



Rene' Ritter MCIPD
Head of HR and Operations



This Extremely Busy Head of HR & Operations Used Technology To Improve Their CQC Rating From Good To Outstanding

Draycott Nursing and Care provides adult care for clients in the comfort and privacy of their own home, with the head office based in Kensington and care staff spread throughout London and the UK. René Ritter is a very busy Head of HR and Operations who with her team keeps everything running smoothly.

As Draycott Nursing and Care grew, adding more clients, care staff and looking to expand outside London. Draycott knew that their existing IT Provider and Care Software had to be changed and to move from a paper-based system to an electronic one by streamlining its systems.

René Ritter commented as follows in an interview with Adam from H2o Networks:-

Challenge - Growing Pains

Draycott Nursing and Care's existing IT provider was no longer providing the personal touch that it once had; it was frustrating as we could never get hold of anyone and when we did, it quite often took a long period of time with a lot of back and forward to get the IT problem resolved.

At the same time our existing care software had some drawbacks: including not being fully electronic and hard copy files needed to be used; the online app that was available was not compatible with all mobile phones and Draycott had to issue each care staff with an additional work phone.

The care staff did not want to carry and use two phones. The phone app was slow and temperamental and carers' time sheets still had to be reconciled manually, carers' notes were still being hand written and any requested projection reports were at an extra cost which took 3 months to complete as each time the software company had to design them.

This was not only time consuming but very frustrating as the reports would inform key decisions.

When we started working with Adam and the team at H2o Networks, we moved to the cloud and implemented a new care software with electronic medical records.

Initially Draycott did a lot of benchmarking and research and invited 4 companies to discuss our IT needs. H2o Networks was by far the provider of choice.

We knew that Adam had helped other Care providers and took the time to ask questions and he was genuinely interested in how we could be supported.

Adam gave us free advice from the first initial meeting on what questions to ask when dealing with other suppliers. Adam was personable, and you could see he genuinely wanted to help us.

Goals and Results Summary:

-Reduce Costs

Staff Save Time

-Change IT Provider

90% of IT Issues resolved in 5 mins
80% reduction in IT calls

-Change Care Software

Real Time View Of Care
CQC Transparency
Staff Less Time Writing
Staff Access Anywhere
Save Time Micro Managing Team

-Improve Compliance

Fully GDPR Compliant

-Improve CQC Rating

From Good to Outstanding



“Having the carers complete the paperwork and record as much information as possible so we can monitor what is happening and act if needed. This is relevant for CQC as it is all about transparency and have recorded evidence on every aspect of client care.”

“The need to constantly check everything made me feel like a micro manager, something I don’t like to do. When you deal with peoples care being personable and having attention to detail to ensure care plans are being carried out with the clients best interest in mind can put pressure on care staff who are there to care and often feel paper work takes them away from the care they want to give.”

The Role IT Plays At Draycott Nursing & Care

We started to look at the various care software providers that came in to give their “sales pitch / demo” to see how Draycotts way of working could be made electronic and also improved.

By having Adam part of the whole process, Draycott felt more confident and could really make sure the solution would be a good fit for us. Looking back most IT companies don’t do that - I can’t see anyone else sitting in on those meetings and going through the whole process. Adam and H2o Networks went the extra mile, to ask the right IT questions and thought outside the box of areas that we would not have thought of ourselves.

After choosing the new care software, it was H2o Networks that were talking to our previous provider and current one. This was when we had been told transferring all data and history from the old system to new one, was not possible and I was unsure on certain IT processes.

It was H2o that dealt with them and took a lot of pressure off me to ensure deadlines could be kept, along with a smoother transfer.”

The Key: Focus On Success

Running care provision never stops as it is a 24/7/365 operation. The many aspects of what is done needs to be checked to ensure staff carry out the correct tasks to the highest level including but not limited to make sure time-sheets have been completed, forward planning with care teams and double checking that training, and certifications are up to date for carers and nurses.

Having the carers complete the paperwork and record as much information as possible so we can monitor what is happening and act if needed. This is relevant for CQC as it is all about transparency and have recorded evidence on every aspect of client care.

The need to constantly check everything made me feel like a micro manager, something I don’t like to do. When you deal with peoples care being personable and having attention to detail to ensure care plans are being carried out with the clients best interest in mind can put pressure on care staff who are there to care and often feel paper work takes them away from the care they want to give.

The staff and I can’t be held back with IT problems which were very frustrating. That’s why I appreciate the relationship we have with H2o Networks.

They support us and ensure everything runs smoothly and they always follow up so things don’t stand still and more importantly staff have confidence in the H2o Networks team and are able to provide the high standards of care Draycott believes in as IT and paperwork is no longer a hurdle

The Result

Having an IT system that is available, secure and that works is core to what we do and taking care of our clients.

“The improvements on operations have been that staff don’t have to complete time-sheets as they just log on and off on the application. The payslips and client invoices are emailed out instead of posted. “

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Our carers need to communicate with the office and being able to access information for their shift is important.

Draycott Nursing and Care must have IT systems that make it fast and efficient to access client records whilst being completely secure and transparent at the same time and updating our main system in the office, so we can look up any detail of a client or carer record for operational and compliance purposes.

The improvements on operations have been that staff don’t have to complete time-sheets as they just log on and off on the application. The payslips and client invoices are emailed out instead of posted.

The information on clients is recorded on the system so we don’t have to send out a daily email update to the head office staff, we can just look it up. Since going electronic we have been able to have more transparency so instead of having to check with staff, it is all logged on a secure system. The software has checks and alerts and will not allow a staff member to log out of their shift until they have completed the task or updated the notes.

This means we are moving forward, and it has all staff involved jobs a lot more streamlined being able to give more time to the caring aspect of their roles. It also means that everything is in one place and I don’t have to keep checking with staff what they have done.

The information is stored centrally and is available in real time, which has made has translated into greater efficiencies across the business and an Outstanding Rating from CQC.

Goals and Results:

Reduce Costs

Can Customise The System and Reporting and don’t have to wait 3 months for each change. Staff don’t have to produce time sheets. Rene does not have to micro manage, but can clearly see everything on the dashboard

Change IT Provider

90% of IT Issues resolved within 5 minutes

80 % reduction in IT calls and team frustration

Change Care Software

Real Time View Of Care, CQC Happy With Transparency, Staff Have Anywhere Access, Staff Can Spend Less Time Writing and Paper Work, Reports are customised.

Improve Compliance

Fully GDPR Compliant

CQC Rating

From Good To Outstanding