

CASE STUDY

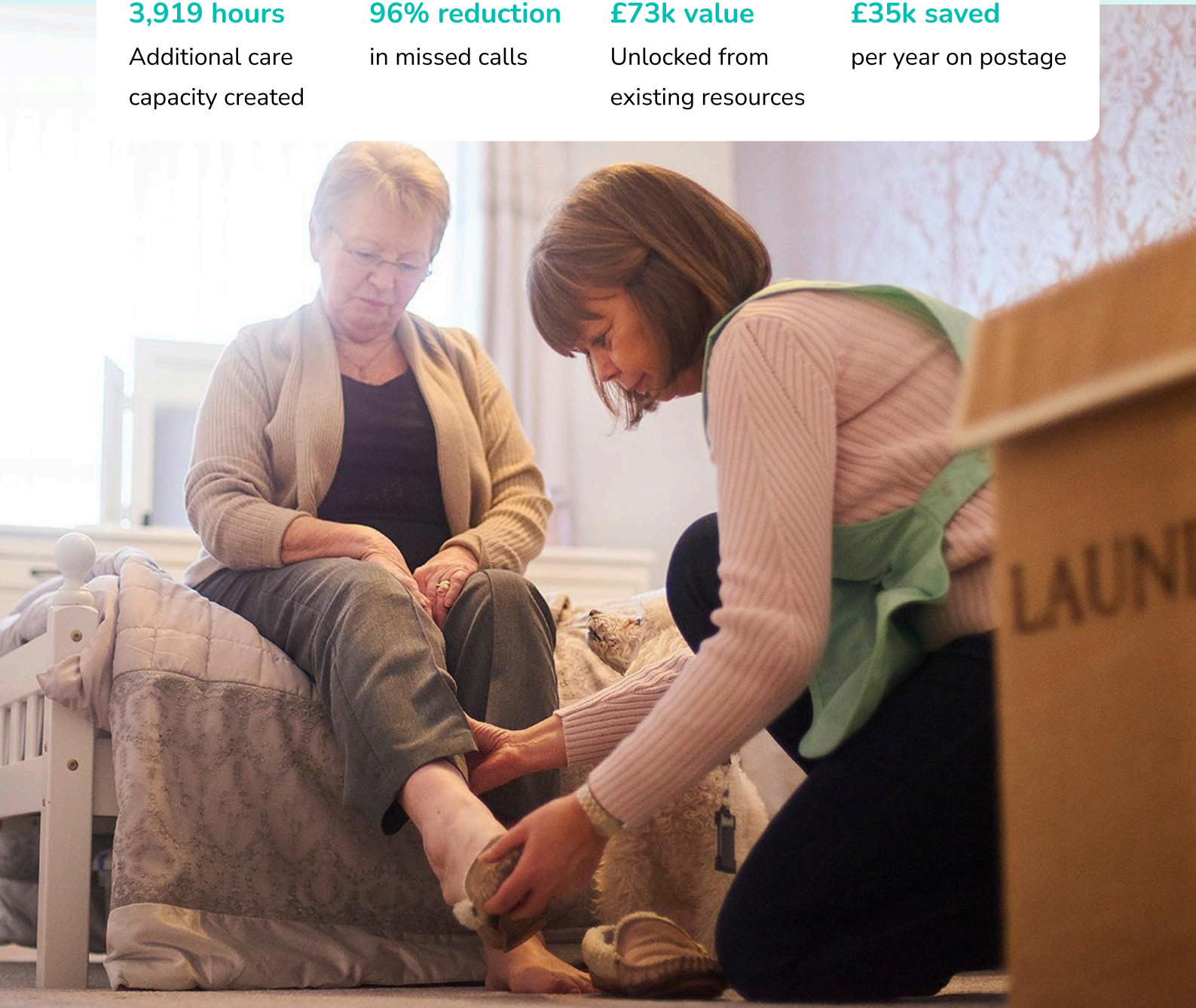
South Eastern Health and Social Care Trust created 3,919 extra care hours without recruitment using CareLineLive

3,919 hoursAdditional care
capacity created**96% reduction**

in missed calls

£73k valueUnlocked from
existing resources**£35k saved**

per year on postage



Overview

South Eastern Health and Social Care Trust is responsible for delivering health and social care services to over 354,000 people across Northern Ireland, including more than 30,000 domiciliary care visits each week. Despite the scale of the service, home care delivery was historically managed using spreadsheets and paper rotas distributed by post. In 2021, the Trust began a programme of digital transformation with CareLineLive to modernise how care was planned, delivered and monitored.

Challenges they faced

Paper-based systems limited capacity and responsiveness, with slow and unreliable information flows meaning carers did not always receive rota updates in time, occasionally resulting in missed visits and delayed support.

Inefficient rostering created unnecessary admin pressure, with managers lacking real-time visibility of carer availability and capacity, making it difficult to optimise rotas or respond quickly to change.

Limited visibility of capacity constrained service growth, particularly as demand for home care increased during and after Covid-19, leaving the Trust without a clear view of how existing resources could be used more effectively without additional recruitment or agency staff.

Goals

To continue meeting rising demand, the Trust needed to modernise its domiciliary care operations. The priority was to improve communication across the workforce, gain real-time visibility of capacity, reduce administrative overhead, and make better use of existing staff, all whilst maintaining safe, person-centred care at scale.

Choosing CareLineLive

Recognising that digitalisation was key to improving performance and efficiency, the Trust selected CareLineLive as an all-in-one home care management platform for domiciliary care. Following a pilot in April 2021, it was rolled out across the service with tailored training for office teams and carers.

Solution

CareLineLive gave the Trust a practical way to move away from paper-based working and manage care digitally, without disrupting how care was delivered day to day. This included:



Digital rostering and real-time capacity management

Managers gained clear visibility of carer availability, travel and visits, enabling better rotas and capacity



Digital care records and visit notes

Carers could access up-to-date care information before visits and record notes in real time, improving continuity and safety



Mobile access for carers

All carers were provided with iPads using the CareLineLive Carer Companion app, removing reliance on posted rotas and paper schedules



Reporting and oversight

Real-time reports enabled managers to monitor visits, identify issues early and analyse service delivery more accurately



Governance and compliance support

Training records, registrations and compliance were managed digitally, with automated alerts reducing risk



Improved communication with families

Secure information sharing increased reassurance for families and reduced time spent chasing updates

“Makes things a lot easier as we have the information before we go into someone’s home.”

Trust Office Staff

“Not only have we seen phenomenal improvements in capacity and efficiency, but the standard of care has increased. We are now better able to tailor care to people’s needs and deliver it at the right time, without the complexity of our previous paper-based setup.”



Alistair Fitzsimons

Senior Manager, Community Social Care

Outcomes

The move to digital working delivered clear, measurable improvements across capacity, efficiency and care quality, without recruiting additional staff:

- **3,919 additional care hours created over 8 months** (Sept 2022 – Apr 2023), equivalent to £73,000 of value, using existing staff
- **530 extra care hours created** in one locality over six months through better rota optimisation
- **30% reduction in rota management time**, from 17 to 12 hours per week.
- **£35,000 annual saving on postage**, covering the cost of deploying CareLineLive
- **96% reduction in missed calls**, from 284 to 11 over a 12-month period
- **152 flexible working requests approved** in three months due to improved visibility of capacity
- **91%** of service users and families rated information provision as high
- **87%** of service users reported improved service delivery
- **63%** of carers reported improved work–life balance

Digitalisation is now fully embedded across the Trust’s home care service, with CareLineLive supporting safer care delivery, stronger governance and more sustainable use of resources.