



## Case Study

# Care Home Case Study

### Overview

01. Conducted onsite infrastructure audit and survey
02. Provisioned IT Support services for 15 users
03. Replaced outdated phone system with AdEPT Nebula Voice
04. Supplied a new 1GB Internet Line for increased bandwidth
05. Begun a comprehensive Wi-Fi upgrade to stable WiFi throughout the premises
06. Organised the server room
07. Begun monitoring to identify potential risks or weaknesses in remaining IT infrastructure
08. Provided a single point of contact for all IT Services
09. Delivering industry-leading account management

### About

This Care home is a well-established, 'not-for-profit' care home based in Kent, close to the AdEPT Group Head Office. They are a successful stand-alone care home that have been operating for over 50 years. The home is respected and has an excellent reputation for providing quality care to their residents.

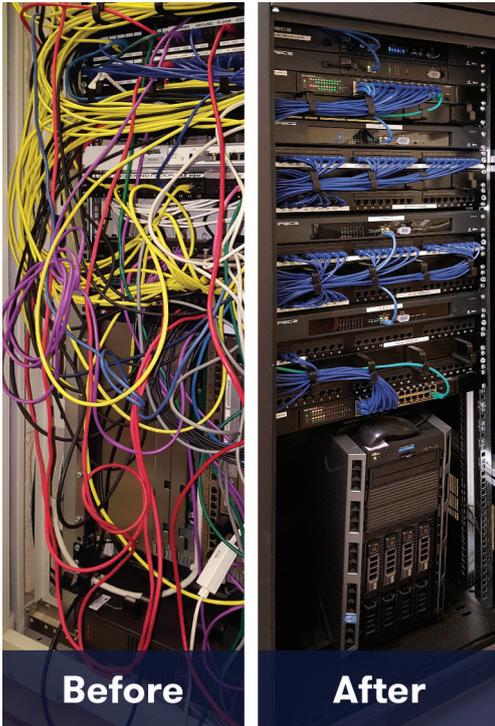
They pride themselves in the attention to detail they make to the individual needs of each of their residents, reacting positively and sympathetically to the varying needs of their residents. Understanding that outstanding care is a given and shouldn't be seen as a luxury.

**By the end of Summer, the care home will have transitioned from an outdated Wi-Fi environment and are planning on implementing a revolutionary internal radio station to interact and engage their residents.**

The Home's mission is to preserve the self-respect of those who depend upon the support of others in an atmosphere of dignity, respect and trust.

The home is a member of KICA, the Kent Integrated Care Alliance. In the Care Quality Commissions most recent inspection the CQC gave the home a 'Good' rating, across the CQC's five inspection areas: Safe, Effective, Caring, Responsive and Well-Led. The report emphasises that residents were supported to have the maximum choice and control of their lives and staff supported in the least restrictive way possible, accommodating for the individual's needs.





## The Situation

When this care home first reached out to AdEPT, their IT infrastructure was outdated and hampering operational efficiency. Across the board, their IT was behind the times with a historic phone system, outdated servers, a sporadic Wi-Fi environment and no digitalised data storage. They wanted to move away from a model that used a separate service provider for a different service. Moving towards a more effective, unified and simpler solution of using one IT Supplier for better economies of scale and one single point of accountability.

## The solution

AdEPT initially conducted a site survey to build a comprehensive understanding of their current IT environment and business demands before making any recommendations. The first issue that AdEPT tackled was putting together a managed support solution that included the transition of support services to our 24/7/365 service desk, in conjunction with our network operations team to manage, monitor & maintain the care homes infrastructure alongside providing 1st, 2nd and 3rd line IT support for staff.

Once the staff were supported, the team looked to improve the outdated hardware systems. Starting with the outdated and problematic phone systems, AdEPT installed an AdEPT Nebula Voice solution that allowed staff to effectively communicate internally and externally.

Recently AdEPT have been working with this reputable care home to find a solution to their patchy and weak Wi-Fi infrastructure. After sending a technician to survey the quality and spread of their Wi-Fi, it became apparent that

improvements were required to ensure that all residents across the home were receiving a strong Wi-Fi connection. The Survey highlighted to AdEPT that the care home required more Wi-Fi access points to improve the spread of the W-Fi and an additional broadband line was necessary to increase the bandwidth. AdEPT are now planning the process of installing more access points and a new 1 GB Internet line, with the goal of drastically improving the strength and spread of the Wi-Fi environment. Enabling all residents to depend on strong Internet connectivity from the comfort of their own rooms, ensuring that video communication with their family was possible.

Utilising the proposed new broadband line, they plan to engage with their residents with speakers spread across the care home with news, live music and engaging activities like Bingo.

Between this care home and AdEPT we are always looking to improve the quality of the IT infrastructure; once the radio (service) has been completely integrated, we will begin to look into upgrading their Servers.

## Get in touch

For more information on any of our services or to talk about how we may be able to help you, please get in touch with us using the details below.



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