

**For our Care
Coordinators**



birdie

Welcome to birdie!

As with any big change, there are lots of initial questions that you need answering. Find a lot of them below on this PDF, including general information, specific information for your role and some next steps.

Who is birdie?

Back in 2017, the birdie founders came together with the mission to help older adults age confidently in their own homes. Since then the birdie team has grown to a network of over 100 passionate experts, all focused on delivering software, support and success to a growing community of care partners across the UK and Europe.



What do birdie do?

birdie equips care providers with the essential digital tools they need to manage, grow and succeed in delivering outstanding care. Alongside a host of practical resources and support for the care industry, birdie provides a unique all-in-one platform used by care businesses of all sizes, helping to manage the entire care process; including care assessment, shift scheduling, employee payroll management, billing, analytics and more.



Why are we switching to birdie?

Regulatory bodies across the UK and beyond are all changing the way they audit and rate care businesses! They want to see evidence of outstanding person-centred care, be assured that safety is the highest priority and be impressed by how the whole team comes together to support their clients. Technology makes all of that much, much easier to achieve - taking away time-consuming manual processes, providing everything you need to confidently and safely deliver care. Technology ensures you have instant access to all the latest information, and lets you raise any concerns instantly. All of that, in the palm of your hand.

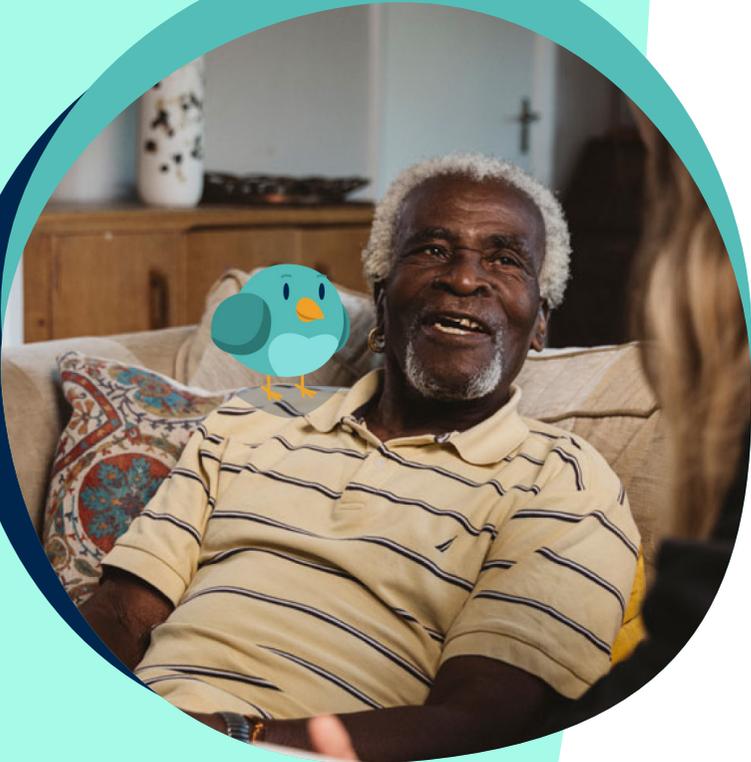
Why are we excited about switching to birdie?

We can use birdie to bring consistency across our business, both in and out of the client's home. birdie will be there to help us proactively support all of our people, helping to spot, raise and address concerns before anything becomes serious - giving us, the care professionals, clients and their loved ones total faith in our organisation. In addition, birdie will help the office team save time on day-to-day activities, giving us all time back to reprioritise those bigger strategic goals!



What does this all mean for you specifically?

The team at birdie engaged with over 30 different domiciliary care businesses, of all shapes and sizes, to create the perfect rostering platform. This has resulted in a set of tools that help nearly 80% of birdie users save up to 7 hours every week on rostering, billing and payroll alone!

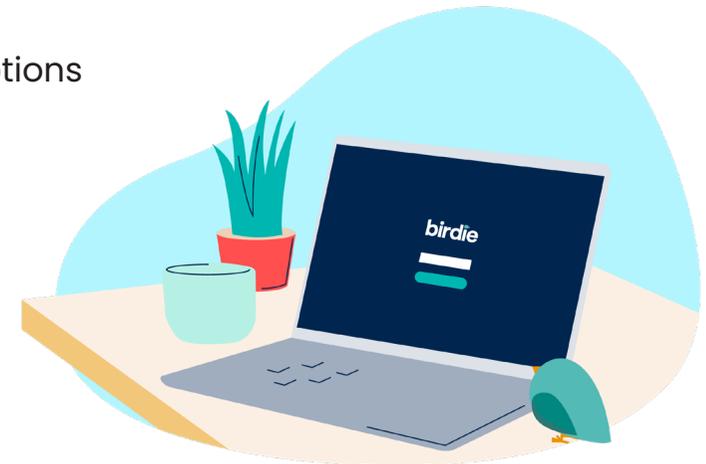


These include...

- ✓ Rostering tools that help you create the dream rota, making the most of your care professionals day. birdie uses real-time travel estimates and staff availability to support logical scheduling, so your team can work through their call list calmly and efficiently. Less time on the road = more time with clients, leading to that feeling of a job well done all round!
- ✓ Simple ways to match care professionals to shifts based on their preferences and continuity of care, with no switching between multiple systems or windows! Make your work easier while impressing regulatory bodies with your efficient people-centric rostering.
- ✓ Assistive suggestions to cut down on scheduling time, freeing you up to focus on supporting and growing your team. Significantly reduce last-minute changes with assigned groups for care teams and clients, and call allocation suggestions that work!

Some of the care coordination features on birdie...

- * Configurable rota screen, including different view, filter and search options
- * Regular carers and visit templates
- * Real-time travel estimates on the rota, incl. warnings
- * Carer utilisation insights
- * Drag and drop, runs, and groups to manage visits



Do other Care Coordinators like using birdie?

In my role I'm often looking into things - looking for a specific customer, or looking for a specific care worker. Before I might have to ask a branch to go and find some log books or MAR charts... and it's going to take us two weeks to get them out of archiving. For me to be able to just log into Birdie and remotely read the notes, I can just so quickly understand the situation.

Laura, Regional Director at Alina Homecare

So when we're doing reviews, things like looking at visit durations, we're able to spot trends where a particular carer may not be spending the full amount of time with a client, maybe that indicates a deeper level problem. So now we're able to identify, assess that problem and resolve it - which will really benefit our business in the long run!

Helen, Care Professional at Alina Homecare

Check out the birdie trustpilot and youtube channel for more top reviews from care professionals!



As for concerns around moving over to birdie, we hear you. However birdie are experts at moving care businesses onto their technology. This is a quote from another of birdie's partners who moved 300 of their care professionals onto the technology in just one day:

"Our demographic of carers tend to not be so 'au fait' with technology, and they were quite scared of the change - so we projected we'd lose some because of transitioning. And we didn't lose anyone. That says it all really!"

Tim Middleton, Head of Operations, Christies Care

So, are you excited?

We'll be in touch with a clear timeline for the transition, to help you and your team understand exactly what's happening and what is expected. For now, if you have any additional questions please reach out to your manager.



Let's do this - together!

