

CLIENT TESTIMONIAL



Pick Focus.

I just wish we would've done it sooner. We fully, fully respect Focus as a company.

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



Fast | Friendly | Stress-free

Key Outcomes



Full Wi-Fi coverage
across every
bedroom



No more walking
back to Wi-Fi zones
to sign off medication



Interactive games and
sensory support right
at the bedside



Personal,
understandable
support from a local
team



A reliable, structured
provider replacing a
retiring one-person
contact



Staff feel valued by
the investment in
proper systems

Fast | Friendly | Stress-free

The Challenge

Before Focus, Gemma managed the home's IT alongside everything else, relying on a single contact who wasn't local and who was preparing to retire.

- **One person, soon retiring:** The sole IT contact wasn't local, and long waits for a response had become normal.
- **Black spots everywhere:** The connection was dropping off all the time, right across the building.
- **A resident's relative, upset:** A relative came to Gemma upset that her mum couldn't have music or Amazon TV for the sensory support her dementia needed.
- **Digital systems held back:** The unreliable connection interfered directly with digital care planning and the electronic medication system.

"We thought we need something different.
We need something that's local, reliable,
and that's when Focus stepped in."

Gemma Mylett

Strategy

For Gemma, the difference is clear every day. Staff take their medication trolleys straight to residents, which saves time and makes the team feel valued.

Every bedroom now has Wi-Fi, so residents can enjoy interactive games and sensory support right at their bedside.

Most importantly, residents can video call their sons, daughters, grandchildren and friends.

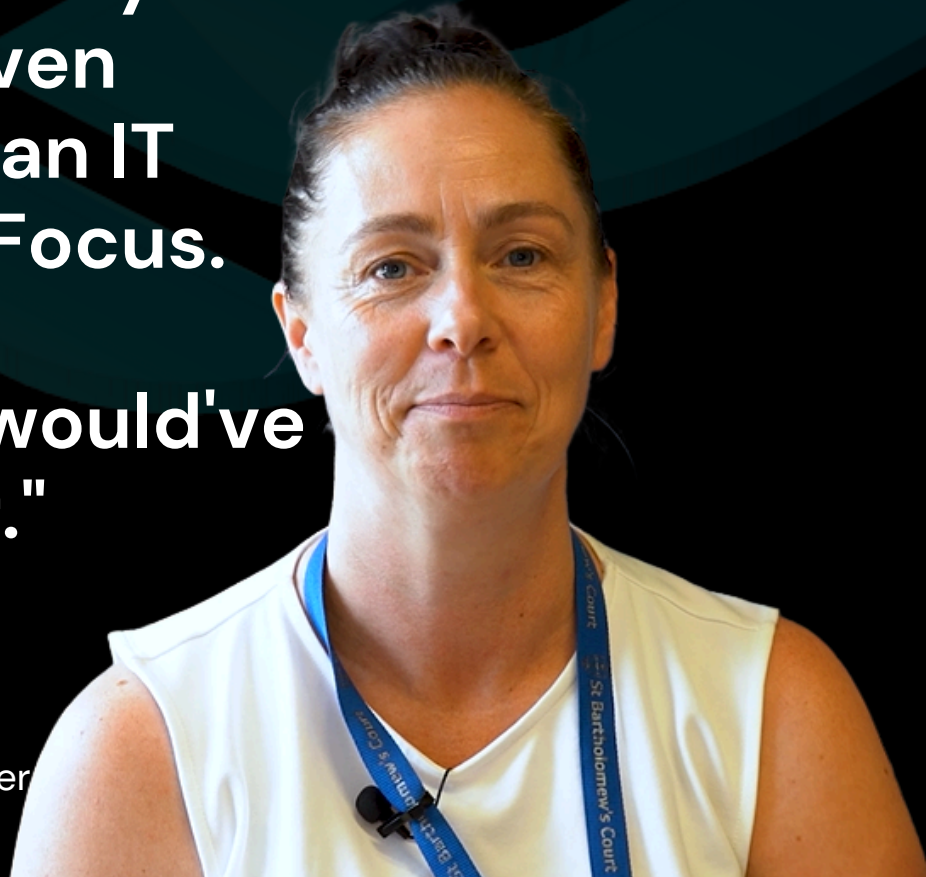
Many families don't live locally, and for elderly people, loneliness and isolation is a big deal.

As a nursing home, St Bartholomew's Court also needs to keep up with the market.

With Focus behind them, they've taken that big step into the digital world, and they don't regret it.

"I would say to any home in Merseyside, even wider, go with an IT company like Focus. Pick Focus. I just wish we would've done it sooner."

Gemma Mylett, Deputy Manager



Solution

St Bartholomew's Court needed more than a quick fix. They needed a team who would explain things clearly and make the change feel simple for staff who aren't tech-minded.

That's where Focus came in.

Focus gave the home a clear report on what needed doing and how. It was a big project, but Focus kept it seamless, installing reliable Wi-Fi across the building and into every bedroom with very little disruption to residents or staff.

"What surprised me about getting set up with Focus was just how lovely the people are. They broke everything down. They were clear. They gave us good reports. They gave us good updates."

Gemma Mylett, Deputy Manager

