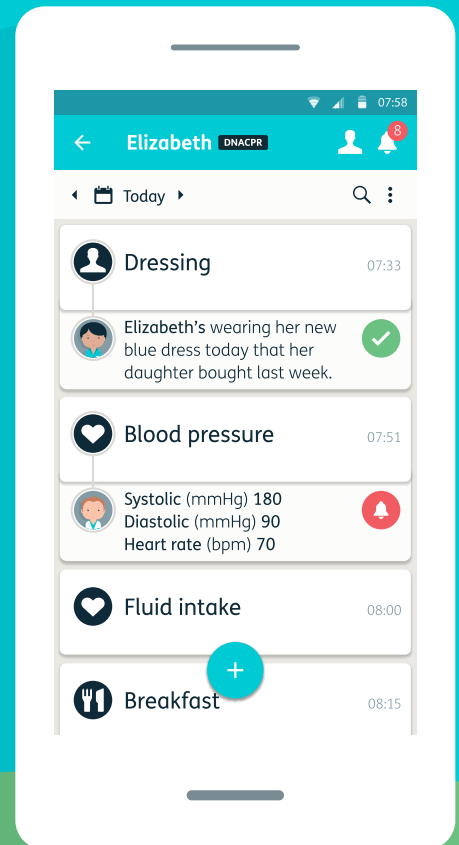


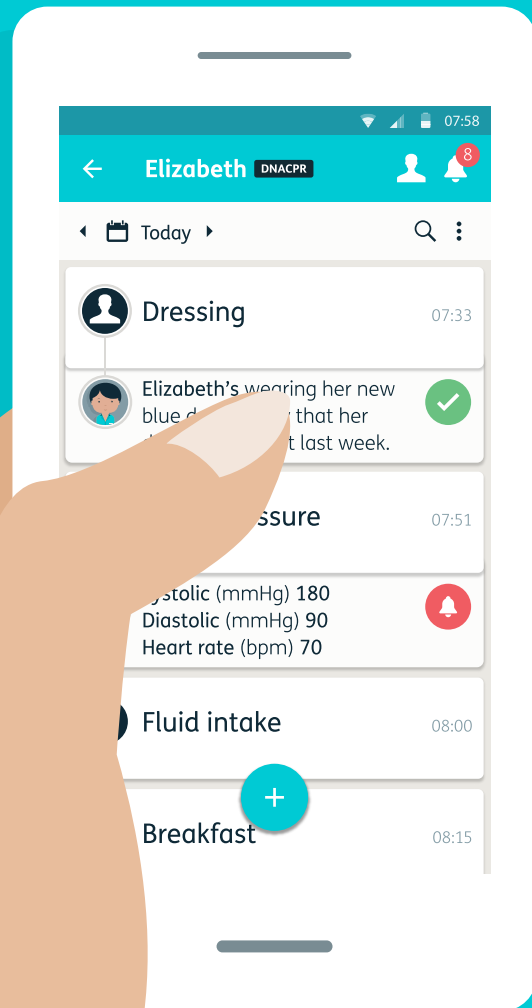


The smarter way to care

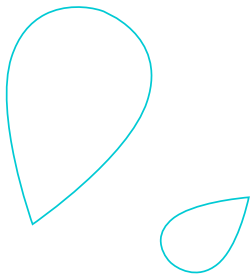


We believe everyone deserves the best quality of care possible

That's why we created a smarter way to care; a beautifully designed, user-friendly care management system that efficiently records information so that you can get your team to focus on what really matters – spending quality time with the people you support.



With Nourish, care teams can plan, record and coordinate care on the go via the Nourish handhelds or their own devices, which can be securely accessed by managers and carers at anytime.



Supporting over 500 care providers across the UK, Nourish is specifically designed to be configurable and tailored to different care environments and personalised to the people you support.

Discover Nourish:

Our approach	6
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A note from our founder

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

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

Nuno Almeida



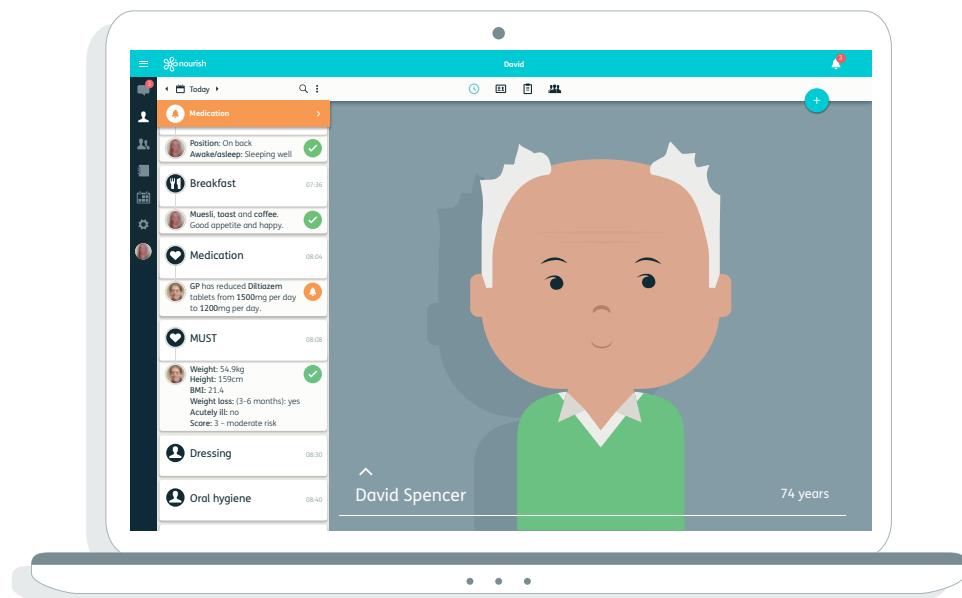
Our customisable and easy-to-use software supports recording at the point of care, saving time and allowing for more accurate notes.



Access to live information ensures that managers are kept up-to-date and can make more informed decisions for better care.

With records that are secure, accurate and compliant, evidencing care becomes more manageable and less time-consuming.

The result? A confident care team and a truly person-centred approach to quality care.



Our approach

“We looked at a number of other solutions before choosing Nourish (and we included our care teams in the process, for whom Nourish was the overwhelming choice!). We’ve had great hands-on support from the Head of Group Accounts and the training team, and the support team behind the chat function are always responsive and helpful. Nourish continuously seeks our feedback on the system and even now we see it evolving and improving for the better.”

Neela Mody, Vesta Care



The Nourish system is offered as a comprehensive package. Everyone has their own level of access, from head office and clinical assurance teams, to the managers and carers of each home.

The person receiving care is always at the core of the process. From the moment you do a pre-admission into a care setting, until the person leaves your care, the system will intuitively guide you and your team and inform you of that person's needs on a daily, weekly, or monthly basis.

Key benefits:

- ✓ The Nourish timeline (*see page 8*)
- ✓ Quicker recording of care (*see page 8*)
- ✓ Truly personalised care-planning (*see page 9*)
- ✓ Accessible & up-to-date information (*see page 10*)
- ✓ Better visibility & evidencing of your care provision (*see page 11*)
- ✓ Better communication in your team (*see page 12*)
- ✓ Dedicated ongoing support (*see page 13*)

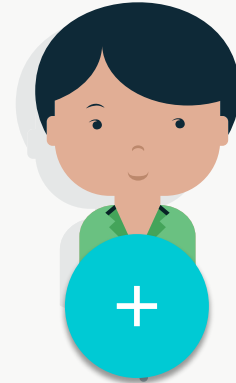
The Nourish timeline





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

Quicker recording of care

The visual of the system speaks for itself, with a beautiful and modern interface that flows and is easy to use; even for those who may struggle with technology. Key features of the app ensures that recording of information is as straightforward as possible.

- ✓ Drop-downs & checkboxes
- ✓ Speech-to-text
- ✓ Quickclose Tags
- ✓ Photo uploads



	Dressing	9.15am
	GP appointment	9.30am
	Laundry pick up	10am
	Blood Pressure	10.30am



Truly personalised care-planning

Nourish offers a powerful way of building your care plans so that you can retain what is unique about your care, rather than being forced to adopt fixed templates. Care notes automatically feed into the care plan, and can prompt the responsible key worker when there are outstanding assessments or reviews to complete.

You can attach any file type to each care plan, including spreadsheets and pictures, and can use the clever logs and graphs to track daily, weekly or monthly trends.



Accessible & up-to-date information

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

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



Food and fluid

16.27



Margaret is having difficulty swallowing. Coughing when drinking fluids.



Contact GP

17.04



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

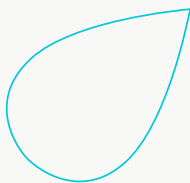


GP visit

18.32



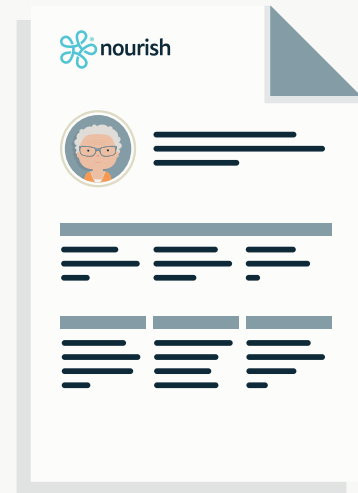
All staff aware now. GP visit has been made for tomorrow at 10:30 with Dr Patel.



Better visibility & evidencing of your care provision

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

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



With our internal dashboards, managers have better visibility of the care service; so that you can see the type and amount of warnings your care teams are raising and have an overview of the care plans within your service.



Better communication in your team

Seamless communication across the team is essential throughout the care service; to support continuity and quality of care, to align all members of your team and to ensure your service runs as smoothly and efficiently as possible. We believe in encouraging transparency and clear communication at all levels and key features in our system allow you to facilitate this within your team, and within the wider circle of care.



Internal messaging

The internal messaging system allows teams to communicate directly – whether this be to share upcoming training dates, changes to internal procedure or to simply communicate 1:1.



Handovers

With our handovers, important information can be shared to the handover screen at the touch of a button. This saves time and ensures information is not missed.



Nourish Family Portal

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



Dedicated ongoing support

→ Live chat support

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

→ Account management

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

→ Experience monitoring

A system is only as good as its adoption and input. We therefore remotely monitor usage and give you a quick call if we notice a considerable drop in usage or if we notice you are not using a useful feature which could be helpful for you.

→ Continuous development

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



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



1 hour
each day

saved on administration
and paper-based notes

Face to face
resident care up by

40%

2 hours
each
week

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



Every week over

1.5 million

care notes are safely store in our ultra-secure cloud servers.

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




 A vertical white graphic with a top flap, listing stationery items with icons: Paperclips, Paper & pens, Ring binders, Staples, and Folders. Below the list, it states "Over £2k saved on stationery supplies over a year".

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

Over **£2k** saved on stationery supplies over a year



Who we support



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



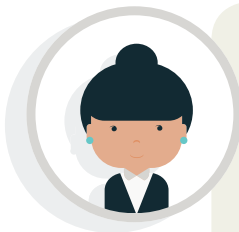
Ffion Roberts, Jewish Care



Residential and Nursing Homes

“There has been a benefit at every level. Yes, it saves time, but it’s what we are able to do with that time that really matters. Physical care and human interaction can never be replaced and the idea of using technology is to give carers more time to actually care. Using Nourish gives us peace of mind as we can access the information from anywhere.”

Lucy Glazer, Richmondwood Care Home



Learning Disabilities & Mental health

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

Neela Mody, Vesta Care



Group Care Providers

“Nourish allows our staff to closely monitor an individual’s needs to make sure we are providing the best possible care and support, and it’s transforming the way we look after people across our 16 homes.”

Anne Thomas, Cornwall Care

And Supported Living, Day Centres, Housing & more!

Your implementation journey

“Our team are loving it! I was getting hugged by my staff after the training. We had incredible feedback for the trainer you sent us, Jackie - you have a real gem there! Really good feedback. We were honestly worried about implementation but we are so glad it went well. We saw a number of companies, about 5, and we are glad that we chose you.”

Shamir Islam, Unified Care





1 Getting to know you

As with any relationship it is important that we get to know each other first. It is crucial we understand your individual identity, your company values and your aims as an organisation. In addition, understanding what you want to achieve from your Nourish journey helps us to inform the process to ensure your outcomes are met.



2 Building Nourish for you

We have a full range of assessments, templates and care documents which you are welcome to have access to. However, we also understand how important your own identity and terminology is. Therefore, we can also replicate your current documentation onto Nourish – this often helps your team to transition to digital as it will already feel familiar to them. We will work with you on this to establish the best approach for you and your service.



3 Introducing your teams to Nourish

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

What CQC say

“Technology used in providing the service was easy for staff to use, and promoted timely and responsive care. Staff told us the system was straightforward to use and helped them to keep accurate, up to date records.”

Burwood Nursing Home,
Outstanding, August 2018



“Care plans were kept electronically and the system flagged up reminders to staff when care plans needed reviewing. Staff had hand-held devices which linked to people’s care plans and enabled them to complete regular updates about people’s needs. The registered manager told us, “It’s addictive, so you know all the time what’s going on.”

The Shelley,
Outstanding in all FIVE areas, July 2018

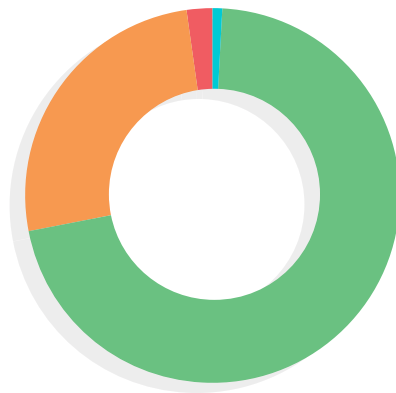


The CQC have inspected most of the services where Nourish is currently in use and the rating for the majority of providers using Nourish for over 12 months, has either been Good or Outstanding.

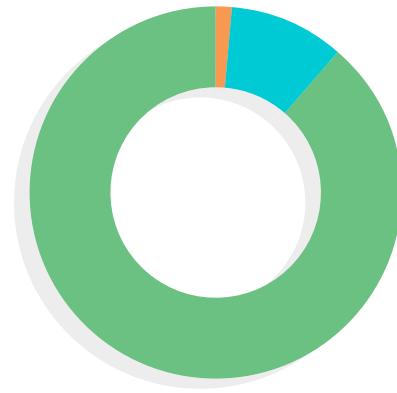


Providers have also used Nourish to satisfy reporting for Contract Monitoring Teams, the Care Inspectorate and NHS Clinical Assurances Teams.

All registered providers



With Nourish for 12 months



- Outstanding
- Good
- Requires improvement
- Inadequate

Source: CQC Directory Jan 2019
 Visit nourishcare.co.uk/what-cqc-say to read more.



Security

“Data was stored on a Cloud based system, which enabled staff to have access from anywhere. This meant that if the laptops failed in any way, data could still be accessed to enable staff to continue to support people appropriately. Access rights to different levels of data were given to staff dependent on their roles and authority, ensuring confidentiality and security of people’s personal information.”

CQC Report: Brook Lane Rest Home,
Outstanding, April 2016

We understand that providing our software comes with a responsibility to keep the information of the people you support safe.

Information stored within Nourish is only accessible via our applications and can only be accessed via a username and password unique to each user. All information is encrypted when transmitted between our servers and your devices, and our servers meet the high security standards comparable to and exceeding those required by the NHS.

- ✓ **Roles & permissions** - we ensure that different members of the team have different levels of access so they only see the information they need.
- ✓ **Offline access** - should your internet connection go down, the Nourish app will continue to work offline; meaning that your carers can keep recording care notes until the internet is available.
- ✓ **Industry-leading device management** - our device management ensures that Nourish is only accessed on authorised devices, giving you that extra layer of security
- ✓ **GDPR** - we are fully GDPR compliant and can provide all documentation required to support your own GDPR compliance, in using us as a data processor.





Connecting people who care

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