

St Andrew's achieves huge daily successes with the help of care solutions from Advanced

As technology has developed over time, our partnership with Advanced has meant we have been able to optimise this solution for the wellbeing of our residents.



Background

In 1988, Leo and Margaret Ryan established St. Andrew's care home. As a family run organisation, our business is held close to our hearts. In 1996, the daily management and running of the group was taken over by Leo and Margaret's son Chris and his wife Jude. As all four family members were registered nurses, we were confident of our capabilities to give our residents a higher standard of living. At present, we have two care homes, with 55 residents cared for by our dedicated and qualified team.

Legacy system struggles

As our company began to grow and develop, we noticed our legacy system was unable to meet our changing needs. Our previous solution was based on an old DOS program, meaning it was very limited in what it could do for us. Fortunately, we didn't struggle with many of the issues faced by other care providers, such as high staff turnover – however, as time passed, we started receiving a constant flow of requests from commissioners to provide frequent reports and business updates. As our system still worked, we continued to maintain it.

We began to notice that our old solution was often slow and extremely unreliable, which caused frustration and difficulties in our day-to-day working processes. When our solution, Caresys was acquired by Advanced, developments were put in place, which were designed to improve ease of use and facilitate more efficient working. Now, we can be sure that the information we put in to the system is secure and easily accessible, should we need to review it.

Additionally, Advanced's contribution to the software meant issues no longer occurred after updates. This has also reduced the pressure of meeting the commissioners' report requirements, as we were confident in the solution's ability to process these effectively.

Our Managing Director, Chris Ryan, explains, *"What we noticed when Advanced came along was that they provided a much more robust system. When an update has been applied, we know there will not be follow-up issues. Advanced are also very efficient at managing support calls to meet our needs."*

Client >

St. Andrew's Care Home

Sector >

Care Provider

Project >

Partnering with Advanced to move from a legacy system and improve efficiencies.

St. Andrew's Care Home

Two minutes vs two days

When communicating with other care homes, we came to realise how proficient our software is in comparison to what other care providers are using. On several occasions, we would try to receive basic information from other homes, and what would take us two minutes to retrieve with this technology could take them up to two days!

Going mobile

When we decided we wanted more dexterity from the solution, Advanced offered us their mobile extension of the software. This meant that we were able to access information and upload data to the system remotely, regardless of location. *Chris comments, "Due to the system we have in place, adding the mobile element hasn't been such a major undertaking."*

As Advanced's solution was already installed, this extension was relatively quick and easy, meaning there was never any interruption to the level of care our residents received.

Our next steps

Advanced's care solutions have enabled us to give our residents the best care possible in a timely and efficient manner. The wellbeing of our residents is our primary concern, and working with Advanced has shown us that, in partnership with their solutions and their team, we can deliver this care. In the future, we are looking to expand our organisation; this partnership means that we can take advantage of Advanced's wide range of specialist solutions as our business grows.

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Chris Ryan >
Managing Director >
St. Andrew's Care Home

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