

A graphic of several interlocking puzzle pieces in shades of blue, purple, and yellow. Some pieces feature a white Wi-Fi signal icon. The background is a gradient of purple and blue.

# Your Trusted Partner in Social Care

At Radar Healthcare, we understand the unique challenges of delivering outstanding care in a complex, fast-paced social care environment.

Our award-winning risk, quality and compliance software empowers care providers to streamline quality and compliance processes, helping you stay focused on what matters most: delivering safe, compassionate care to the people who rely on you.

By bringing together incident management, audits, risk assessments, and more, Radar Healthcare enables teams to work smarter, reduce risks, and improve communication across the organisation. Powerful analytics, machine learning and AI tools underpin all modules to **help you to understand why incidents are occurring and more importantly, how you can prevent them in the future.** The result? More time for care, improved outcomes for the people that you support, and peace of mind knowing you're always one step ahead with safety, quality, and compliance. Let us help you make an even greater impact.

# Improving Care Outcomes

in Social Care

## Discover cutting-edge features designed to keep you informed and empowered.

- **Compliance Tools:** Navigate seamlessly with Workforce Compliance and Document Management, ensuring compliance is second nature.
- **Activity Tools:** Manage incidents, events, and workflows effortlessly with Radar Healthcare's intuitive modules.
- **Quality Assurance Tools:** Conduct audits, schedule tasks, and plan actions seamlessly for excellent care outcomes.
- **System Management Tools:** Utilise our unique tools within Radar Healthcare to give you the flexibility you need when it comes to capturing the information most valuable to implement positive change.
- **Powerful Analytics:** Create dynamic dashboards for internal and external stakeholders, providing a comprehensive overview for anyone who needs to know what is happening in any part of your care organisation.
- **Unique API:** Allows you to bring data in from other systems (e.g., Care Planning Software) as well as hosting forms externally using QR codes and URLs (e.g., feedback forms). Radar Healthcare allows data to flow both ways, so you can easily pull information into your data warehouse or bring in data from other systems into the Analytics module.

# A solution

designed for efficiency, oversight and clarity, far beyond incident reporting...

 <b>INCIDENT AND EVENT MANAGEMENT</b>	 <b>AUDIT MANAGEMENT</b>	 <b>RISK MANAGEMENT</b>	 <b>WORKFORCE COMPLIANCE</b>
 <b>ANALYTICS</b>	 <b>BUSINESS COMPLIANCE</b>	 <b>DOCUMENT MANAGEMENT</b>	 <b>ACTION AND IMPROVEMENT PLANS</b>

All underpinned with a one-of-a-kind Workflow Manager that allows you to automate all your quality and compliance processes.

## Embracing interoperability

Did you know we have an open API for better social care delivery and outcomes?

## Feedback and Observation Dashboard

Simplify, demonstrate and evidence excellent quality of care across your organisation.



As part of the Events Module, this innovative update is designed to give care organisations a robust mechanism to capture and evidence everything that the regulators (e.g., CQC) requires.

Achieving a good or outstanding regulation rating leads to a better reputation, increased demand, reassurance for families, staff retention, and ultimately the ability to offer the highest quality of life for those supported daily. The latest observation and feedback events and dashboards from Radar Healthcare are designed with these benefits in mind, providing social care organisations with an instant way to capture and evidence feedback, learn from it, and present it to regulators with just a few clicks.

Unlike other products on the market, these specific event dashboards underpin a social care organisation's ability to demonstrate performance to regulators and stakeholders. By understanding their current status and identifying areas for improvement, organisations can focus efforts precisely where needed, resulting in enhanced care and improved CQC scores.

*Chief Product Officer at Radar Healthcare, Mark Fewster said: "For our users, this means having data sets available with just a couple of clicks. We believe that it's essential to keep the customer at the heart of product design, not just for the new CQC dashboards, but for all our projects."*

**"THE MAIN OPPORTUNITIES LIE IN CAPTURING FEEDBACK, MANAGING OBSERVATIONS, AND ENSURING EVIDENCE IS EASILY ACCESSIBLE."**

**Mark Fewster**  
Chief Product Officer, Radar Healthcare



PRODUCT SPOTLIGHT:

## HC-One: Innovating Care Excellence

Partnering with Radar Healthcare, the UK's leading elderly residential care provider, HC-One has embarked on an innovative digital transformation journey to enhance resident care across its 260+ homes in England, Scotland and Wales.

By adopting Radar Healthcare's software, HC-One has emerged as a trailblazer in the care sector by identifying potential issues at the earliest stage and supporting the practical implementation of valuable insights and improvements.

Through thorough analysis of data related to incidents, audits, and feedback, HC-One utilises learning opportunities to elevate the quality of care provided to its more than 13,600 residents, including specialised care for dementia and nursing needs.

With over 19,300 colleagues delivering exceptional care, the partnership between HC-One and Radar Healthcare has all the necessary tools to drive continuous improvement and shared learning throughout the entire organisation.

### Summary of success

- Streamlined operations: Implementing Radar Healthcare as their central system for risk management. This roll out is across their entire portfolio of 260+ care homes which collectively care for over 13,600 people.
- One source of truth: Integrating medication management, digital care plans, and our event reporting and learning system into one platform positions HC-One at the forefront of industry technological advancement.
- Positive care interactions: HC-One delivers around 7 million care interactions a year, with incidents being around 65,000 a year. That's 6.5 million positive care interactions every single year the team can now celebrate and learn from with Radar Healthcare.
- AI-powered analytics: Data is delivered in an insightful way through Radar Healthcare, ensuring residents receive the best possible care and quality of life.

“**BEING ABLE TO USE DATA ANALYTICS TO GIVE US A REAL-TIME VIEW AND GET AHEAD OF THE CURVE WHEN IT COMES TO SOMETHING THAT COULD BECOME AN ISSUE...WILL BE A REAL BENEFIT TO OUR ORGANISATION.**”



**C**ELEBRATING SUCCESS  
WITH OUR PARTNERS

## Exemplar Health Care: Transforming Healthcare Systems

Exemplar Health Care's mission is to make every day better for the people they support and their colleagues by delivering exceptional care and creating a supportive environment.

Radar Healthcare provides Exemplar Health Care with a user-friendly platform that enhances safety, quality, and overall wellbeing, showcasing the transformative impact of technology in care delivery.



### Summary of Success:

- **Improved Quality of Life:** Immediate reporting has reduced severe incidents, significantly improving people's wellbeing.
- **Streamlined Incident Reporting and Data Collection:** Over 20,500 incidents were logged in FY24—a 64% increase from FY23—thanks to Radar Healthcare replacing a “very complicated system that previously relied on paper-based reporting.” “Most of our teams had to fill in several pieces of paper when reporting an incident.”
- **Real-Time Incident Tracking for Immediate Action:** Over 1 million care interactions are monitored annually, enabling timely interventions and improved support across services.
- **Reduction in Physical Aggression and Restraint Incidents:** A 50% year-on-year reduction in incidents requiring physical restraint, alongside fewer injuries related to physical aggression. “We've achieved a notable decrease in injuries related to physical aggression.”
- **Centralised Document Management for Compliance:** Policies and updates are now easily accessible through a system fully embedded within the organisation.
- **Enhanced Health and Safety Culture:** Consolidated health and safety audits have led to a positive cultural shift within the organisation.
- **Positive Staff Feedback on Usability:** Frontline teams report incidents and complaints more efficiently.

“Since implementing Radar Healthcare, we can provide support to our services much faster than before. As a complex care provider, we support people who display behaviours of concern or have other risk factors. If we can reduce those events, people can enjoy a much better quality of life. Being able to export information and snapshot data at any point, helps us analyse data across the whole company or by region or service, and use it to make informed decisions.”



“**BEING ABLE TO EXPORT INFORMATION AND SNAPSHOT DATA AT ANY POINT, HELPS US ANALYSE DATA ACROSS THE WHOLE COMPANY OR BY REGION OR SERVICE, AND USE IT TO MAKE INFORMED DECISIONS.**”

# Hallmark Luxury Care Homes

## Enhancing CQC Compliance: Insights from Hallmark Luxury Care Homes and Radar Healthcare

Julie Rayner, Care Quality Governance and Compliance Director at Hallmark Luxury Care Homes, shared valuable insights on the role of feedback in meeting the latest CQC (Care Quality Commission) regulations and achieving a Good or Outstanding rating. She joined a panel of experts to discuss the CQC's new framework, the challenges it presents, and strategies for success.

*"Traditionally in the care sector, you'll get positive feedback through letters, cards, people will make comments, there'll be meetings... Before we had Radar Healthcare, all of that was in the homes and everything was kept in various places that if you had the time and the willingness to search through, you could see all of that..."*



**...WHEN WE GOT RADAR HEALTHCARE, WE CREATED AN EVENT THAT WAS AROUND POSITIVE FEEDBACK TO COLLATE ALL OF THIS IN ONE CENTRAL PLACE."**

### Key Insights

- **Improved Oversight and Efficiency:** *"With Radar Healthcare, the increased visibility has enabled us to identify and address overdue steps more efficiently."*
- **Streamlined Feedback Management:** Radar Healthcare has streamlined the feedback collection process. One home logged an impressive 1,000 pieces of positive feedback in just 30 days. Negative feedback is now systematically logged, investigated, and incorporated into action plans for better resolution.
- **Visibility and Acknowledgement of Positive Feedback:** Radar Healthcare improves the visibility of positive feedback, ensuring it is appropriately shared and celebrated, something that was challenging to track before.
- **Fostering Continuous Improvement:** These changes enable Hallmark to action feedback—both positive and negative—more effectively, creating a culture of continuous improvement.



read more customer stories

# Much more than just incident reporting software

Radar Healthcare's Event Management Software is the ideal solution for enhancing and improving outcomes for those you support, as well as providing the insights you need driven by data.

Within Radar Healthcare, accountability is the cornerstone of the event and incident management process. Every incident and event type has a defined workflow that must be followed by the assigned individual to ensure full compliance with organisational operating procedures. Each incident is risk assessed, and any mitigating actions logged through the software with automated notifications to the person(s) responsible for carrying out these actions.

Further reporting to external regulators can also be incorporated into the workflow, reducing duplication of workload for mandatory notifications.

That being said, one of the greatest challenges faced by frontline leaders is managing the overwhelming number of actions that arise from various sources such as complaints responses, incidents, and improvement initiatives. Keeping track of all these actions can quickly become a daunting task. However as one of our partners explains, *"with Radar Healthcare, it will be possible to have a single action list that links to all of the relevant events, and you're able to keep track of it and see it on your dashboard and know how you are progressing it and report it effectively. So that's going to be such a timesaver and such an opportunity to improve quality of care."*



## Embed a culture of continuous improvement with Radar Healthcare

See the impact a streamlined event reporting process has had on some of our partners.

**"IN FY24, OVER 20,500 INCIDENTS WERE LOGGED AT EXEMPLAR HEALTH CARE, A 64% INCREASE ON FY23 – A DIRECT CONTRAST TO THE VERY COMPLICATED INCIDENT MANAGEMENT SYSTEM WE HAD BEFORE RADAR HEALTHCARE, WHICH LED TO MOST OF OUR TEAMS HAVING TO FILL IN SEVERAL PIECES OF PAPER WHEN THEY REPORTED AN INCIDENT."**

**Helen Baxendale**  
Clinical Director

By 2024 at Lifeways Group, 23,881 events were added to Radar Healthcare along with 11,641 completed action plan items, 3,374 completed quarterly service validation tasks (H&S and quality) completed, 517 compliments logged and 2,631 completed governance audits completed.

At HC-One, the team deliver around 7 million care interactions a year, with incidents being around 65,000 a year. That's 6.5 million positive care interactions every single year the team can now celebrate and learn from with Radar Healthcare.



## What the HealthTech?: Uncovering Health and Social Care's Biggest Trends and Insights

What the HealthTech? started as a passion project back in 2022, aimed at providing industry professionals with an accessible, on-the-go resource for the latest trends and insights.

But over the past couple of years, it's evolved into something much bigger – a thriving community. It has become a platform where voices are heard, collaborations are sparked, and knowledge is shared.

We've brought together some of the brightest minds, healthcare professionals, and thought leaders to tackle the industry's most pressing challenges on a bi-weekly basis. Here are some of the highlights...



Scan the code to watch our video here

Don't miss an episode – subscribe today!

# SUCCESS

## Partnering for Success: Together, we can achieve more.

Radar Healthcare's all-in-one risk, quality, and compliance software has been designed to help social care organisations make a real difference in delivering positive outcomes.

*"In a rapidly evolving and busy healthcare industry, we've crafted a user-friendly support ecosystem that is accessible and tailored to diverse needs. This ensures that our partners and employees can navigate the system seamlessly, allowing them to focus on what matters most."* Robert Place, Product Consultant and Training Lead.

### How We Support Our Partners

Working in close partnership with our customers enables us to provide a service where we consistently exceed their needs and aspirations. We're here to help you achieve your goals, every step of the way!

### Dedicated UK Support Tailored for You

We understand the importance of seamless support and how it directly translates to safer outcomes for you. That's why we offer 24/7 support hours, accommodating the demands of the social care sector.

### Comprehensive Resources at Your Fingertips

Explore our extensive range of resources designed to elevate your experience with Radar Healthcare. Whether it's accessing our Customer Community, leveraging expertise from our Training Academy, browsing through our Knowledge Base, range of webinars, and FAQs, or tapping into tailored and off-the-shelf resources, we're dedicated to ensuring you have the tools and guidance you need for success.

### Integrated Support Features

Our product comes equipped with resources designed for a smooth experience, including features like "Walk Me" that enhance the usability of the software.



**"THE RADAR HEALTHCARE TEAM HAVE BEEN EXCEPTIONAL FROM DAY ONE. FROM PRODUCT DEMOS AND SYSTEM WALKTHROUGHS TO OUR STAFF WHEN CONSIDERING THE PRODUCT TO PROVIDING EXCELLENT HELP AND SUPPORT THROUGHOUT THE SYSTEM DESIGN AND IMPLEMENTATION. THEIR ETHOS IS CLEARLY TO BE A PARTNER AND TRY TO SUPPORT THEIR CLIENTS MAKING THE SYSTEM WORK FOR THEM AND RESOLVING ANY ISSUE EFFECTIVELY AND EFFICIENTLY."**

Capterra Review

Scan here to  
find out more from  
our partners



Join our **community of social care partners** and discover how you can help drive forward better insights, better quality and better outcomes

