

“The 7 Critical Infrastructure Gaps Most Care Homes Don’t Even Know That They Have”

**Care Home Owners and Managers
The Hidden Technology Failures That Could Be Putting
Your Care, Communication and CQC Rating At Risk**

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Provided as an educational service by:
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It Didn't Start as a Major Problem

It never does. It started with a small disruption. The kind you almost ignore. The Wi-Fi dropped during a meds round. A nurse paused... sighed... and reached for paper.

"Just this once," she said quietly. Because that's what carers do. They adapt.

They carry on. They hold things together when systems don't. But then... The phones stopped working. No calls out. No calls in.

A daughter sat outside in her car, calling the home again and again. Inside, a nurse tried to reach a GP. Nothing. Just silence. And in that moment, something shifted. This wasn't IT anymore.

This was care.

Before You Read Further, A Quick Sense Check

If two or more of these feel familiar in your home:

- Wi-Fi drops at certain times of day
- Phones occasionally stop working
- Staff write notes to update later
- Systems feel "mostly fine" — until they're not

There's likely a hidden infrastructure risk.

This is a pattern we see across many care environments regardless of size, supplier, or location.

What Happens Next (That Often Gets Missed)

Later, someone says: "We'll update the notes after." Of course they will. They always do.

But here's the truth no one says out loud: A tired nurse sits at the end of a 12-hour shift... trying to remember what happened at 9:15am.

Was it 2 tablets or 3? Did Mrs Collins refuse, or just hesitate? So she writes what she thinks is right. Because she has no choice. And slowly... **Gaps appear.**

The Cost No One Sees Until It Matters

These situations don't usually show up as incidents.

They show up as patterns.

- Small gaps
- Delayed entries
- Missed communication

And over time, those patterns become harder to explain especially under inspection. During a CQC inspection, context disappears. What remains is:

- Missing entries
- Delayed documentation
- Inconsistent records

And a question: **"Can we trust this home?"**

Why This Keeps Happening

In most homes... Nothing is obviously broken. No alarms. No flashing warnings. Just layers built over time:

- A router added here
- A quick fix there
- A new supplier when something failed

Until one day... Everything works **until one thing doesn't.**

Where Most Care Homes Are Exposed

"It works... until it doesn't"

Across England, the same patterns show up again and again. Not because managers don't care. But because no one ever stepped back to design the whole picture. As you read through these, just notice what feels... familiar.

Risk 1: Hidden Single Point of Failure

"Everything depends on one thing"

- Phones stop when Wi-Fi drops
- Care systems disappear during outages
- No backup connection in place

A moment: A nurse presses "Call GP." The screen freezes. She looks at the resident. Then at the clock. You can feel it that rising pressure. In one case highlighted in a coroner's report, staff were unable to contact emergency services quickly enough due to how the system had been designed. That moment wasn't about IT. It was about whether help could be reached when it mattered most. What this means is One failure can silence your entire home.

Risk 2: Patchwork Infrastructure

"Too many pieces, no clear picture"

- IT, phones, Wi-Fi all from different providers
- No one owns the full system
- Problems get passed around

You're on the phone saying: "Can someone just tell me who's responsible?" And no one does. What this means: Problems take longer. Stress lasts longer.

Risk 3: Reactive Wi-Fi Fixes

"Patched, not designed"

- Extenders added over time
- Dead zones that "just exist"
- Unpredictable performance

A carer stands in a hallway, arm slightly raised... trying to "catch signal" just to log care. She laughs it off. But inside? She's tired.

Risk 4: Competing Systems

"Everything fighting for space"

If this sounds familiar:

- Phones, care systems, CCTV on one network
- Slowness during busy periods
- Random disconnections

Morning meds round. Everyone logs in at once. The system slows. Someone mutters: "Not today... please not today."

The system struggles exactly when you need it most.

Risk 5: No Clear Ownership

"Everyone checks... no one owns"

- "It's not us, it's them"
- Long delays
- No clear answers

The hidden cost isn't just time.

It's confidence. Because every time something breaks, You feel a little more alone in it.

Risk 6: Lack of Visibility

"You only see it when it breaks"

- You don't know what's connected
- No monitoring in place
- Issues appear without warning

A quiet truth: Most managers only discover their system... on its worst day.

Risk 7: Not Designed Around Care

"Technology vs reality"

- Systems don't reflect real workflows
- Staff rely on workarounds
- Technology adds stress instead of removing it

A nurse whispers: "I just want it to work." Not fancy. Not complicated. Just... work.

Your Care Home Risk Score

Give yourself **1 point for each section that felt familiar.**

0–2 → You're Likely in Control

Your environment appears structured — but it's still worth validating before issues surface.

3–5 → Hidden Risk Is Likely Present

There are likely weaknesses that could impact:

- Care delivery
- Communication
- Inspection outcomes

6–7 → High Exposure

At this level, issues are often already affecting:

- Care documentation
- Staff confidence
- Operational stability

Even if it feels “manageable”... it's worth addressing now.

What Changes When It's Done Properly

In homes where infrastructure is designed — not patched together:

- Care notes are updated in real time
- Phones work consistently, even under pressure
- Staff trust the systems they use
- Issues are prevented, not just fixed

And most importantly:

You stop thinking about the technology altogether.

See Where Your Care Home Stands

If more than a few of these felt familiar, the next step is simple:

Get a clear picture of your environment.

This isn't about replacing everything. It's about understanding what's already there — and where the risks sit.

A Care Home Technology Risk Assessment will:

- Identify where you're exposed
- Highlight hidden single points of failure
- Show how your systems behave under pressure
- Give you clear, practical next steps

Request your assessment here:

email: adam@itforcarehomes.co.uk

Final Thought

You didn't come into care to troubleshoot Wi-Fi. You came to protect dignity. To keep people safe. To lead a home you can be proud of. Technology should support that. Quietly. Reliably. Invisibly. Because real resilience in care... Isn't about fixing things quickly. It's about never having to worry in the first place.

Yours sincerely

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