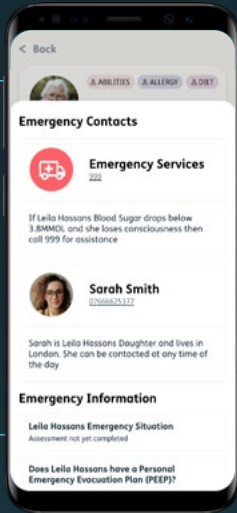
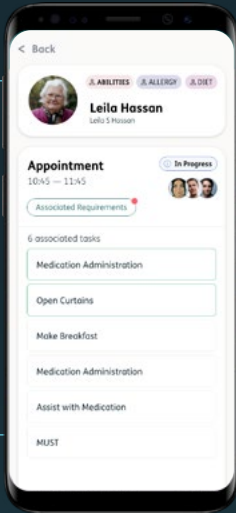
Manage operations, monitor care delivery, and access critical information through a powerful web-based platform for your office team.



Better care, delivered every day

Improve quality, consistency, and oversight across your service, helping you deliver safer, more effective care at scale.





Nourish Better Care at Home ensures the management of your home care service is simple and seamless through a range of innovative features, including:

CONTEXTUAL CARE PLANS

Link tasks to care plan needs to help carers understand not just what to do, but why it's important.

SCHEDULE VIEW

Carers see their full day at a glance: visits, breaks, and training events.

MEDICATION MANAGEMENT

Safe, compliant medication support with integrated body maps.

CRITICAL INFO DASHBOARD

Instantly view allergies, protocols, and emergency contacts.

ASSESSMENTS

View and complete assessments wherever you need, on mobile or web.

CLIENT TIMELINE VIEW

See a chronological view of care history to spot trends, ensure continuity, and support informed decision-making.

EMERGENCY ADMISSIONS PACK

Access urgent information instantly, so carers can respond quickly and confidently in high-pressure situations.

GP CONNECT

View up-to-date medical information directly within Nourish to support safer, more informed care decisions.

FAMILY PORTAL

Keep loved ones in the loop with crucial appointment details through the Family Portal.

Nourish Empower

Smart rostering and workforce management that saves time, improves matching, and keeps every visit running smoothly and compliantly.

Plan, manage, and optimise your workforce with confidence through powerful rostering and automation tools, including:



Drag & Drop Rostering

Build and adjust rotas quickly, ensuring the right people are in the right place at the right time.



Electronic Call Monitoring (ECM)

Ensure visits are delivered safely and recorded accurately, with clear visibility and secure monitoring.



Time Off Management

Plan ahead with clear visibility of leave and availability, reducing disruption and keeping services running smoothly.



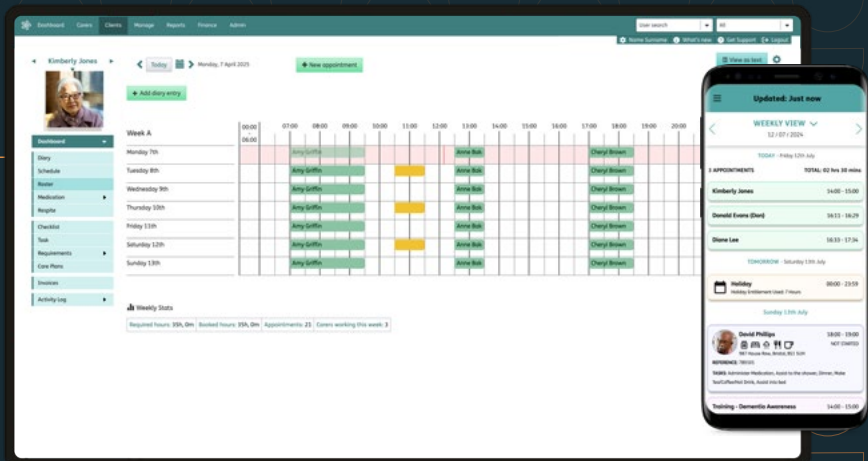
Invoicing & Payroll Automation

Generate accurate timesheets and invoices automatically, reducing admin, improving efficiency, and supporting healthy cash flow.



Electronic Medication Management (eMAR)

Track and record medications accurately, reducing errors and supporting full compliance.



Nourish Empower FEATURES



Comprehensive Rostering Solution

Drag & drop functionality, which considers carer skills, preferences and travel information.



eLearning

Manage your team's training needs with direct access to CPD & Skills for Care accredited courses.



Invoices and Timesheets

Simplify your finances with smart, customisable invoices and staff timesheets.



Call Monitoring

Gain seamless oversight with NFC tags, start/stop features and OTP verification.



eMAR

Secure Electronic Medication Administration Recording system, to ensure quick and accurate delivery of medication.



Time Off Management

Tailor time off settings to meet the unique needs of your agency.

Integration

**Powerful
integration**

**2-way sync
to maximise
efficiency**

Nourish Better Care at Home FEATURES



Mobile care delivery

Access client details, care plans, medication and record ad hoc care.



GP Connect

Access GP records and medical notes of the people you support for more informed decision-making.



Personalised care plans

Build detailed care plans, keeping your team aligned with desired goals and outcomes.



Community Library

Ready-to-go templates of care plans, assessments and care interactions aligned to best practice.



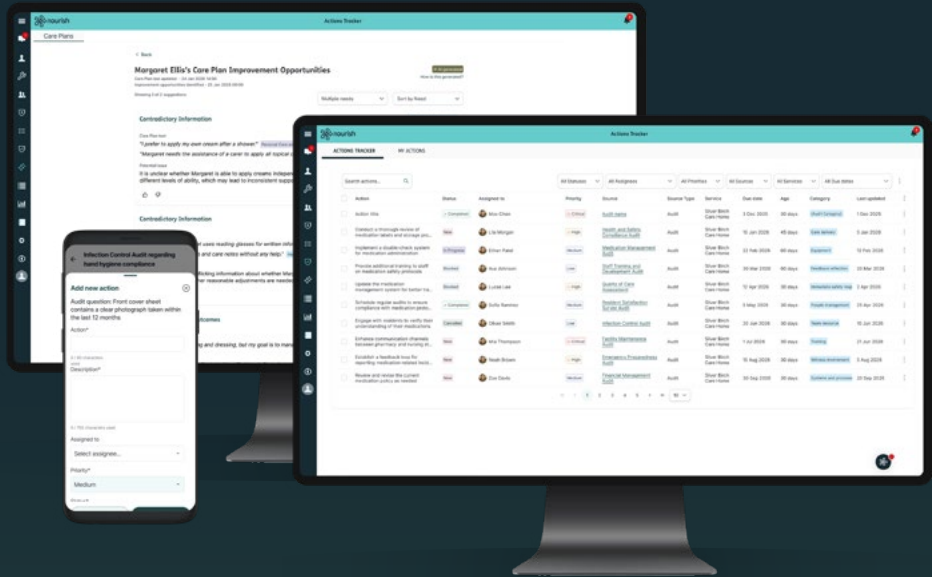
Family Portal

Keep loved ones in the loop with crucial appointment details through the Family Portal.



Reporting

Whether it's for you or the CQC, keep track of important information across your organisation with powerful built-in reporting functionality.



Nourish Confidence

A unified, AI powered view of your service that highlights emerging risks and drives continuous improvement.

In home care, information is often spread across visits and systems, making early signals harder to spot. Nourish Confidence brings care plans, audits and actions into one clear service level view, helping teams see what's changing and act sooner.

**Insights out.
Human decisions in.**

A service level view of patterns and trends across visits.

Confidence reveals emerging risks, recurring issues and improvement opportunities across day to day care, so leaders know where to focus and what to address next.

- A connected view of quality, risk and improvement across community based services
- Earlier signals with clearer structure for everyday decision making

Nourish Confidence Key Capabilities

Nourish Confidence connects audits, actions and care plans into a continuous improvement cycle, supporting clearer care plan reviews through Care Plan Improvement Opportunities.



EARLIER VISIBILITY OF RISK AND DRIFT FROM EXPECTED CARE

Surfaces emerging patterns and recurring issues so teams can act before risks escalate.



VISIBILITY OF RISK, QUALITY AND FOLLOW THROUGH ACROSS YOUR SERVICE

Provides a clear view of audits, care plans and actions, supporting stronger governance and safer practice.



ACTIONS THAT STAY VISIBLE

Keeps reviews, audits and actions clearly linked, supporting clear ownership and timely follow through.



DESIGNED FOR IMPROVEMENT, NOT INSPECTION

Supports teams to strengthen care every day, not chase paperwork.



CLEAR, ALIGNED CARE PLANS

Highlights inconsistencies across care plans to support review. Audits can be completed during visits and on the go reviews via mobile, with improvement opportunities highlighted using responsible AI.



EXTENDS SEAMLESSLY WITH NOURISH SAFETY.

Bringing incident insights and actions into the same improvement cycle.

Nourish Safety for Better Care at Home

Transforming your approach to Incident Management. At Nourish, we believe every life should be lived to its full potential. And every person supported should feel safe and engaged with the care they're receiving.

With Nourish Safety, we've harnessed our care management expertise to provide a fully integrated and holistic experience, where you can manage incidents, ensure compliance, and focus on what matters most - driving lasting improvements in care quality.

KEY BENEFITS

- **Incident management embedded in care delivery**

Embedded in care delivery, reporting happens at the point of care, reducing admin strain while generating accurate, auditable records. Compliance becomes effortless, not additional work.

- **Real time visibility across a distributed service**

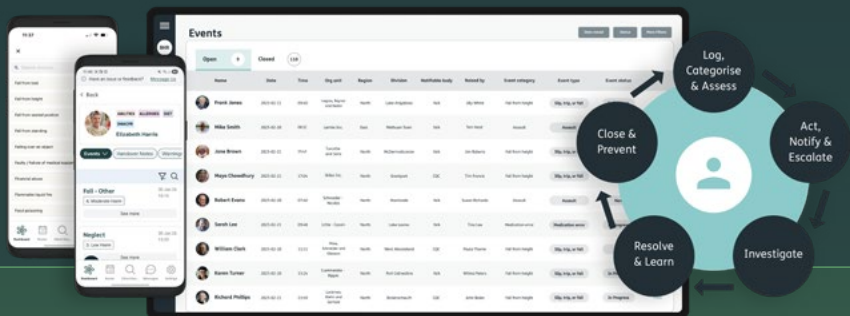
Gain access to incident reporting across devices, whether on or offsite, while maintaining real-time visibility of incidents happening across your entire service.

- **Empowering and supporting your workforce**

Quick, intuitive reporting enables carers working alone to log incidents in seconds, access timely support, and feel confident that the right action will be taken.

- **Person centred incident management**

Standard incident management workflows alongside personalised follow ups ensures better outcomes and improved care quality.



Nourish Safety: Features & Functionality

EVENT TRACKER

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

EVENT SPECIFIC PATHWAYS & ASSESSMENTS

Benefit from best practice embedded into the product without complex configuration being required, with the correct processes triggered through event specific pathways and assessments.

CONFIGURABLE NOTIFICATIONS

Notify the right people about the right events at the right time with role-based email notifications, set by location, event type, care type, severity, actionable status and statutory notifiable status.

IDENTIFY TRENDS

Clearly identify trends across care delivery and turn into targeted actions that improve outcomes and enable you to recognise areas for improvement.

STATUTORY ESCALATIONS

Be able to better evidence regulatory requirements and improve oversight of statutory escalations through statutory reporting workflows.

INCIDENT REPORTS

Easily share all the information and details about an event with reports that can be shared electronically or printed.

INTUITIVE & CONFIDENTIAL REPORTING

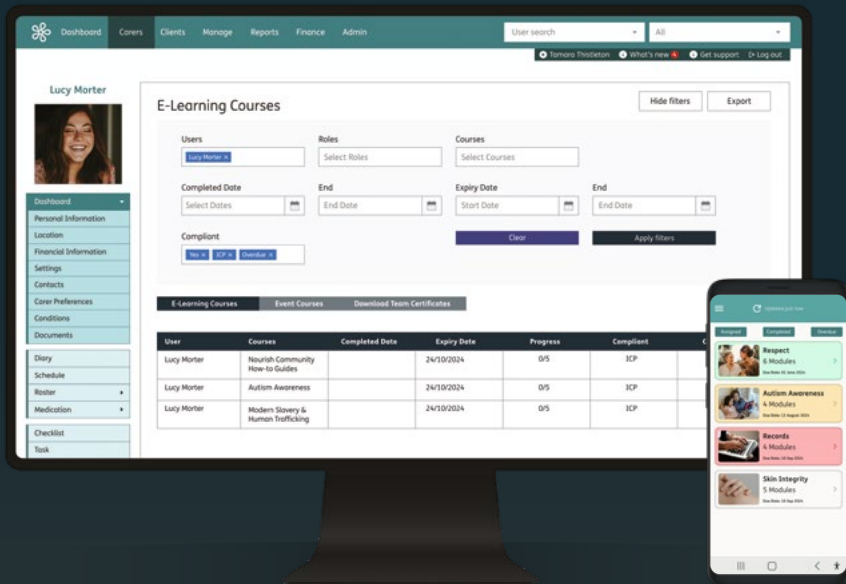
Log the initial details of an event or near miss in less than 30 seconds, with the option to raise events confidentially, knowing only specified roles can see the content.

CONTEXTUAL EVENT VIEW

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

LEVERAGE DATA & UTILISE PROMPTS AND TRENDS

Transform your service from reactive to proactive through data analysis including actionable insights, prompts and trends, and leveraging known information about the people supported.



Nourish eLearning for Home Care

Upskill your team with our all-in-one, accredited eLearning platform

Whether you're looking to improve staff skills, meet regulatory requirements, or provide continuous learning opportunities, Nourish eLearning offers a convenient, cost-effective, and accredited solution for your care team's training needs.

The platform, designed to simplify training, links directly to Nourish Empower, enabling easy access for your staff and offering a streamlined way to manage training compliance.

Key Benefits

- Flexibility** Access eLearning whenever, wherever
- Efficiency** Access and assign training directly through your Nourish Empower platform
- Consistency** All carers receive the same high-quality training
- Oversight** Easily track staff progress, monitor compliance, and identify skill gap

Nourish eLearning Key Features



ACCREDITED COURSES

All training is accredited by Skills for Care and CPD.



SEAMLESS INTEGRATION

Easy access through single sign-on with the Nourish Empower app.



BITE-SIZED LEARNING

Courses are broken down into manageable bite-sized modules.



AUTOMATED COURSE ASSIGNMENTS

Set rules for course allocation based on region, role, or job title.



REAL-TIME REPORTING

Stay on top of compliance with real-time dashboards that track progress.



BUDGET FRIENDLY

No setup costs, no hidden fees, flexible payment options.

Access over 60 core care courses, including...

- ✓ Care Certificate
- ✓ Dementia Awareness
- ✓ Safeguarding & Protection of Adults
- ✓ Safeguarding Children
- ✓ Moving & Handling People
- ✓ Medication
- ✓ Equality and Diversity
- ✓ Person-centred Care

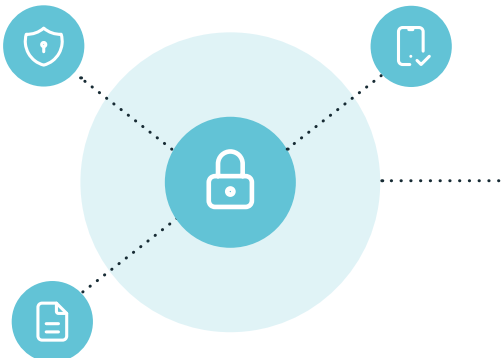
Security

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 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.



IS 715025

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.



NPP FOR HOME CARE PROVIDERS:



Quotes from our customers

“Nourish Empower improved things in many areas, so it’s hard to pick just one! As a managing director I’ve got a very happy staff, a thriving business, and I feel very supported.”

Jacqueline Moyo, Founder and Managing Director
Ness M Care



“Carers are our eyes and ears in the community. We rely on them to keep us informed. It’s vital we use Nourish Better Care at Home to feed the right information both ways and keep them informed too.”

Rebecca Palmer, Head of Care
South Coast Home Care



“Nourish Better Care at Home makes it easy to capture, review and act upon information. Care is shaped by the information we capture during appointments. It is critical to improving outcomes and driving independence.”

Perry Amedome, Manager
Care Wise



“It’s exciting, because I feel involved in the process. I feel like we are growing with you, and we can build something great together.”

Samantha Rabvu
TLB 24/7 Healthcare



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



Our Impact

1 Million

people impacted by Nourish technology every day

425k

care workers use
Nourish every day

24/7

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

1/3

of all home
care hours
delivered in
Britain with
Nourish

95%

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

98 Million

rostered care
visits in the
last 12 months

93%

of customers feel
very confident
using Nourish
after training

19 Million

care records
updated on care
plans every day
in Nourish

Empowering people who care

At Nourish we understand quality care and support is a journey, not a destination. That's why we are not simply a technology company; we are a digital partner. One rooted in human connections, and with the person being supported at its core. We offer a range of co-produced software solutions, tailored to the unique challenges of modern social care, while still being flexible enough to meet the unique needs of each specific service we work with.

We believe in order to achieve the shifts required of our sector we must build robust digital ecosystems, centred around the lived experience of the people utilising a service.

If you want to learn more about working with Nourish as a digital partner please get in touch.

Get in touch

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