



Care Cloud: future proofing service delivery through modernisation.

Age UK Hertfordshire's story

About Age UK Hertfordshire

Age UK is a leading charity in the UK dedicated to supporting older people, working to improve the lives of these individuals through a variety of services, campaigns and initiatives.

Age UK Hertfordshire works to enrich later life for thousands of older people in Hertfordshire today and for future generations. As one of the largest Age UK services in the UK and awarded the Advice Quality Standard mark, they focus upon setting a positive agenda for later life. They achieve this by providing extensive services, activities and events whilst playing a key influencing role in changing the approach of society to older people.

Age UK Hertfordshire's OneAdvanced Experience

Age UK Hertfordshire have utilised OneAdvanced software for many years to assist in providing their Help in the Home service to well over 1000 clients a week; a domestic service that aims to keep people as independent as they can be for as long as possible.

Age UK Hertfordshire knew they wanted to modernise to support both the current and future community. Part of this was to technologically support their employees, and the Care Cloud mobile app achieved this.

"We needed to bring ourselves in to the 21st century. Care Cloud came with the requirement to move people on to mobile phones and utilise the app. Moving to Care Cloud helped revamp the service in the way that we work, which was a good thing. The Home Helpers will have access to the activity information they need. So that will hopefully help with staff retention and communication because it has been heavily manual prior to that."

Part of the modernisation was to ensure that data was accessible whilst being efficiently and securely stored. As Care Cloud utilises Amazon Web Services (AWS) it was an easy choice.

"As an organisation, we've moved everything over to the cloud in the last three years, so it was aligned with where we want to work. We wanted to be unencumbered by physical links, local links. So being part of a wider global infrastructure was definitely a good thing. It gives us confidence."

An important pre-requisite for Age UK Hertfordshire was usability, so both the interface of Care Cloud and the interactive dashboards were a strong capability.

"The functionality with Care Cloud is definitely superior. The user interface is definitely a step forward. The dashboards are really positive, it allows the team to have more real time access."

"It will enable more efficient working within the service, so service delivery will improve as a result."

Mark Hanna, CEO, Age UK Hertfordshire

Why Care Cloud?

"Care Cloud will provide us with a more efficient system; a better user interface, easier to use and navigate. It will allow our office team to work more efficiently. It will offer better communication between the office team and frontline workers. It's a more efficient system and it will enable more effective working within the service, so service delivery will improve as a result."

Working with the OneAdvanced Team

"We made the decision to stay [with OneAdvanced] and upgrade to Care Cloud. The experience we've had over developing the system for our needs has been really positive. They've (OneAdvanced) been really good in terms of listening and they've been very patient. We provide an anomalous service; we haven't been easy because of that fact it needed to be tailored. So it's been really positive, I'm grateful for the relationship we have."

Care Cloud for the Future

"In terms of service delivery, I think the future is quite clear. We need to adapt ourselves in preparation, to ensure that we're actually doing what we need to, to support and make later life as good as possible for all the people in the area we cover. Domiciliary care is probably a natural direction."