

CASE STUDY

Cavendish Homecare boosted capacity by 25% with CareLineLive

25% increase

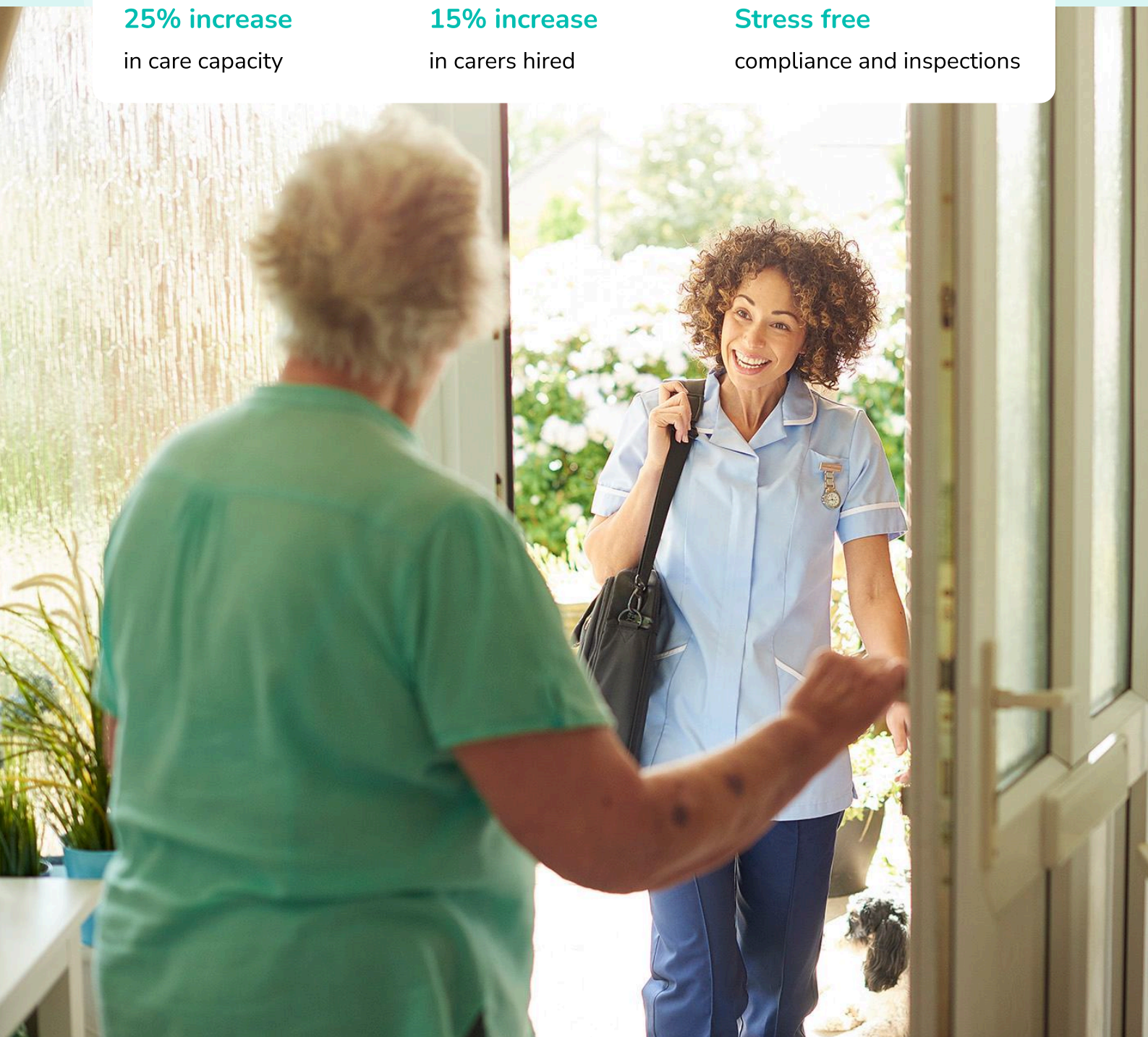
in care capacity

15% increase

in carers hired

Stress free

compliance and inspections



Overview

Cavendish Homecare is a domiciliary care provider that had already begun moving away from paper-based processes but found its existing system no longer met the needs of a growing service. Key features were missing, and day-to-day administration became harder to manage as client numbers increased. After reviewing several options recommended by the Department of Health and Social Care, the team chose CareLineLive as a more complete and practical solution.

Challenges they faced

Outdated digital systems became harder to manage, as Cavendish's previous software lacked essential features such as mileage tracking, holiday calculations and document storage, making routine tasks more difficult as client numbers increased.

Transition risks raised questions about staff readiness, with team members on medical or maternity leave and understandable worries about training, adoption and switching systems added complexity to the change process.

Carers and families lacked real-time access to information, meaning carers couldn't always see care plans or visit notes quickly, and families often phoned the office to confirm that care had been delivered.

Together, these challenges made managing the service harder and less visible.

Goals

Cavendish wanted to adopt a modern care management system that could handle rostering, training, compliance, payroll and documentation - all in one place - while improving visibility for carers, reducing administrative overhead and supporting smarter recruitment as the business scaled.

Choosing CareLineLive

After trialling several systems from the list provided by the Department of Health and Social Care, Cavendish selected CareLineLive because it ticked all of their operational needs and provided a feature set that felt intuitive for office staff and carers alike. The decision was supported by consensus across the leadership and care teams.

Solution

CareLineLive gave Cavendish the tools they needed to modernise day-to-day operations:



Digital rostering and rota visibility

CareLineLive's platform gave the team a clear visual view of gaps, skills and staff availability to plan smarter and free up capacity



Streamlined compliance and training tracking

The team could log and track training, supervision and certificates in one place, making CQC preparation stress-free



Admin tools: payroll, invoicing and document storage

Payroll became less of a hassle, and all key documents could be stored digitally



Smooth onboarding and ongoing support

CareLineLive supported Cavendish through a structured five-to-six-week onboarding process, with training available for all staff, including those returning from medical or maternity leave



Mobile access for carers

The CareLineLive Companion mobile app made care plans, previous notes and emergency contacts accessible before visits, improving confidence and preparedness



Care Circle Portal for families

Families gained real-time visibility of care delivered, reducing repeated daily calls from loved ones



GP Connect integration

Integration with GP Connect will further strengthen real-time access to medical information

“All I can say is, hand on heart, we've had 100% support from CareLineLive to do that transition quickly, effectively and safely.”

Lynette Simpson

“It’s one of the best decisions we’ve ever made. We absolutely love CareLineLive, and I wouldn’t go anywhere else.”

Outcomes

Cavendish has seen measurable business improvements since implementing CareLineLive:

- **25% increase in care capacity** since June 2024
- **15% increase in staffing**, hiring five new carers in one month by spotting gaps more easily
- **Families get real-time visibility**, reducing daily calls to the office
- **Stress-free compliance**, with training and certificates easily accessible during inspections
- The team adopted the system quickly and confidently across both office staff and carers

CareLineLive also streamlined payroll, automated administration, improved rota planning and simplified compliance, providing the team with the tools they needed to grow and improve care.

“CareLineLive has given us the tools, support and confidence to grow our service the right way.”



Lynette Simpson

Owner and Registered Manager, Cavendish Homecare