



For our
IT Managers

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 is birdie?

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.

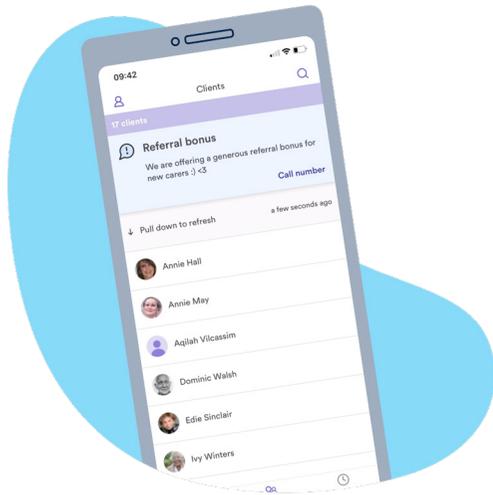
Why are we switching to birdie?

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?

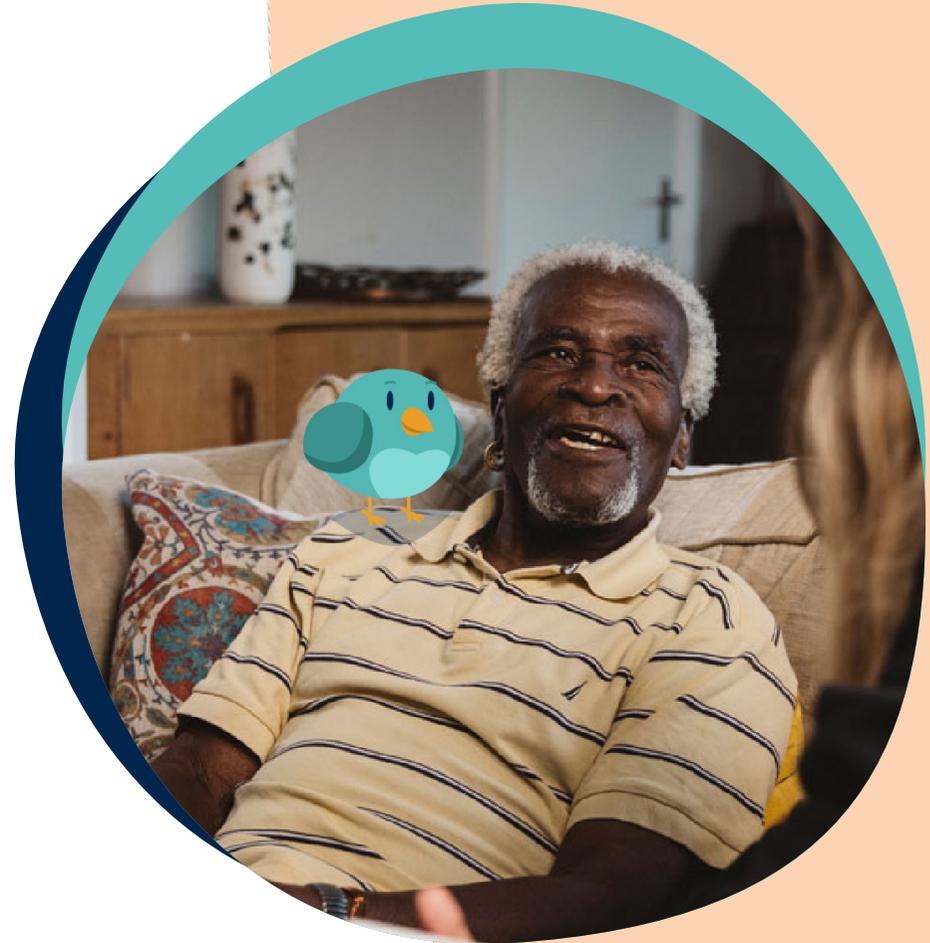
We can use birdie to bring consistency across our business, both in and out of the client's home. birdie will be there to help us proactively support all of our people, helping to spot, raise and address concerns before anything becomes serious – giving us, the care professionals, clients and their loved 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 have partnered with over 1000 different domiciliary care businesses, of all shapes and sizes, to create a secure platform for managing and delivering care. This has resulted in a platform that meets Cyber Essentials Plus, NHS Data Security and Protection Toolkit standards - and has an uptime of 99.9% or higher.





Other things you may want to know about...

- ✓ Keep things - and data - running smoothly with real-time flows and syncs. Data updates in real-time across the platform, so any changes are instant. Care professionals, managers, clients and their families can all access the information they need when they need it. birdie also takes care of automatic back-end updates, so you can focus on supporting the care team and implementing new features.
- ✓ Insights unlocked - access easy-to-digest, structured data. Surface data quickly and easily - no more gathering information from multiple systems for auditing and reporting. birdie pulls together data into digital reports that support CQC requirements, so you and the team can easily prepare for inspections.
- ✓ Open arms, open platform: the birdie system is interoperable, and will easily slot with our existing tech stack. You can also collaborate with external parties, using APIs and third-party integrations that make life easier for the whole team. Care plans, eMARs and other documents can be shared with social workers, district nurses, GPs and pharmacies with one click. All integrations are developed with data security and GDPR compliance at front of mind.

Do other IT Professionals like using birdie?

It's easy to use from an office level, and a carer level. For training, everything was done remotely, we had to just get it out - and really we had minimal issues, user issues really, and any issues we had were resolved very quickly with the support of birdie.

Joe, Head of IT and Admin at Christies Care.

Things have evolved so much within care, especially now from a CQC perspective. There's a big push on systems and being able to have less systems in place. To have one that is just much more intuitive, and that you can actually grow with... and I think that's where we've potentially found that relationship with Birdie, where we're able to develop that relationship..

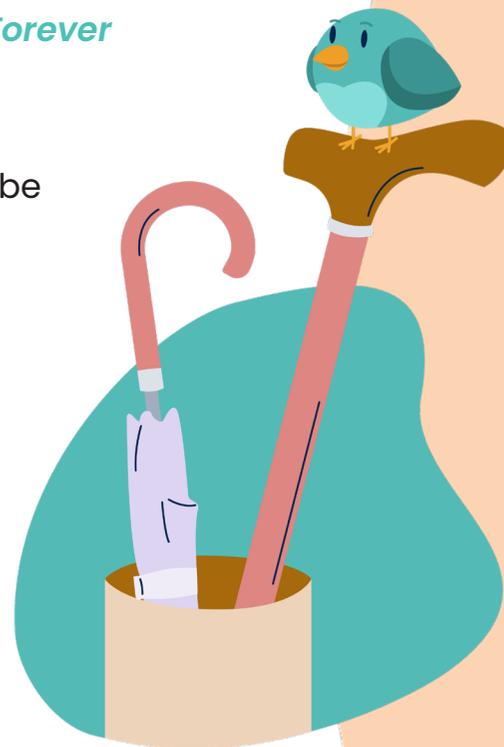
Charlotte, Director of Operations at Christies Care



We have systems in place to pull information and put together stuff for appraisals, whether for staff or investigations, and we now have all this information because of Birdie being so open with APIs and integration, that it's now elevated our current systems to the point where we now have even more functionality than before. So we haven't just gained an improved care system, we've also improved our existing systems simply by putting Birdie in place..

Harrison, Managing Director at Caring Forever

Check out the birdie trustpilot and youtube channel for more top reviews from IT Professionals.



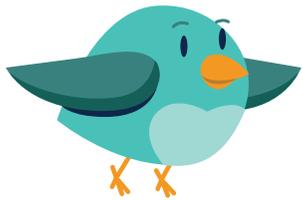
As for concerns around moving over to birdie, we hear you. However birdie are experts at moving care businesses onto their technology. This is a quote from another of birdie's partners who moved 300 of their care professionals onto the technology in just one day:

"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!

