Investing in technology to deliver better care

For Les Hoûmets Care Home, delivering exceptional care has always been the priority. As demand for services continues to grow, the team recognised the need to invest in technology that would help staff work more efficiently while enhancing the experience and safety of residents.



Replacing outdated systems with faster, frontline communication

With support from the Better Business Grant, Les Hoûmets has upgraded its nurse call system, replacing an ageing process that relied on staff returning to a central panel to identify calls. The new wireless system delivers alerts directly to staff devices, helping carers reach residents faster and reducing unnecessary time spent away from frontline care.

Freeing up staff time through smarter workflows and reporting

The investment is expected to generate significant productivity gains across the organisation. Faster response times, reduced duplication of effort and streamlined handovers will allow staff to spend more time supporting residents and less time managing administrative tasks. The new system also introduces automated reporting and data capture, reducing manual processes

while providing greater oversight of care delivery and operational performance.



Turning better data into sharper decisions and stronger standards

Beyond improving day-to-day efficiency, the project is helping Les Hoûmets build a more resilient and future-focused operation. Better access to data will enable the team to identify trends, monitor performance and make more informed decisions, while enhanced reporting capabilities will support compliance and continuous improvement.

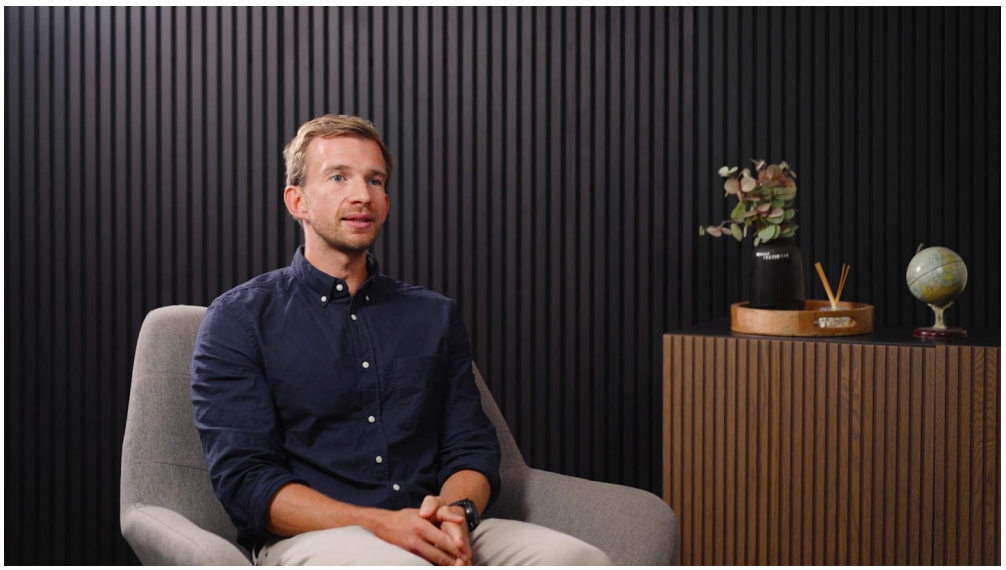
Improving resident safety through faster response times

Importantly, the benefits extend beyond productivity alone. More responsive communication means residents receive assistance more quickly, creating a safer environment and improving overall quality of care. By reducing operational inefficiencies, staff can dedicate more of their time and attention to what matters most: supporting residents.



Creating long-term capacity to grow and innovate

The project also creates a foundation for future growth. By modernising a critical part of its infrastructure today, Les Hoûmets is better positioned to expand services, embrace future innovations and continue meeting the evolving needs of Jersey's ageing population. This demonstrates how strategic investment in business improvement can deliver immediate operational benefits while creating long-term capacity for growth and innovation.



"This investment isn't just about upgrading technology, it's about helping our team work smarter. The productivity gains we're expecting will enable staff to spend more time with residents, improve responsiveness and give us better data to support decision-making. The Better Business Grant has helped us invest in a solution that delivers benefits today while creating a strong foundation for the future."

Fabien Amy

Managing Director, Les Hoûmets Care Home