



Nourish Better Care – Digital Care Management Platform

Nourish Better Care is a cloud-based digital care management service for health and social care providers. The service supports the planning, recording and coordination of person-centred care.

The service is suitable for use across health and social care settings, including community and non-acute healthcare. Nourish Better Care supports multidisciplinary working by providing shared visibility of care records, assessments and outcomes, helping organisations coordinate care delivery across health and care teams.

Care teams can record care activity in real time using a secure web platform or mobile application with offline functionality. The service supports digital care plans, assessments, risk profiling and structured timelines, enabling consistent care delivery and clear operational oversight.

Nourish Better Care includes reporting and analytics tools to support audit, regulatory evidence and informed decision-making. The service can integrate with external systems, including GP Connect, where required.

Key features

- Person-centred care planning and support plans
- Assessments and risk profiling
- Digital handovers and communication tools
- Offline mobile care recording
- Configurable templates and libraries
- Reporting and analytics
- Family portal access
- Goal and milestone tracking

Who the service is for

Residential, nursing, supported living, children's services, dementia, specialist care and health care providers including NHS Trusts requiring a scalable digital care management service.

Benefits

- Improves accuracy and timeliness of care records
- Supports regulatory compliance
- Reduces administrative workload
- Improves oversight and decision-making

Pricing

£3.00 per bed per week

We have a minimum annual fee of £1,350.

5% premium charged for monthly payments.

Care Better

Nourish Care Systems Ltd is a company incorporated in England and Wales with registered number 07556262 whose registered address is 3rd floor, Dean Park House, 8-10 Dean Park Crescent, Bournemouth, Dorset, BH1 1HL. nourishcare.com | 023 8000 2288

Nourish Better Care at Home – Home Care Management Service

Service description

Nourish Better Care at Home is a digital care management service designed for domiciliary and community-based care providers.

The service supports the delivery of person-centred care in people's homes by providing mobile access to care plans, visit information and care recording tools. Care staff can record care activity at the point of delivery using offline functionality when connectivity is unavailable.

Better Care at Home is delivered with **built-in integration to the Nourish Empower workforce and rostering service**, enabling care delivery data to align automatically with scheduled visits and workforce activity. This integration is included as part of the Better Care at Home service and does not require separate procurement of Empower.

The service provides operational and quality oversight through reporting and analytics tools.

Key features

- Digital care plans and visit records
- Mobile care delivery with offline access
- Integrated workforce and visit alignment
- Operational and quality reporting
- Assessments and risk profiling
- Family portal access
- GP Connect integration

Who the service is for

Domiciliary care agencies and community care teams delivering care across multiple locations.

Benefits

- Supports continuity of home-based care
- Improves visibility of care delivery and visits
- Reduces paperwork and duplication
- Aligns workforce activity with care delivery
- Supports service improvement

Service Constraints or Technical Requirements The service includes integrated workforce and rostering functionality delivered through Nourish Empower.

Pricing

£0.20 per hour of care rostered

We have a minimum fee of £160 per month

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Nourish Empower – Workforce and Rostering Management

Service description

Nourish Empower is a cloud-based workforce, rostering and care management service for home care providers.

The service supports staff scheduling, time off management, visit planning, medication administration and care delivery within a single platform. Empower provides real-time visibility of workforce capacity, visit status and care activity.

The service integrates workforce management with care delivery data, supporting operational efficiency and reducing administrative workload.

Key features

- Drag-and-drop rostering and scheduling
- Medication administration management
- Electronic call monitoring
- Leave and availability management
- Timesheet and invoice automation
- Operational reporting

Who the service is for

Home care and community providers managing complex staffing, scheduling and care delivery requirements.

Benefits

- Reduces scheduling errors and admin effort
- Improves workforce utilisation
- Supports safe medication management
- Enhances operational oversight

Pricing

£0.15 per hour of care rostered

We have a minimum fee of £125 per month

Nourish Safety – Incident and Risk Management

Service description

Nourish Safety is a digital incident and risk management service available to organisations using **Nourish Better Care** or **Nourish Better Care at Home**.

The service is delivered as an additional module within the Nourish platform and enables incidents and safety events to be recorded at the point of care. Nourish Safety supports structured risk assessment, escalation and review workflows, helping organisations manage safety events consistently across services.

Reporting and analytics tools enable trend analysis, support organisational learning and provide oversight of safety and governance activity. The service relies on care data captured within Better Care and Better Care at Home and is not intended for standalone use.

Key features

- Incident recording at the point of care
- Risk assessment and escalation workflows
- Trend analysis and reporting
- Quality and safety insights

Who the service is for

Care providers, NHS Trusts and organisations delivering health and care services using Nourish Better Care or Nourish Better Care at Home who require structured safety governance and risk management processes.

Benefits

- Supports learning from incidents
- Improves governance and oversight
- Enables proactive risk management

Service Constraints or Technical Requirements

Most commonly used with a Nourish Better Care or Better Care at Home subscription. This is also available stand alone.

Pricing

Better Care: £1.50 per bed per week.

We charge a minimum of £675 per year.

A 5% premium charged for monthly payments.

Better Care at Home:

An increment of £0.12 per hour of care rostered in addition to the core Better Care at Home hourly rate.

Nourish Transparency – Funding and Service Alignment

Service description

Nourish Transparency is a purchasable service that supports alignment between care needs, staffing and funding from referral through ongoing service delivery.

The service is available to organisations using **Nourish Better Care** and is delivered as an additional module within the Better Care platform. Nourish Transparency uses care and operational data captured in Better Care to provide visibility across commissioning and provider relationships.

The service links assessed need with workforce capacity and funding allocation, supporting planning, oversight and decision-making. Nourish Transparency is not intended for standalone use and requires an active subscription to Nourish Better Care.

Key features

- Funding alignment tools
- Needs assessment integration
- Staff-to-need visibility
- Trend and gap analysis

Who the service is for

Local authorities, commissioning teams and care providers using Nourish Better Care or Better Care at Home who require transparency across care delivery and funding.

Benefits

- Improves alignment between care delivery and funding
- Increases transparency for stakeholders
- Supports sustainable service planning

Service Constraints or Technical Requirements

This service requires an active Nourish Better Care subscription.

Pricing

£1.80 per bed per week.

We charge a minimum of £875 per year.

A 5% premium charged for monthly payments.



Nourish Insights – Data Dashboards

Service description

Nourish Insights is a reporting service that provides pre-built visual dashboards that surface performance insights using care delivery and operational data generated throughout an organisation.

The service is available as a paid additional module for organisations using **Nourish Better Care** or **Nourish Better Care at Home**.

Nourish Insights supports operational oversight, quality improvement and strategic planning through filterable dashboards, trend analysis and exportable reports.

Key features

- Pre-built, Nourish maintained
- Visual and easy to use
- Trend and pattern analysis
- KPI reporting and data exports
- Multi-level data segmentation

Who the service is for

Care leaders, operational managers and quality teams using Nourish Better Care or Nourish Better Care at Home.

Benefits

- Improves visibility of service performance
- Supports continuous quality improvement
- Helps evidence outcomes and value

Service Constraints or Technical Requirements

The service is not intended for standalone use and requires an active subscription to Nourish Better Care or Better Care at Home.

Pricing

Priced on an annual subscription, based on a bundle pricing model taking into account the size of the organisation. Annual fees range for £500 to £45,000 depending on size and bundle.

Nourish eLearning – Training and Compliance

Service description

Nourish eLearning is an online training and compliance service for home care providers. The service is available as a purchasable module delivered through the Nourish Empower platform.

The service provides accredited digital learning content, compliance tracking and reporting to support workforce development and regulatory requirements. Users access training content and compliance dashboards within the Empower environment, ensuring alignment between training records and workforce management.

Nourish eLearning is designed to support organisations using Empower to manage domiciliary care services and is not intended for use as a standalone platform outside of the Empower service.

Key features

- Accredited online training courses
- Compliance and training tracking dashboards
- Access across desktop and mobile devices
- Training completion and audit reporting

Who the service is for

Domiciliary and home care providers using the Nourish Empower platform who require structured staff training and compliance monitoring.

Benefits

- Supports ongoing professional development
- Improves visibility of workforce compliance
- Reduces training administration
- Aligns training records with workforce management

Service Constraints or Technical Requirements

This service requires an active Nourish Empower subscription.

Pricing

A bundled pricing model based on per carer per year, ranging from £22.50 to £40.00

Nourish Protect – Mobile Device and Security Management

Service description

Nourish Protect is a purchasable mobile device and security management service for organisations using **Nourish Better Care**.

This is offered alongside a Nourish Better Care subscription as a mobile device management service and securely manages mobile devices used by frontline care staff. Nourish Protect supports device security, application management and data protection controls to ensure secure access to care systems at the point of care.

The service uses policies and controls to reduce the risk of data loss or unauthorised access when care delivery devices are deployed across services. Nourish Protect is not intended for standalone use and requires an active Nourish Better Care subscription.

Key features

- Device security policies and controls
- Application management and distribution
- Mobile data protection enforcement

Who the service is for

Care providers using Nourish Better Care who deploy mobile devices for frontline care teams.

Benefits

- Improves data security at the point of care
- Reduces the risk of data loss
- Centralises management of care delivery devices

Service Constraints or Technical Requirements

This service requires an active Nourish Better Care subscription.

Pricing

£50.00 annually per active device if paid annually.

£4.25 / month per active device if paid monthly.

Overage Fee: £7.00 per month for any active devices without a contracted MDM fee.

Nourish Confidence – Quality, Compliance and Continuous Improvement

Service description

Nourish Confidence is a cloud-based quality, compliance and continuous improvement service for care providers. The service brings together audits, action management and care plan quality review within a single workflow, supporting governance activity across services. The service is suitable for use across health and social care settings, including organisations delivering community and non-acute healthcare.

Nourish Confidence uses privacy-safe AI to support the identification of improvement opportunities within care documentation and quality processes. The service helps teams prioritise actions, track progress to completion and maintain oversight of quality and compliance activity without introducing additional manual administration.

Dashboards and reporting provide leadership teams with visibility of quality performance and improvement activity, supporting ongoing service improvement.

Nourish Confidence is delivered as an additional service within the Nourish digital care management platform and relies on care data captured within Nourish services.

Key features

- Audit creation, scheduling and reporting
- Centralised action tracking across audits and reviews
- AI-supported care plan quality assessment
- Dashboards for quality and improvement oversight

Who the service is for

Care providers, NHS Trusts and organisations delivering health and care services using Nourish digital care management services who require structured tools to support quality assurance, compliance and continuous improvement.

Benefits

- Improves visibility of quality and compliance activity
- Supports early identification of improvement areas
- Reduces duplication across governance processes
- Enables continuous improvement linked to care delivery



Service Constraints or Technical Requirements

The service is not intended for standalone use and requires an active subscription to Nourish Better Care or Better Care at Home subscription. This service relies on care data captured within the Nourish platform.

Pricing

£1.50 per bed per week.

We charge a minimum of £675 per year.

A 5% premium charged for monthly payments.

Nourish Empower API – Workforce and Care Integration Interface

Service description

The Nourish Empower API is a RESTful integration service that enables organisations to connect the Nourish Empower workforce and care management system with external systems.

The API allows customer or third-party system developers to securely access and exchange data between Nourish Empower and other platforms, including HR, finance, payroll and business intelligence systems. The service supports standard REST operations and provides controlled access through configurable API scopes.

The Nourish Empower API is a purchasable additional service and is not intended for standalone use. It requires an active Nourish Empower subscription and is designed for organisations that require system-to-system integration alongside their use of Empower.

Key features

- REST API supporting GET, PUT, PATCH and POST requests
- Secure, scope-based access control
- Integration with HR, finance, payroll and BI systems
- API documentation
- Configurable rate limits based on subscription tier

Who the service is for

Home care providers, technology partners and system integrators using Nourish Empower who have in-house development capability or engage third-party developers to build system integrations.

Benefits

- Enables integration with existing organisational systems
- Reduces manual data transfer and duplication
- Supports automation of workforce and operational processes
- Provides controlled and auditable access to Empower data

Service constraints or technical requirements

- This service requires an active Nourish Empower subscription
- The API is provided on a self-service basis
- Nourish provides API documentation and credentials only
- Customers are responsible for building and maintaining integrations
- Third-party developers may be used at the customer's discretion
- Nourish support is limited to addressing faults where the API is not operating as documented
- Rate limits apply based on the selected API subscription tier



- Each API request is defined as a single GET, PUT, PATCH or POST request

Pricing model

The Nourish Empower API is priced as a monthly subscription based on API usage limits. Pricing is determined by the selected tier, which defines short-term and long-term request thresholds.

The available pricing tiers are:

- **Experimenter** – £200 + VAT per month
- **Startup** – £400 + VAT per month
- **Professional** – £800 + VAT per month

Each tier includes access to API documentation and API Rate Limit differs per tier. Full pricing details are published in the G-Cloud pricing document.

Additional information

API documentation, including available endpoints and access scopes, is available at:

<https://apidocs.nourishcare.com/>



Nourish Analytics – Advanced Reporting and Data Access Service

Service description

Nourish Analytics is a secure data access and advanced reporting service for organisations using the Nourish digital care management platform.

The service provides access to care management data extracted from the Nourish platform and loaded into a secure database. Data is transformed into a structured format to enable customer or third-party data specialists to query, extract and build bespoke reports and dashboards using external business intelligence tools.

Nourish Analytics is designed for organisations that require advanced, flexible reporting beyond pre-configured dashboards. The service can be used to combine Nourish data with other organisational data sources to support in-depth operational analysis and insight.

Nourish Analytics is delivered as an additional service and requires an active Nourish Better Care subscription.

Key features

- Secure extraction of care management data from the Nourish platform
- Structured analytics database for reporting and analysis
- Support for integration with third-party reporting and BI tools
- Ability to combine Nourish data with external data sources
- Data structured for use by in-house or third-party data specialists

Onboarding and implementation

The service includes a fixed onboarding package delivered by a Nourish analytics consultant. This typically includes:

- Discovery to understand reporting goals and priority use cases
- Configuration of the analytics environment
- A hands-on workshop to introduce the data structure and reporting approach
- A follow-up review session after initial use

The onboarding package includes up to **15 hours of consultancy time**. Ongoing support beyond onboarding can be agreed separately.

Who the service is for

Care providers, local authorities, NHS Trusts and organisations using Nourish Better Care or Better Care at Home who require advanced reporting and have in-house or third-party data capability.

Care Better

Benefits

- Enables bespoke reporting tailored to organisational needs
- Provides deeper insight into care delivery and operational performance
- Supports data-driven decision-making
- Reduces reliance on manual data extraction

Service constraints or technical requirements

- Requires an active Nourish Better Care subscription
- Customers require data analysis capability or a third-party BI partner
- Nourish does not provide ongoing report development beyond the included onboarding unless agreed separately

Relationship to other Nourish services

This service is intended for organisations requiring advanced, flexible analytics. Organisations requiring predefined dashboards with minimal setup may instead use **Nourish Insights**.

Pricing

£15,000 to £50,000 annual fee

Additional £5,000 to £10,000 Set-up fee includes 15 hours Nourish training / consultancy.