

Signature is a multi-award winning group providing care in twelve purpose-built homes.



Their unique accommodation is suitable for those who wish to live independently with discreet care when needed, right the way through to palliative care and specialist care for those living with memory loss.

The challenge

In 2016 Signature was growing and had plans to open new care homes. The senior leadership team needed a quality and compliance solution to help them:

- understand the risks at each home as well as understand trends across the estate
- capture, events, accidents and incidents
- put automated action plans in place to track, resolve and prevent future incidents

Why Radar?

Radar's quality and compliance software gives Signature's senior leadership team oversight on event reporting and acts as an early warning system. If there are any allegations to address or an incident such as a fire, automatic alerts means that care quality and governance is adhered to at all times.

STANDARDISED BEHAVIOUR

One of the most valued product elements is the workflow functionality which saves time, is auditable and standardises behaviour across the group.

Tailored action plans are built into the software so everyone knows what they need to do and when.

REAL-TIME VIEW ACROSS THE ORGANISATION

Radar's always on – and having a real-time view across all their sites means managers can track and react instantly.

DEMONSTRATING GOOD GOVERNANCE

Loading external audits into the system means they can see how they're performing against external regulations as well as their own business processes.

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It's changed the way we work and we've had fantastic support from the Radar team who are very personable and have provided helpful guidance and ongoing support.

Jo Lindley, Acting General Manager at Signature Care

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THE RESULTS



- Visibility of performance across the whole organisation
- Regulatory and internal business processes are supported and tracked
- Events, accidents and incidents are monitored and responded to immediately
- Reports for regulatory bodies are up to date and easy to create
- Assurance that there is a competent, compliant workforce