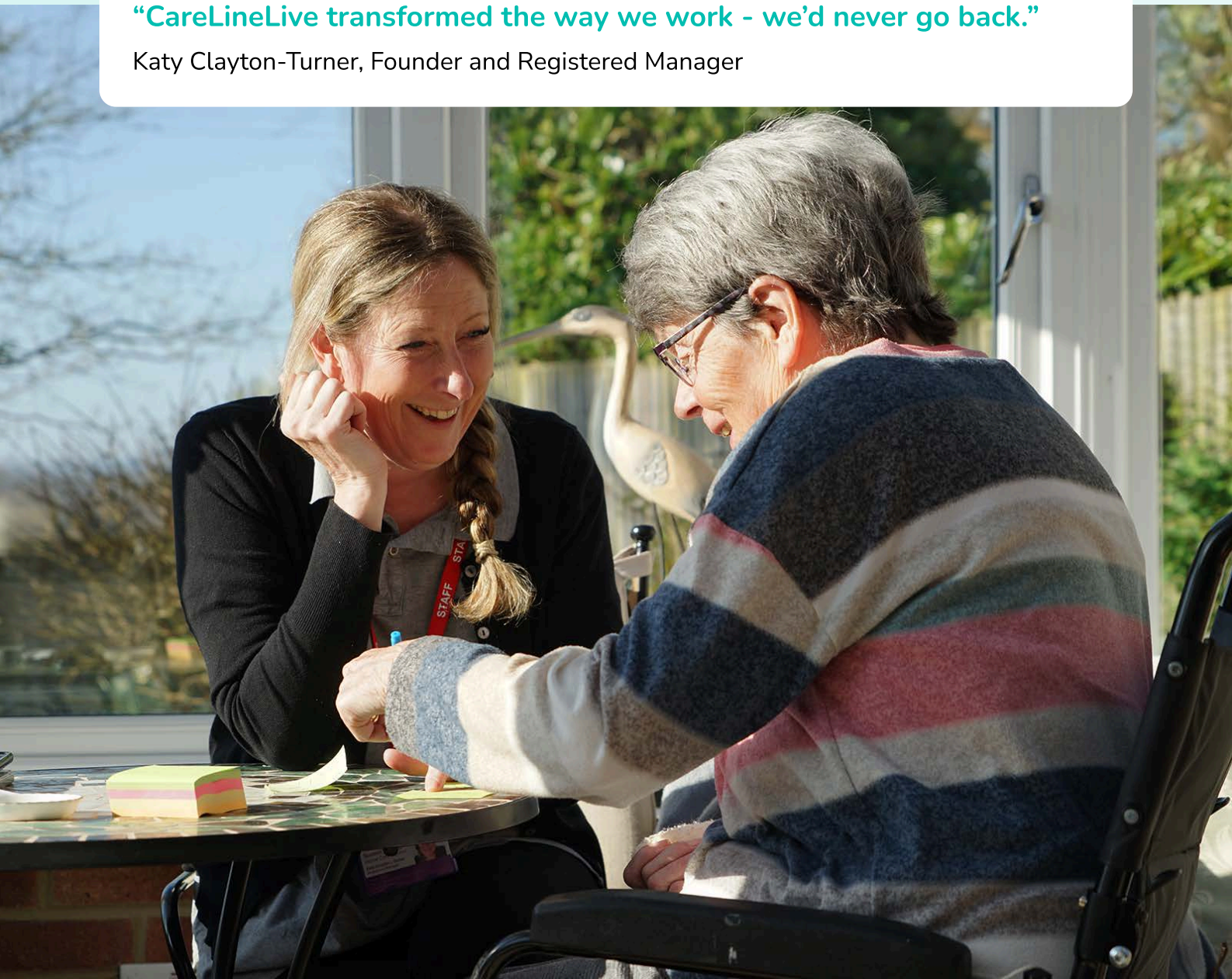


CASE STUDY

The Sussex Village Home Care Service transforms operation from paper to digital, unlocking faster rostering, payroll and care coordination with CareLineLive

“CareLineLive transformed the way we work - we’d never go back.”

Katy Clayton-Turner, Founder and Registered Manager



Overview

The Sussex Village Home Care Service is a small, person-centred home care provider founded by Katy Clayton-Turner. With a strong focus on quality, continuity and truly knowing each client, the business has grown steadily since its early days. As the business grew, its manual systems became inefficient, prompting a transition to digital solutions to support better operational efficiency, compliance and communication.

Challenges they faced

Before adopting digital care management, Sussex Village Home Care relied heavily on manual, paper-based systems - creating friction, inefficiency and administrative burden.

- **Paper rostering:** Schedules were kept in a diary with loose notes, making it hard to update, share or scale as the service expanded
- **Time-sensitive invoicing and payroll:** Paper timesheets and handwriting made invoicing and payroll error-prone and slow
- **Information delays:** Carers sometimes had to visit the office just to collect updated rotas, slowing down their work and responsiveness
- **Risk of errors and lack of visibility:** Manual timesheet reconciliation and communication gaps raised risks and slowed decision-making

Goals

To move away from manual, paper-based processes, Sussex Village Home Care needed a more reliable and efficient way to run daily operations. The priority was to simplify rostering, timesheets and invoicing, give carers better access to up-to-date information and ensure records could be managed confidently and consistently as the service grew.

Choosing CareLineLive

Katy discovered CareLineLive through a recommendation from another care agency owner. After hearing about less positive experiences with other systems, she chose a platform that felt more approachable and trustworthy. The decision was not about cost, but about confidence in the relationship and support behind the technology.

The impact of CareLineLive

CareLineLive helped the team replace paper-based processes with digital ones, supporting the day-to-day realities of running a small home care service without changing how care was delivered, as reflected below by both leadership and frontline staff.



Smoother rostering and day-to-day ops

“CareLineLive has made the business run so much smoother. We can rota easily, see who’s going where, and track hours at a glance.” - Katy



Medication safety and confidence (eMAR)

“It’s a live MAR chart, so even if medication changes ten minutes before a visit, carers see the update straight away. It keeps clients safe and carers confident.” - Sophie



Family communication and reassurance

“Families are reassured, carers have the right information, and I can keep on top of everything from my phone.” - Katy



Compliance and inspection readiness

“When the inspector asked for information, we could just say, ‘It’s on the app.’ She logged in and had everything she needed.” - Katy



Responsive changes when plans shift

“If someone calls in sick at 7am, I can make changes from home in five minutes. Carers instantly see updated visits on their phones.” - Sophie



Person-centred care and continuity

“Joe likes his tea strong with two sugars - it’s written in the app. Clients feel listened to, and carers don’t have to keep asking.” - Katy



Supporting carers and handover notes

“They especially love the map function. We work in rural villages, so being able to click directions to the next property is a lifesaver.” - Sophie



Faster invoicing and payroll

Invoicing that once took hours now takes minutes, with cancellations and funding types handled quickly and payroll linked directly to Xero to reduce manual admin

“Paper just does not work. Unless you want to spend your whole day chasing notes and sending updates, you need a better solution. CareLineLive is worth every penny – we’d never go back.”

Outcomes

As a result, Sussex Village Home Care gained greater visibility, control and confidence across day-to-day operations and care delivery.

- Day-to-day operations became easier to manage, with less time spent on manual admin
- Rostering changes could be made quickly, improving responsiveness to cancellations and last-minute updates
- Invoicing and payroll were handled more efficiently, allowing management time to be freed up
- Carers had real-time access to client information, supporting safer and more consistent care
- Families felt better informed and reassured, with fewer update calls
- Digital records supported inspection readiness, contributing to a **Good CQC rating across all areas**

“CareLineLive has transformed the way we work and the quality of care we provide. We wouldn’t be without it now – definitely not.”



Katy Clayton-Turner

Founder and Registered Manager, The Sussex Village Home Care Service