

CLIENT TESTIMONIAL



"Don't underestimate good IT Support."

The impact it has to staff, residents, and their families is insurmountable."

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



Fast | Friendly | Stress-free

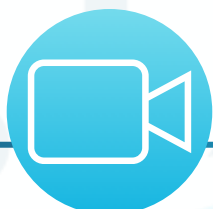
Key Outcomes



Systems are secure and compliant with CQC standards



A whole team behind the home, not a single point of access



Residents able to say final goodbyes to family overseas



Structured, responsive support the home can count on



Reliable Wi-Fi enabling records to be accessed anywhere



Improved mood and ethos across the whole home

The Challenge

As Matron and Registered Manager, Michael felt the impact of unreliable IT in a more clinical, compliance-driven way: a catalogue of small incidents rather than one dramatic failure.

- **Sporadic, disjointed, slow;** IT was inconsistent long before it became a crisis, and staff had simply learned to make do.
- **A one-man band;** The previous provider was personable and reliable, but not built for a busy, regulated nursing home.
- **The Teams call moment;** Michael was on a call to safeguarding and couldn't access any records. It was, in his words, quite embarrassing.
- **Needing structure, not a single point of failure;** Michael needed confidence that issues would be resolved quickly and that systems would be secure and compliant.

“The moment it crystallised for me was I was on a Teams call to safeguarding, and I couldn't access any of the records, so it was quite embarrassing.”

Michael Dutton,
Matron and Registered Manager



The Solution



Michael needed a partner who could bring structure, not just a quick fix, a team behind the home, not a single point of access, with systems he could trust to stay secure and compliant.

That's where Focus came in.



The setup with Focus was smoother than Michael expected, structured and clearly communicated throughout. The Wi-Fi project meant residents and their families could stay connected safely and consistently, even during the most sensitive moments the home cares for.



"The Wi-Fi and internet being more secure and consistent means a much-improved quality of life. This is particularly important when somebody may be end-of-life, and their family lives in Australia, so we can connect them much more safely and consistently so they can say their final goodbyes."

Michael Dutton

The Strategy

What Michael needed wasn't just a one-off fix. It was assurance that the home would never again be caught out mid-shift by a system he couldn't rely on.

Together, Focus and St Bartholomew's Court mapped out what good looked like: secure, compliant systems, a team that could be reached any time, and Wi-Fi that reached every corner of the building, including every bedroom.

The result is a home that can focus on care, not connectivity, with confidence that reaches all the way to its most sensitive moments.



"Don't underestimate good IT Support. If there's anything I wish we could've done sooner, it's that we'd have joined Focus earlier."

Michael Dutton, Matron and Registered Manager