



G-Cloud 15 Service Definition Document

One Platform, Multiple Solutions
for Social Care

OneTouch at a Glance

One Platform. Connected Care. Better Outcomes

OneTouch is a modern, cloud-based digital platform designed specifically for social care. It brings together care planning and delivery, workforce coordination and compliance management into one intuitive system - helping you focus less on administration and more on delivering high-quality care.

With OneTouch, information is captured once and flows seamlessly across care delivery, scheduling, compliance and reporting, creating a trusted single source of truth for teams, managers and commissioners alike.

Designed for Today's Social Care Challenges

Designed by care professionals, OneTouch flexes around real-world care delivery and operational needs, supporting you to:

- Deliver safe, person-centred care at scale
- Respond quickly to changing demand and workforce pressures
- Maintain continuous compliance and inspection readiness

As a [DSCR-approved platform](#), OneTouch enables you to create, update and manage fully digital care records. Whether supporting home care, reablement, community services or mixed care settings, OneTouch evolves alongside you as your needs change.

Overview: One Platform, Multiple Solutions for Social Care

Operating as a single platform ecosystem, OneTouch shares data and workflows to deliver a consistent user experience across integrated functionalities.

Workforce, Scheduling and Operations

Coordinate people, time and resources through intelligent scheduling and real-time oversight, helping you maintain safe staffing, manage demand and control costs.

Care Planning and Delivery

Supporting assessment, planning, delivery and review of care, this solution helps frontline teams deliver consistent, outcomes-focused care while providing clear visibility for families, managers and commissioners.



Compliance, Governance and Reporting

Supporting assurance, oversight and accountability, this solution helps you evidence compliance, manage risk and demonstrate performance with confidence.

Advanced HR Tools

Enhance workforce compliance with OneTouch's recruitment and learning modules.

Advanced Clinical Tools

Improve patient outcomes and clinician workflows with OneTouch's clinical tools, developed specifically for complex and acute care settings.

Why Buyers Choose OneTouch

Less Systems = Less Risk

- A single platform instead of multiple fragmented tools
- Reduced duplication, fewer errors and clearer accountability

Faster Mobilisation and Change

- Rapid onboarding of new services and care packages
- Configurable workflows without bespoke development
- Dedicated migration and implementation teams to support you throughout the onboarding process

Compliance That's Built In, Not Bolted On

- Governance embedded into everyday workflows
- Continuous audit trails and inspection-ready reporting

Better Outcomes

- More time spent on care, less on administration
- Clearer communication for families, managers and commissioners

Procuring OneTouch: Scale with Confidence

Over 4,000 registered care locations have procured OneTouch as:

- A complete end-to-end platform
- Individual functionalities (Care, Workforce or Compliance), with the option to extend over time

Our approach allows you to start where your need is greatest while retaining a clear pathway to a fully integrated, future-ready solution.

OneTouch – G-Cloud 15 Service Definition Document

1. Service Overview

OneTouch is a highly configurable digital care platform, combining care delivery, workforce management and compliance in one system. OneTouch provides specialist, sector-specific functionality delivered as a SaaS solution.

If your services expand or your delivery models change, OneTouch flexes with you, avoiding the need for multiple disconnected systems.

2. Service Scope

OneTouch provides an integrated digital solution covering:

- Care delivery and care planning
- Workforce, scheduling and operational management
- Compliance, governance and performance reporting

Optional integrations include Advanced HR Tools for assured workforce compliance and Clinical Tools built specifically for acute care settings.

3. Workforce, Scheduling and Operations Solution

3.1 Overview

OneTouch provides workforce and operational tools built specifically for social care and high-volume staffing environments. It supports both directly employed and agency workforces and is designed around the needs of coordinators, service managers and operational leads.

3.2 Rostering and Scheduling

OneTouch supports **intelligent rostering** based on staff availability, skills, compliance and location, allowing coordinators to manage rotas in real time and respond quickly to change. Visual dashboards provide a service-wide view of coverage, while mapping integration optimises travel and visit sequencing.

The platform **links timesheets, payroll and invoicing**, enabling auditable payroll reporting and itemised billing with standard data exports for use with external finance systems.

3.3 Mobile Working

Even in offline mode, the OneTouch mobile app allows staff to securely view schedules, care plans and client information wherever they are working. The platform supports real-time communication between your office-based teams and staff in the field, improving coordination and responsiveness.

3.4 Benefits

OneTouch's intelligent scheduling and real-time rota management helps you achieve higher shift fill rates and reduces last-minute staffing gaps.

Automated compliance and skills checks support safer staff deployment and provide assurance that your services meet regulatory and contractual requirements.

4. Care Planning and Care Delivery Solution

4.1 Overview

We have designed OneTouch to support person-centred, outcomes-focused models of care across diverse settings.

Trusted by over 90,000 care professionals, it provides a single, shared care record that follows your service users through assessment, planning, delivery and review.

4.2 Core Functionality

OneTouch enables configurable digital care plans, assessments and review workflows aligned to local models. Care staff can record daily notes, observations and outcomes at the point of care, ensuring accurate, timely information. Integrated eMAR supports safe medication prompts and recording, while embedded risk assessments, incident and safeguarding workflows remove the need for separate tools.

Alerts, flags and escalation pathways support rapid risk response, and an offline-first mobile app allows care delivery to continue and synchronise automatically when connectivity is restored.

4.3 Benefits

By reducing duplication and manual administration, OneTouch frees frontline staff to spend more time delivering care.

You can mobilise new care packages more quickly using standardised, digital workflows. OneTouch provides clear, auditable records that support safeguarding processes, complaints management and regulatory inspections.

By maintaining a single, up-to-date care record, OneTouch improves continuity of care and ensures that staff, managers and commissioners all work from the same trusted source of information.

5. Compliance and Governance Solution

5.1 Compliance Management

OneTouch tracks compliance requirements such as DBS checks, right-to-work documentation and certification expiry, issuing automated alerts when risks arise. Where staff do not meet required thresholds, the platform prevents assignment to shifts or care activities, supporting safer deployment and reducing risk.

5.2 Governance

OneTouch enforces governance through role-based access controls and maintains full audit trails across all system activity, supporting transparency and accountability. Configurable approval workflows enable organisations to manage sign-off, oversight and escalation in line with local policies.

5.3 Benefits

By embedding compliance, governance and learning into everyday workflows, OneTouch reduces compliance risk and improves inspection readiness. The platform provides clear, auditable evidence to support regulatory inspections and local authority governance requirements.

6. Reporting and Analytics

6.1 Overview

OneTouch provides built-in reporting and dashboards that deliver clear operational oversight, support performance management and meet statutory assurance requirements.

6.2 Reporting Capabilities

OneTouch provides real-time dashboards and pre-configured reports aligned to social care KPIs, giving you timely visibility of activity, workforce use and risk. You can create ad-hoc reports and export data in standard formats, including Excel, PDF and CSV, with API access supporting integration with business intelligence tools for advanced or enterprise-wide reporting.

6.3 Benefits

By reducing the time and effort required to produce reports, OneTouch improves visibility of service performance and emerging risks, enabling earlier intervention and more effective decision-making.

7. Security & Data Protection

Meeting ISO 27001, ISO 9001, Cyber Essentials Plus and the NHS Data Security and Protection Toolkit standards, OneTouch protects sensitive data, delivers consistent quality and meets public sector assurance standards.

7.1 Security Model

As a cloud-hosted SaaS solution hosted within UK data centres, OneTouch protects data through encryption both in transit and at rest, keeping your information secure throughout its lifecycle.

To securely manage system access, OneTouch supports role-based access controls and multi-factor authentication.

7.2 Data Protection

OneTouch processes personal data in line with UK GDPR and supports configurable data retention and deletion. With clear audit logs, you can see who has accessed the system and what actions they have taken, supporting governance and compliance.

8. Technical Capabilities

8.1 Interoperability and Integration

OneTouch is a fully cloud-based SaaS solution, accessed via web browsers and iOS or Android mobile apps.

Through open APIs, OneTouch enables interoperability and integration with:

- Case management systems, including **LiquidLogic**
- Advanced reporting and business intelligence tools, including **Power BI**
- NHS systems, including **GP Connect**
- HR, payroll and finance systems, including **Xero and Sage**
- Mapping services and address gazetteers including **Google Maps**

8.2 Hosting

Hosted on Amazon Web Services (AWS), OneTouch provides a scalable and resilient cloud environment with UK data residency for UK customers. Multi-region resilience and encrypted backups support high availability, disaster recovery and business continuity.

9. Onboarding, Training and Support

9.1 Implementation Approach

Adopt OneTouch with Confidence

Through remote or onsite support, a dedicated specialist will guide you through the implementation process, ensuring consistency and personalised attention at every step.

Our 8-Step Process:



Process Mapping



Rota Migration and Verification



System Configuration



System Training and Carer Activation



Initial System Training



Finance Testing, Data Migration, and Testing



Staff and Client Data Upload and Verification



Parallel Run, Testing, and Verification

Data Migration and Transition to OneTouch

OneTouch delivers a controlled migration process that minimises risk and maintains continuity of care. At OneTouch, we utilise a number of technical approaches (including AI) to streamline the mapping of existing workflows[DC1], configure the platform to reflect organisational structures, and migrate staff, client, rota and financial data. We cleanse and verify data with your teams and validate outputs before go-live use parallel running to ensure a smooth transition from your existing systems into OneTouch.

A phased approach reduces risk, maintains service continuity and ensures the platform is ready when you are.

The Right Support at the Right Time

Initial role-based training enables staff at every level to use OneTouch with confidence. Our train-the-trainer approach and refresher sessions enable you to build internal capability and support new starters.

Following go-live, we provide a period of hypercare to ensure rapid issue resolution and service stability. Support then transitions to our Customer Success Team for ongoing support and scheduled service reviews. A self-service portal provides 24/7 access to documentation, guidance, FAQs and product updates, so you can find answers at any time.

9.2 Support and Ongoing Service

Our UK-based support service is delivered through a managed service desk and ticketing system, with defined service levels and clear escalation routes to ensure timely issue resolution.

OneTouch offers 24/7 response to critical incidents and responds to support tickets during business hours (Monday to Friday, 08:30–17:30) in line with agreed SLAs.

Priority (P)	Target Response	Target Resolution
P1 Critical	0-1 hour (24/7)	≤4 hours
P2-High	≤1 hour (business hours)	≤8 hours
P3-Medium	≤4 hours	≤48 hours
P4-Low	≤1 day	≤5 days

OneTouch delivers a minimum of 99.95% service availability and deploys routine updates without disruption. When planned maintenance is required, we schedule it outside core hours and maintain offline functionality so care delivery can continue without interruption.

9.3 Business Continuity, Backup and Disaster Recovery

OneTouch is designed to keep services running and protect care delivery if disruption occurs. We back up data automatically every hour and store it securely in separate locations to reduce the risk of data loss.

If a serious incident occurs, OneTouch aims to restore the service within 4 hours (Recovery Time Objective) and limit any loss of data to a 3 to 4-hour period (Recovery Point Objective). We regularly test recovery processes and review continuity plans to ensure the service remains reliable and resilient.

10. Offboarding

At contract end, OneTouch supports an orderly and compliant exit by providing you with a complete export of your data in agreed, accessible formats. Following confirmation, OneTouch securely deletes all your data and provides certification of data destruction.

11. Development Life Cycle

OneTouch evolves through a structured, customer-informed roadmap, delivering regular platform updates that reflect emerging best practice, user feedback and technological advances, while maintaining service stability and continuity.

12. Service Limitations and Buyer Responsibilities

12.1 Service Limitations

OneTouch supports a wide range of social care and workforce models but operates as a configurable SaaS platform and does not include bespoke development unless separately agreed.

Real-time functionality depends on connectivity, and reporting accuracy depends on the quality of data entered.

Third-party integrations rely on the availability and stability of external systems.

12.2 Buyer Responsibilities

Buyers are responsible for defining local processes, configurations and approval workflows, ensuring staff are trained and use the system as agreed.

Buyers must maintain accurate data, manage user access in line with governance and data protection policies, and ensure users have suitable devices and reliable internet connectivity.

13. Summary

OneTouch is a secure, configurable Software as a Service (SaaS) platform designed specifically for social care. By bringing care delivery, workforce management and compliance into a single system, OneTouch reduces duplication, improves operational efficiency and strengthens accountability across services.

The platform supports safer, person-centred care through real-time information, embedded governance and auditable records, while giving managers and commissioners clear visibility of performance and risk. Scalable and adaptable, OneTouch evolves with changing service models and demand, enabling you to deliver high-quality care with confidence and remain inspection ready.

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