



CASE STUDY



The day-to-day IT now from
before is tons different.

Gemma Mylett, Deputy Business Manager
St Bartholomew's Court Nursing Home

It's generally affected the
whole mood and ethos of
the home.

Michael Dutton, Matron & Registered Manager
St Bartholomew's Court Nursing Home



Fast | Friendly | Stress-free

Key Outcomes



Reliable Wi-Fi across
the home and every
bedroom



Medication signed off
at the bedside



Residents video
calling family, near
and far



A whole team behind
the home, not one
person



Secure systems
supporting care in
line with CQC
regulations



A smooth setup, with
no teething problems

Fast | Friendly | Stress-free

The Challenge

St Bartholomew's Court is a charity-run nursing home in Huyton, caring for 51 frail and elderly residents, many living with dementia, with a team of 85 staff.

For 25 years, all of their IT was looked after by one person. He was personable and reliable, but he worked alone and wasn't local.

The Wi-Fi had black spots everywhere. Staff bought 5G dongles to do medications, every computer had to be hardwired in, and the care planning system struggled to keep up.

When their provider decided to retire, the home knew it needed something local, reliable and built for the future.



Our biggest hurdle was the internet. There was black spots everywhere. It was dropping off all the time.

Strategy

Focus started by taking the time to understand St Bartholomew's Court: how the home runs, what the staff need and what matters most to residents.

The team gave Gemma and Michael a clear report on what needed doing, in plain English.

Then Focus installed reliable Wi-Fi across the whole building, including every bedroom, and put cyber security in place to keep residents, staff and their data safe.

"Focus really took the time to understand St Bartholomew's Court, what our needs were."

Michael Dutton

"We can send our queries direct to them and the response time was absolutely amazing."

Gemma Mylett

"It's keeping them connected. It's keeping families connected."

Gemma Mylett, Deputy
Business Manager



Solution

St Bartholomew's Court needed more than a new IT Support provider.

They needed a local, reliable team who would understand how a busy nursing home works, keep residents and staff safe, and make technology simple for people who aren't tech-minded.

That's where Focus Technology Solutions came in.

- **A clear report on what needed doing, in plain English**
- **Wi-Fi installed across the building and into every bedroom**
- **Minimal disruption to residents, staff and care routines**
- **A whole team on the end of the phone**

A Real Shift in Mindset:

For St Bartholomew's Court, this was never just about Wi-Fi. It was about care. Staff take their meds trolleys straight to residents, and families stay connected, wherever they live.

"It makes processes easier, care planning easier, medication systems easier."

Michael Dutton, Matron and Registered Manager