



01453 700 800

Eurolink supply:
Telephone Systems
Telephone Lines & Calls
Broadband Connectivity
Mobiles & Mobile Broadband
Hosted IT Solutions & IT Support

Case Study

Universal Care Services

Near Field Communication Technology helps carers and clients feel right at home

Providing home care services is a challenging and rewarding responsibility; one which enables potentially vulnerable individuals to maintain their independence and continue living in their home environment. For one Midlands based provider, smartphone technology combined with Near Field Communication (NFC) has helped ensure they offer an efficient, reliable and effective care service.

Universal Care Services, who work in Coventry, Leicestershire, Northamptonshire, Solihull and Warwickshire, has seen rapid and sustained growth in recent years; adoption of the latest communication technology has helped build trust with its customers. Communication, reliability and security are all key considerations for new and existing customers, and so Universal appointed Eurolink Connect to support their communication needs.

Working to ensure the communication channels used are robust and resilient, Eurolink liaised with Universal to implement a format which enables office based staff, carers and clients to communicate instantly. Specific technology solutions include providing mobile devices with Near Field Communication (NFC) technology, enabling immediate contact between office based staff, carers and clients; this enables two-way recording of information relating to each client which is accessed and updated via smartphones. When a carer arrives on-site, the latest information for the client is sent to their smartphone using NFC tags, and any actions taken by the carer are then recorded and returned to the central database. This helps maximise client care and safety and ensure a smooth transition between staff

shifts. Additional benefits include traceability and transparency, greater efficiency with reduced administration, and more time to spend with each client.

Adoption of this technology has put Universal at the fore and is opening new opportunities for growth; Universal has high expectations of their communications and working with Eurolink has supported greater resilience. Reita Lebrock, Owner of Universal Care Services, says: *"This new system has streamlined our existing processes, enabled our staff to be more efficient and most importantly has helped us to upkeep our commitment to excellent client care. The approach from Eurolink was well thought out and appropriate to our needs for the business and we're really happy with the results!"*

In September, Eurolink further supported Universal with their move to new a Head Office in Nuneaton. Following a full refurbishment of the premises, Eurolink worked to project manage the installation and diversion of the service so that no point was anything lost. This was possible due to the nature of the solution, which means if a call cannot be answered on one site, it automatically routes to another to ensure no calls are missed. Claire Maddox, Director of Eurolink Connect, says: *"As we have direct relationships with key suppliers we have been able to build bespoke solutions to meet Universal's requirements and integrate their telecommunications and IT systems to ensure that they can meet their client needs. This type of technology is exciting and innovative and it's great to see it working so well for Universal."*

Everyone's requirements are different. We at Eurolink understand this and we are passionate about delivering personal, bespoke solutions tailored to each customer's specific requirements. Please contact us on **01453 700 800** for more information.

