

# Case Study: Transforming Care with Arquella's Integrated Solutions

Award-Winning Specialist  
Care Provider Innovatively  
Optimises Key Operational  
Aspects By Collaborating  
With Arquella



## AT A GLANCE

### Challenges

- Integration with DCR
- Operational Efficiency
- Future-Proofing Needs

### Solution

- Arquella Call
- Arquella Connect

### Benefits

- Reduced Administration
- Enhanced Response Times
- Strategic Decision Making and Operational Planning



“Arquella’s high-quality technology solutions empower us to offer an even higher standard of care to our residents, enhancing their quality of life and ensuring their safety and wellbeing.

Their willingness to adapt and collaborate with us has been exceptional, and we are excited about the future of this partnership.”

### Get in Touch

[www.arquella.co.uk](http://www.arquella.co.uk)  
[hello@arquella.co.uk](mailto:hello@arquella.co.uk)  
+44 333 242 7505

## Objectives

The main challenge was to **integrate a nurse call system with the client's existing digital care record** without disrupting caregiver operations. The solution needed to be adaptable to evolving care demands for ongoing efficiency. This required finding a vendor that offered advanced technology along with a commitment to collaboration and innovation.

## Solution

Arquella introduced a dual-faceted solution in innovative healthcare technology:

**Arquella Call** - An advanced nurse call system that integrates smoothly with existing digital care record technology, ensuring uninterrupted caregiver workflows during transitions.

**Arquella Connect** - A care management portal providing dashboards, insights and real-time data access to help caregivers optimise their responses to resident needs effectively.

## Benefits

### Reduced Administration

The time spent on manual administrative tasks was drastically reduced, freeing up caregivers to dedicate more time to residents' personalised care.

### Enhanced Response Times

The real-time call-to-mobile notifications and comprehensive call logs facilitated faster and more reliable communication, enhancing resident safety and satisfaction.

### Strategic Advancements

Improved data-driven insights have contributed to better care outcomes, strategic operational planning and lead to a greater understanding of Dependency Rates