



MONTREUX LIVING

Montreux Living has a portfolio of six boutique care homes that cater for residents who require full-time care or short term support. Their homes combine a genuinely warm and homely atmosphere with stunning surroundings and first-class standards of care and support.

A decision was made that the current Nurse Call systems needed replacing. The key motivators for change were:

- Three homes with Nurse Call systems were approaching the end of their lifespan
- Numerous issues of the system breaking down
- Poor customer service from the existing supplier

Montreux Living decided to engage three leading Nurse Call providers to allow them to compare and contrast the various technology available. Courtney Thorne and another leading Wireless provider were selected, as well as a hard wired competitor.

"We spoke to three providers, of which Courtney Thorne were one. Whilst each had their own benefits, we felt strongly that Courtney Thorne were the right choice for us – we were very impressed with their system and it became clear that a Wireless system was the right choice for our homes. We also struck up an instant rapport with their Salesman – he took a real interest in our company and approached the whole process with a personal touch. We were all confident we could work with him successfully throughout the process and this has proven to be the case."

Sue Burton, Governance Manager



courtney thorne
CARE TECHNOLOGY

Technology in Action

Montreux Living placed an initial order for the Courtney Thorne Economy+ system to be installed in its Patcham Nursing Home, a 30-bed care home in Brighton. The key reasons for selecting Courtney Thorne's system were:

- Ability to access 'real time' data with ease
- Residents found the equipment easy to use
- The lack of disruption in installing a wireless system
- Flexibility: the ability to add new features to the system at any time
- The levels of customer service provided

"The installation process ran extremely smoothly with very little upheaval," said Sue Burton. "The engineers completed the work quickly and effectively and then showed us the system, trained our staff and made sure we knew how to get the most out of the touchscreen's capabilities."

After the success at Patcham Nursing Home, Montreux Living ordered the Courtney Thorne Economy+ system for two other homes – Linden House in Surrey, a Victorian property that provides care for up to 32 residents, and Westerham Place, a 31-bed property in Kent.

"From a management perspective, we love the fact we can easily access the touchscreen at any time and look at the latest statistics for the home," said Sue. "We can easily print off the call analysis and look at our speeds of response – which is invaluable for us as managers."

Sue and the team at Montreux Living are keen to continue working with Courtney Thorne to ensure their homes benefit from the latest nurse call technology available on an ongoing basis.

"We have a home that will shortly require a new system and we are hoping to use Courtney Thorne again. I believe their system genuinely aids you in ensuring the highest levels of safety for your residents."

Sue Burton, Governance Manager



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