



SPRINGCARE

Springcare are a group of fourteen high quality nursing and residential care homes spread throughout Cheshire, Shropshire and the Wirral. They provide care accommodation and help with the activities of normal daily living, or more specialised help for those with Alzheimer's or other forms of dementia.

Historically, Springcare had used a number of different Nurse Call suppliers across their homes, however, as the group grew, the inconsistency in the quality of different providers became an issue. Matt Cox, Maintenance Manager at Springcare, explains:

“One of the wireless provider's systems was very hit and miss with reliability. We had ongoing faults and problems and to be honest our team and our residents lost faith in the system. The hard wired system we used was reliable, but just didn't bring the flexibility of a Wireless system. What we required was the flexibility of wireless combined with the reliability of a hard wired system.”



Technology in Action

Springcare decided to select a preferred supplier for future projects that required nurse call. As well as reliability and flexibility, other selection criteria were based on system usability and customer service.

Matt said: "We sought feedback from the staff in our homes. The nurses and carers said they found the Courtney Thorne system very straightforward and our management love it, as they can view key statistics simply by clicking a button. This really helps for CQC as they can see the confidence our teams have in the system and, if we ever did have a complaint, we can look at historical data to investigate what happened."

Courtney Thorne was chosen as Springcare's preferred supplier and its systems are now installed in nine of Springcare's homes, the latest being Davenham Hall, a beautiful Georgian Listed Grade Two house that has been renovated to a very high standard.

Springcare has a strong and open relationship with the Courtney Thorne team and discussions are underway about future projects.

"We'd had some communication issues with other providers in the past, but Courtney Thorne's salesman is always on hand if I need him and our homes are all very complimentary about the customer service team. Put simply, it's a very good system with very good service! "

Matt Cox, Maintenance Manager at Springcare



For further information, please contact Courtney Thorne:

Courtney Thorne
C-T Centre, Elliott Road
Bournemouth BH11 8JS

[t](tel:08000687419) 0800 068 7419
[e](mailto:info@c-t.co.uk) info@c-t.co.uk
[w](http://www.c-t.co.uk) www.c-t.co.uk



courtney thorne
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