

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

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?

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.

Our technology impacts one million people every day, across a range of services and specialisations. 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. Replicating the connections that define our communities, to define our digital landscape. So we can continue to improve outcomes, reduce risk, and build for tomorrow together.

Join Nourish Care, your digital partner for care and support.



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

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.

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.

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 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.

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.

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.

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.



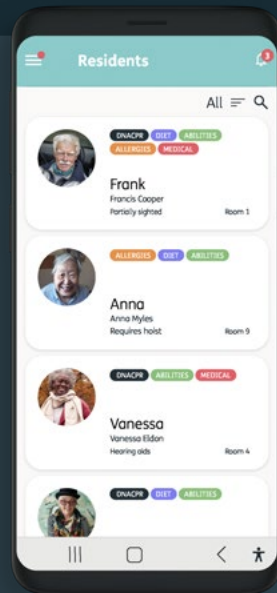
Nourish Better Care

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

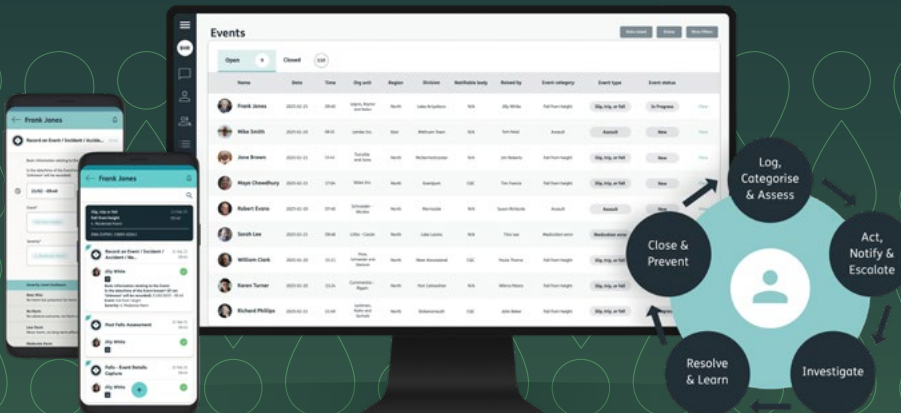
Clear, actionable insights help you to redefine incidents as catalysts for positive change, leading to meaningful and lasting improvements.

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.





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

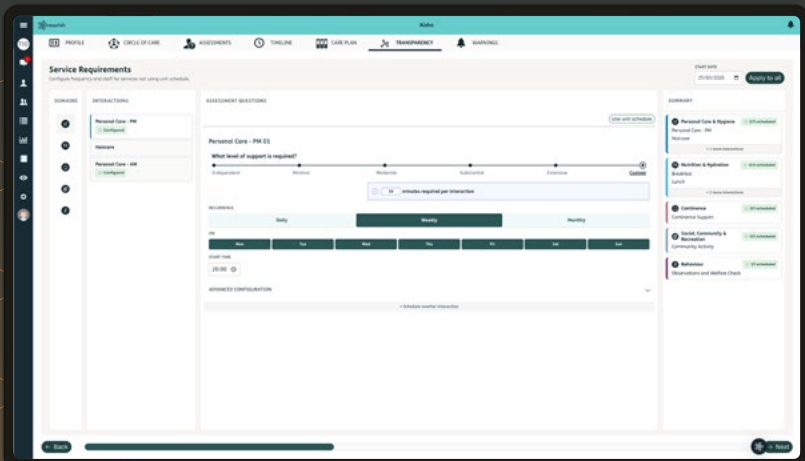
Stay one step ahead with a clearer view of evolving needs, allowing you to anticipate change and allocate resources effectively.

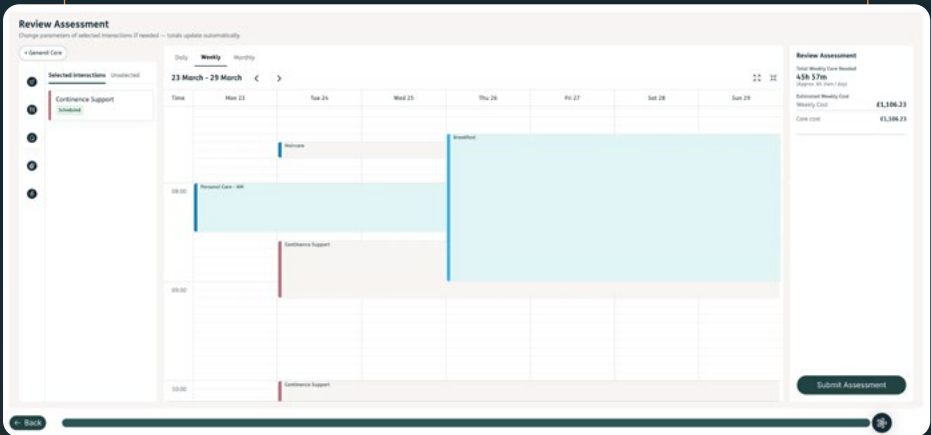
Evidence value and justify funding

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.

DYNAMIC SAMPLING

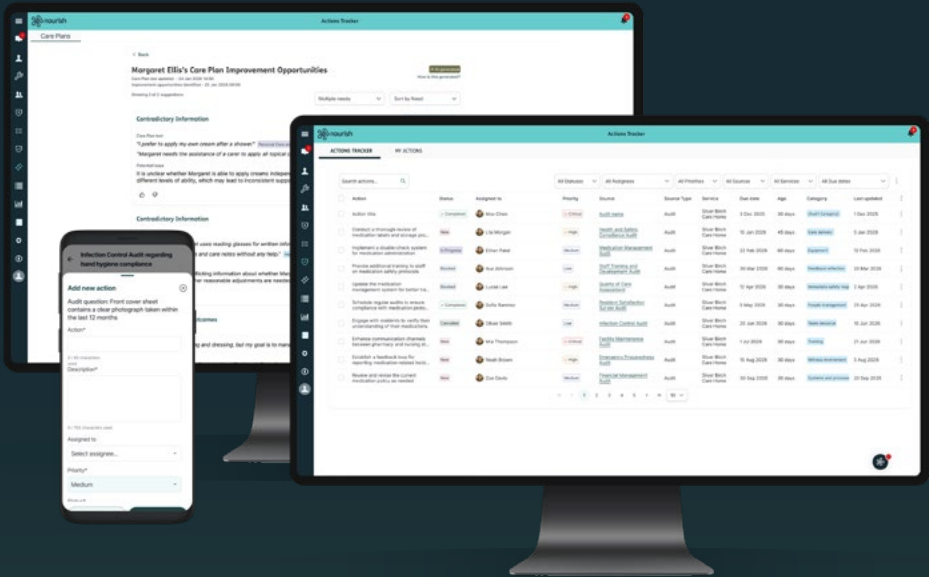
Validate care delivery against real-world activity to help you understand how care evolves over time.

SCHEDULING

Drag-and-drop to create accurate personalised timelines that match the assessed needs of the people you support.

SETTINGS

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



Nourish Confidence

Spot risk early. Strengthen care daily. A unified, AI powered view of your service that highlights emerging risks and drives continuous improvement.

In residential care, information can sit across audits, care plans and actions, making early signs of risk easy to miss. Nourish Confidence brings this information into one clear view, helping teams spot changes earlier and act before issues escalate.

Insights out.
Human decisions in.

A service level view of patterns and trends across practice.

Confidence surfaces emerging risks, recurring issues and improvement opportunities across day to day practice, supporting safer care and more confident decision making.

- A connected view of quality, risk and improvement across your service
- Earlier signals with clearer structure to support timely action

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 IN PRACTICE

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 walk arounds 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 Insights

Make better, safer decisions with your care data

Transform your data into meaningful change for your organisation with clear, visual reporting dashboards.

Quickly spot trends and patterns that help prioritise action and improve outcomes for the people you support. Identify areas to drive efficiencies and evidence the quality of care you provide.



SPOT RISKS EARLIER

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



IMPROVE QUALITY OF CARE

Highlight areas for improvement, monitor outcomes, and make informed decisions that enhance the support you provide.



REDUCE ADMIN

Spend less time manually collating information and quickly access the information needed to prioritise action.



EVIDENCE COMPLIANCE

Use clear, visual dashboards to easily evidence care delivery and demonstrate improvements over time.

Nourish Insights

Nourish Insights, trusted by care providers across the sector. Explore how our dashboards can support your service.

OVERVIEW DASHBOARD

Track KPIs across your organisation in one clear view.

SKIN INTEGRITY & WOUND MANAGEMENT

Gain an overview of wounds across your service, identify ways to reduce complications and improve care.

Weight Monitoring

Spot 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.

Advanced Skin and Wound Management

Surface detailed wound insights that empower clinical and operational teams to make proactive, data-driven decisions around wound management.



Track KPIs at a glance



Understand the detail behind your data



Evidence changes over time



Visualise data in a way that works for you

Nourish Protect

Nourish Protect keeps the data of the people you support safe and secure.

Our mobile device management solution ensures sensitive data remains secure and protected across your devices.

Nourish Protect gives you greater control, visibility, and security over the devices your teams use to deliver care every day.



WHAT ARE THE BENEFITS OF NOURISH PROTECT?



Data Protection

Keep the data on your devices safe with encryption and remote wiping capability so sensitive data doesn't get into the wrong hands.



Device Efficiency

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



Enhanced Support

Always have access to our support team who can help in diagnosing issues and providing timely resolutions.



Device Oversight

Get a clear view of your device estate and potential risks with an intuitive dashboard that tracks status, location, and activity. Use this information to support with audits and reporting.



Device Security

Maintain secure, well-controlled devices with detailed app risk assessments, location tracking, and regular reviews. Location-based configuration helps to account for regional differences.

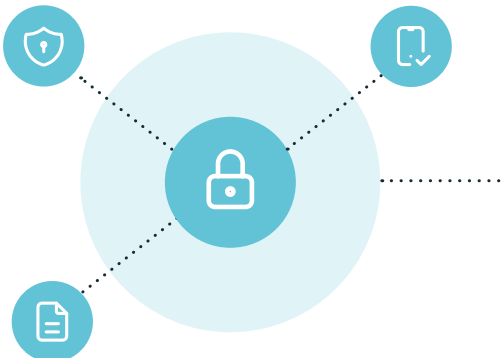
Security

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

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.

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 Channel Partners:



NOURISH APPROVED PARTNERS:



Quotes from our customers

“Nourish helps us remove the noise for our teams. With functionality that helps us achieve the goals we set around quality improvement, reduction in medication errors, improving general oversight, strengthening governance around our support plans and enhancing the quality of interactions that we’re having with the people we support.”

Amanda Brooke, Chief Transformation Officer
Lifeways



“I love how you build products for care and support. I couldn’t ask for more, with Nourish we feel like we can do anything!”

Lyndsay Atkinson-Swales, Director of Operations
St Anne’s Community Services



“Last year saw a 98% reduction in restrictive practices at involve care & support. With the help of rich data inputted on Nourish Care, we have been able to challenge the old school and think in the here and now.”

Steve Daniels, Operational Change Lead
involve Care and Support



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



Our Impact

1 Million

people impacted by Nourish technology every day

95%

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

93%

of customers feel very confident using Nourish after training

19 Million

care records updated on care plans every day in Nourish

1,600

training hours delivered in the last 6 months

78%

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

24/7

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

425k

care workers use Nourish every day

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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