

Choosing care management software

A buyer's guide





Table of Contents

What to expect in this guide

- | | |
|---|--|
| 1 Introduction | 12 Rapid onboarding: Up and running in just two weeks.
Case study — Epilepsy Society |
| 2 Getting ready to switch | |
| 3 Considerations before purchasing | 14 Saving time and money with Log my Care |
| 4 What to look for in a digital care management system | 16 How to choose care management software |
| 7 How Log my Care meets each of the considerations for choosing care management software | 18 About Log my Care |
| | 19 Meet the Founders |



Introduction

Choosing software can be overwhelming, and it's one of the most important decisions you'll make for your organisation.

We've created this guide to make the process much smoother. We'll explore the essential steps involved in selecting and implementing care management software for your care organisation.

The care sector is under immense pressure right now and ensuring that you have the right system is essential to ensure operational efficiency and to deliver the highest quality care for the people you support.



Getting ready to switch

The case for switching your care management system today

The care sector is rapidly evolving, driven by factors such as staff retention concerns, rising costs, and increasing care demand. Adopting a system that supports you to thrive is essential for addressing the challenges you face day to day and to maintain excellence in care provision.

Switching your system to one that is more sophisticated and intuitive will result in more empowered teams, simplified operations, and outstanding care quality.

Enhanced efficiency

1

Your care management software should be saving you hours of admin—not adding to it. If it's not, it might be time to switch. Choosing a more intuitive system can free up your team's time, so they can focus on what truly matters: delivering high-quality care.

Transparency and trust

2

Great tools create more transparency within your organisation, simply because needed information around care plans and data are more easily accessed across the team. This builds trust with everyone involved, such as residents, families and regulatory bodies.

Data-driven care

3

Collections and analysis of data leads to informed decision-making and improved care outcomes, including reduced incidents such as falls and quicker response times to health concerns. Data is essential to move your organisation from reactive to proactive.

Person-centred care

4

A great digital care management tool should enhance accessibility for the people you support, amplifying their voice in their own care planning. It should ensure that they receive timely and tailored care that meets their individual needs and preferences.

Seamless communication

5

Digital platforms facilitate seamless communication between care providers, residents, families and other stakeholders, promoting collaboration and shared understanding of care plans and goals.

Considerations before purchasing

Before investing in care management software, it's crucial to **assess your care provider's unique needs and challenges**. Effective communication, thorough planning, and involvement of key stakeholders is **essential for ensuring a successful transition**.

Anticipating and managing resistance, as well as identifying potential sources of resistance, are critical aspects of change management.



1

Define your tech needs

Identify your specific requirements as a care provider, considering factors such as resident care, existing digital infrastructure, security concerns, and budget allocation to guide your digital strategy effectively.

2

Consult with your care teams

Involving your care workers in the decision-making process is crucial as they are the primary users of the digital system. Encourage open communication, gather feedback, and implement change management techniques to ensure smooth adoption.

3

Conduct thorough research

Evaluate potential software solutions by gathering feedback from other providers, utilising manager forums, and observing resident needs. Check service contracts to avoid long-term commitments that may hinder flexibility.

4

Be adaptable and prepared for change

Select flexible digital solutions that integrate seamlessly with existing processes and anticipate future challenges. Map out implementation steps and invest in training to empower your team for successful digital transformation.

5

Know how to measure success

Define performance indicators and prioritise solutions that offer reporting and real-time data capture. This enables informed decision-making and continuous improvement in care delivery.



What to look for in a digital care management system

When buying a social care management software solution, there are several key factors you should look out for to ensure that the software fits your needs, supports your care team effectively, and is cost-efficient.

Here's a breakdown of the important considerations:

1. Usability and user interface (UI)

Ease of use: The software should be intuitive for both care staff and administrators, minimising the need for extensive training. A user-friendly design can increase adoption rates and reduce errors in care delivery.

Mobile access: As many care workers are mobile, having a mobile app or a responsive design is crucial for on-the-go access to care plans, scheduling, and updates.

2. Features and functionality

Care planning and case management: The solution should provide tools for creating and managing individual care plans, ensuring the right care is delivered to the right person at the right time.

Scheduling and staff management: The software should offer tools to schedule shifts, allocate caregivers, and manage staff availability and attendance. It should also support real-time updates for caregivers and supervisors.

Medication management: Tracking medication schedules and dosages accurately is vital. Look for software that can help with medication reminders, administration records, and alerts for any issues.

Family communication tools: Many families want to stay informed about their loved one's care. A system with communication tools (e.g., family portals, updates, notifications) can improve trust and satisfaction.

Compliance and reporting: Ensure the software helps your organisation stay compliant with regulatory requirements (e.g., GDPR, Care Quality Commission in the UK). It should also allow you to generate reports for auditing and monitoring care quality.



3. Customisation and scalability

Customisation: Every care organisation is unique, so the software should allow customisation for care plans, workflows, reporting, and other critical aspects. This ensures it aligns with your organisation's specific needs.

Scalability: As your care facility or team grows, the software should be able to scale to accommodate more users, locations, and services without a major overhaul.

4. Integration with existing systems

Compatibility: The software should seamlessly integrate with any other systems you use, such as electronic health records (EHR), payroll systems, or invoicing systems. This prevents duplication of effort and improves efficiency.

Data transfer: Consider how the software handles data transfer between systems. It should make transitions smooth without risking the integrity of client or care records.

5. Data security and privacy

Security standards: Ensure the software complies with industry standards for data security (e.g., GDPR). Since you'll be dealing with sensitive health data, robust security features like encryption, access controls, and regular audits are critical.

Data backup and recovery: The software should have secure and automated data backup systems to prevent data loss in the event of system failures or cyberattacks.

6. Customer support and training

Support: A reliable support team is essential, especially when dealing with complex care management workflows. Check whether the vendor offers 24/7 support, a help centre, or live chat options.

Training: The software should come with comprehensive training resources, such as tutorials, documentation, webinars, and dedicated customer support to help onboard your team.

7. Cost and pricing model

Pricing structure: Be clear on the pricing model. Some solutions charge per user, while others may have subscription-based pricing, tiered pricing based on features, or flat rates based on the size of the organisation. Make sure to account for all costs (implementation, training, updates, etc.).

Hidden fees: Look out for any additional costs such as setup fees, extra charges for advanced features, or long-term contract obligations.

8. User reviews and reputation

User feedback: Look at user reviews on platforms like Trustpilot, Capterra, G2, and App Store to get a sense of how other organisations have experienced the software. This can give you insights into the pros and cons of using the platform.

Vendor reputation: Investigate the vendor's history, how long they've been in business, and their reputation within the care sector. A well-established vendor with a solid track record may offer more stability.

9. Support for remotecare or telehealth

Telehealth integration: Many care organisations are now integrating telehealth services to support remote care. Make sure the software can handle virtual appointments, secure video calls, and remote client monitoring, if applicable.

Remote monitoring: It's essential for senior care managers, leadership teams, and even family members to have clear oversight of what's happening day to day. Look for a care management system that provides remote access to care activities and real-time updates. This level of visibility supports proactive decision-making, strengthens communication, and ensures everyone involved in a person's care stays informed and aligned.

10. Automation and AI capabilities

Automation: Features like automated reminders, scheduling, and documentation can save time and reduce human error. Consider whether the software offers automated workflows for common tasks.

AI-driven insights: Some advanced platforms offer artificial intelligence to help identify trends in care, client needs, and potential risks. AI can be used to provide actionable insights, improving care outcomes and operational efficiency.



11. Trial period or demo

Free trial or demo: It's always a good idea to test the software before committing. A demo or trial period will allow you to assess how well the software fits your team's workflows and if it addresses your specific needs.

12. Implementation time and ease

Onboarding: Consider how long it will take to implement the software in your organisation. Some platforms may have quicker onboarding processes, while others might require several months of setup and training.

Ease of transition: Ensure the software allows for easy migration of existing data from other systems (e.g., client data, care plans). A smooth transition minimises downtime and disruption.

Summary of key questions

- Does the software meet all my core requirements?
- Is it easy for my team to use and adopt?
- Does it integrate well with my existing systems?
- Is it compliant with industry regulations?
- Is it scalable for future growth?
- What is the total cost of ownership (including hidden fees)?
- How good is the customer support and training?
- Can I try it before committing?

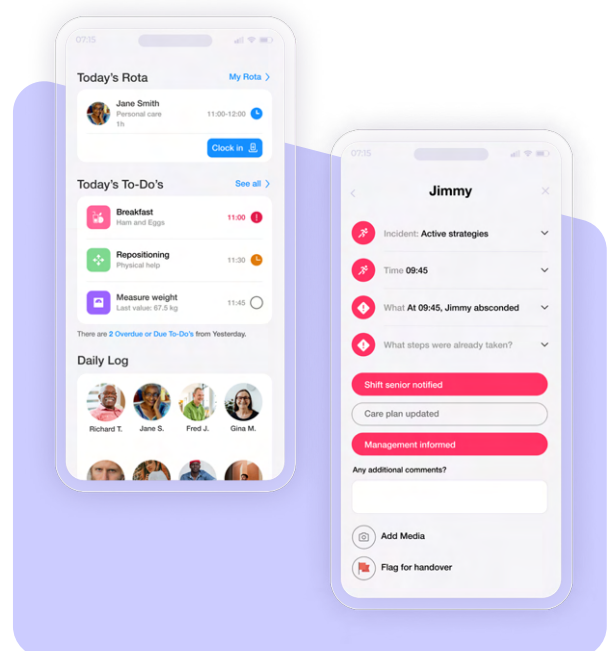


How Log my Care meets each of the considerations for choosing social care management software

1. Usability and user interface (UI)

Ease of use: Log my Care is designed with simplicity and user-friendliness in mind. Its intuitive interface allows caregivers, managers, and administrators to quickly get up to speed. The software includes helpful onboarding materials to ensure smooth implementation, reducing the need for extensive training.

Mobile access: Log my Care offers a mobile app for caregivers to access care plans, update records, track medications, and communicate with families while on the move. This flexibility allows caregivers to manage their work wherever they are.



2. Features and functionality

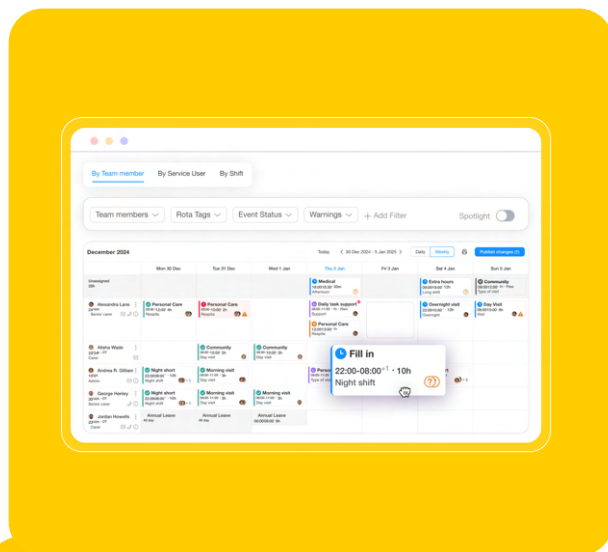
Care planning and case management: Log my Care provides customisable care plans, allowing for the creation and management of individual care plans tailored to each client's needs. It also enables the tracking of vital statistics, care outcomes, and goals.

Scheduling and staff management: The platform includes a robust scheduling system, where caregivers can view their rotas in real time, and managers can allocate shifts based on staff availability. The software also supports staff tracking, allowing managers to monitor timekeeping and shifts.

Medication management: Log my Care includes medication tracking tools that allow caregivers to record when medications are administered. This is essential for reducing medication errors and improving client safety.

Family communication tools: Log my Care features a family portal that allows relatives to stay informed and engaged with the care their loved ones are receiving. Families can receive updates on daily activities, medication routines, and more.

Compliance and reporting: The platform includes compliance management tools, helping providers meet regulatory standards and maintain high-quality care. Automated reports on care activities, staff performance, and compliance are available.



3. Customisation and scalability

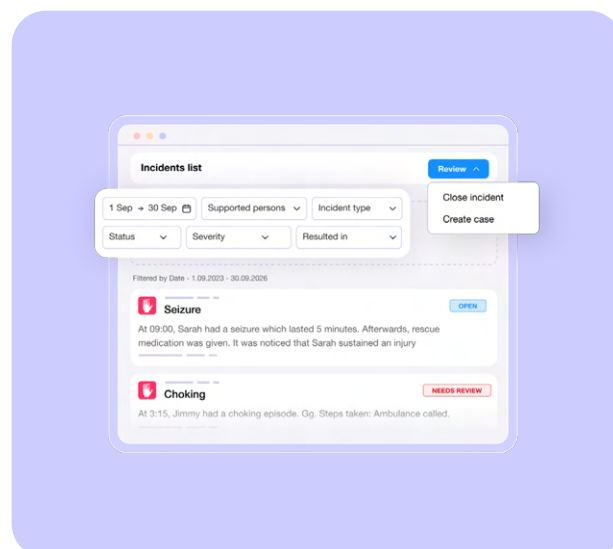
Customisation: Log my Care is highly customisable. It allows care providers to tailor care plans, reports, and templates to fit the specific needs of the client and the organisation. The system also supports personalised workflows for staff.

Scalability: While primarily designed for small to medium-sized care providers, Log my Care can scale as your provider grows. You can add more users, locations, and care plans with ease, and the pricing model allows flexibility for growing businesses.

4. Integration with existing systems

Compatibility: Log my Care integrates with a variety of third-party systems such as accounting and payroll software, allowing for streamlined workflows. For providers looking for integration with existing systems (like electronic health records), it may require additional configuration or third-party integrations.

Data transfer: The software supports data import functionality, making it easier to transition from paper-based systems or other digital platforms to Log my Care.



5. Data security and privacy

Security standards: Log my Care adheres to strict data security protocols, ensuring compliance with GDPR and UK Care Quality Commission (CQC) standards. It uses encryption to protect client data, ensuring confidentiality and security.

Data backup and recovery: Regular data backups and robust recovery systems are in place, ensuring that client and staff data is safe and recoverable in the event of system failure.

6. Customer support and training

Support: Log my Care offers comprehensive customer support via email, phone, and a help centre with detailed guides and tutorials. They also provide support for onboarding and troubleshooting.

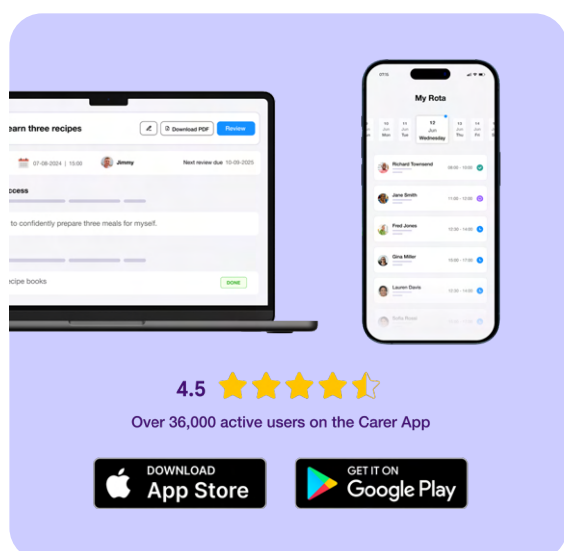
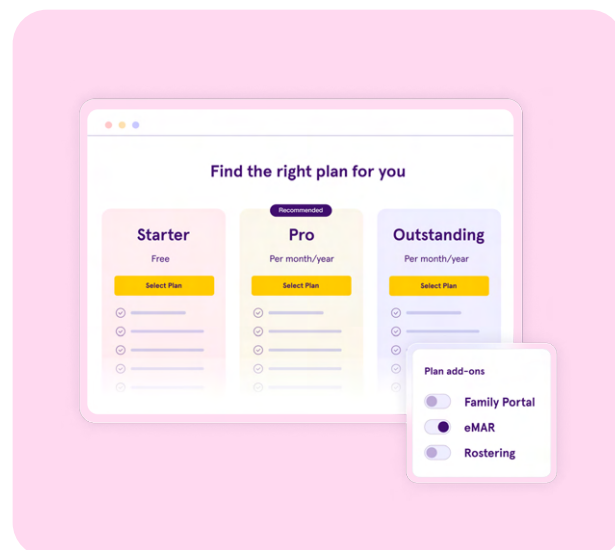
Training: The software comes with tutorials and training resources for new users. Additionally, the platform provides ongoing support to ensure users remain confident in utilising all features.



7. Cost and pricing model

Pricing structure: Log my Care has a tiered pricing structure that starts with a free version for small teams (up to 10 users). Paid plans start at approximately £12 per user per month for access to additional features, such as advanced reporting, more users, and priority support.

Hidden fees: There are no hidden fees in Log my Care's pricing. You pay for the number of users and selected features, making it a transparent and cost-effective option, especially for small and medium providers.



8. User reviews and reputation

User feedback: Log my Care has garnered positive reviews on Trustpilot and other review platforms. Users often praise its ease of use, affordability, and excellent customer support. It has an average rating of 4.7/5 on Trustpilot, with users citing how it simplifies administrative tasks and enhances care quality.

Vendor reputation: Log my Care is highly regarded in the care sector for providing cost-effective and intuitive solutions, particularly for small-to-medium-sized care agencies. It has built a reputation for reliability and continuous improvement based on customer feedback.

9. Support for remote care or telehealth

Telehealth integration: Although Log my Care does not have built-in telehealth features, it integrates with other platforms that offer telemedicine, enabling remote care where necessary. Many home care agencies use it in conjunction with video call services for remote consultations.

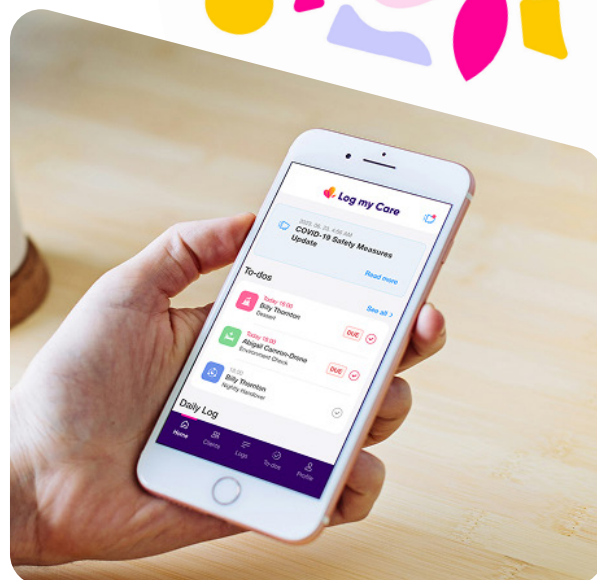
Remote monitoring: Log my Care allows for remote updates on care activities via the mobile app, and family members can also access real-time information, ensuring a continuous loop of communication even in remote care settings.



10. Automation and AI capabilities

Automation: Log my Care automates several key tasks such as daily care logs, medication reminders, and scheduling notifications. These automations reduce administrative time and improve care delivery by reducing human errors.

AI-driven insights: While Log my Care does not currently offer AI-driven insights, its reporting and analytics features help agencies monitor care quality, track performance, and ensure that clients' needs are being met in real time.



11. Trial period or demo

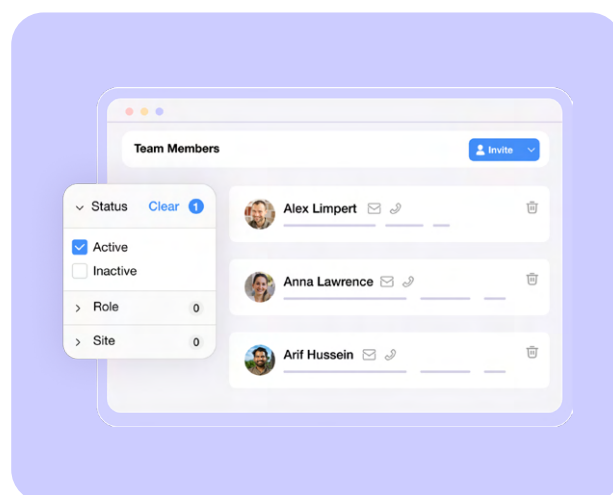
Free trial: Log my Care offers a free version for up to 10 users, which is perfect for testing the software before committing to a paid plan. This trial allows you to explore the basic features and assess whether it fits your needs.

Demo: The software also offers a free demo for interested customers, which provides an in-depth walkthrough of the platform's features and functionality.

12. Implementation time and ease

Onboarding: The onboarding process for Log my Care is typically quick, thanks to its user-friendly interface. Most providers can get started within a few hours, depending on the size of the team.

Ease of transition: Log my Care supports data migration from other software systems, making it easier to transition from paper-based or other digital systems.





epilepsy
society



Case study

How Epilepsy Society Streamlined Operations with Log my Care

Epilepsy Society has long been a pillar in providing care and support for individuals with epilepsy. When they decided to switch their care management system, they turned to Log my Care to help streamline their operations and improve care quality.

1. Intuitive and accessible

Unlike other systems that required lengthy training sessions or months of setup, Log my Care's intuitive design made it easy for even the least tech-savvy staff to use right away.

A trial was crucial in securing buy-in from the team, allowing the Society to "test drive" the software before making a commitment.



"Log my Care was the only provider that offered a trial, which was a game-changer for us. We could put it in the hands of our support workers, and they loved it. That's what made the decision easy."

Jonny Anders-Cannon,
Director of Development at Epilepsy Society

2. Rapid onboarding: Up and running in just two weeks

Unlike other systems that required lengthy training sessions or months of setup, Log my Care's intuitive design made it easy for even the least tech-savvy staff to use right away.

A trial was crucial in securing buy-in from the team, allowing the Society to "test drive" the software before making a commitment.

“

We did it in two weeks. No major training was needed. The system was so intuitive that people picked it up and started using it with just a few help videos and internal communications.”

Jonny Anders-Cannon,
Director of Development at Epilepsy Society

3. Tailored to fit: Adapting Log my Care to Epilepsy Society's needs

While ease of use and rapid onboarding were significant advantages, what truly made Log my Care the ideal partner for Epilepsy Society was its adaptability. The platform offered a flexible framework that could be tailored to meet the specific needs of the Society's support staff and service users.



Saving time and money with Log my Care

Operational efficiency is no longer a luxury—it's essential in today's care landscape. With rising staff costs, increasing regulatory demands, and the growing complexity of care needs, providers face constant pressure to do more with less. That's why choosing a system that actively supports smarter, more streamlined operations should be a key consideration when selecting care management software.

In this section, we'll explore how Log my Care—designed hand-in-hand with frontline care teams—helps providers simplify daily processes, save time, cut costs, and continue delivering exceptional care.

Time savings where it matters most

Log my Care streamlines care planning, daily logging, and task management for your frontline team—eliminating clunky, time-consuming admin. This frees up more time for what matters most: delivering high-quality care. With intuitive mobile tools that carers actually enjoy using, updates can be recorded on the go, ensuring accurate, timely documentation with minimal effort.

“



“Now, it's so much more effective to just log as and when that engagement has happened—and the notes are more detailed.”

Helen Hanlon,
Registered Manager, Care Through The Millennium

One platform, multiple savings

Rather than juggling multiple disconnected systems, Log my Care offers everything in one place—from care planning to eMAR and rostering. That means:

- Lower training costs (one system to learn)
- Less complex and costly integrations
- Reduced duplicate vendor fees



Care Through
The Millenium reported
saving up to £6,000
a year after switching
to Log my Care.



Stay audit-ready and reduce risk

All logs in Log my Care are time-stamped and staff-assigned, helping you maintain clear records for inspections and internal audits. Better documentation reduces the risk of regulatory breaches, fines or reputational harm.

Plus, by improving and getting more clarity on your processes, teams gain real-time oversight of care activities and can spot and solve issues before they escalate.

Faster onboarding, lower costs

Digital transformation doesn't have to be complicated or expensive. With its intuitive interface, most teams are up and running on Log my Care in just hours. That means:

- No need for external consultants
- Minimal training required
- Immediate impact



“It’s like using an iPhone. How many training courses have you been on to learn how to use your phone? None, because it’s designed to be intuitive—and Log my Care is exactly the same.”


Jonny Anders-Cannon,
Director of Development at Epilepsy Society

Predictable pricing, measurable ROI

With Log my Care, you only pay for what you need. Our modular system and transparent pricing model let you scale as you grow (and without being locked into expensive contracts or bloated systems!).

Want to see how much you could save?

Try our [Savings Calculator](#) or [book a one-to-one demo](#) with our digital care experts today.



How to choose care management software: A checklist of actions

It's essential to thoroughly **test potential care management software** options before making a decision. This hands-on approach will provide a deeper understanding of the functionalities offered by different solutions and facilitate a more informed comparison.



Explore multiple options

Familiarise yourself with various **care management software providers** by scheduling demos, attending webinars, or setting up free trials. This enables a comprehensive understanding of different functionalities for effective comparison.



Stress test the solution

Assess the software's capabilities thoroughly to uncover any inherent limitations. **Ensure it aligns with your care facility's** requirements and can handle your workload without compromising efficiency.



Tailorability to specific needs

Determine how well the software can be customised to meet your care facility's unique needs. Look for flexibility in adapting workflows, forms, and reporting features to streamline operations.



Focus on overall processes

During demos, **prioritise evaluating the software's overall processes** rather than individual features. Assess how well it integrates with your existing workflows and enhances efficiency across various care management tasks.



Request relevant case studies

Ask for **case studies that reflect challenges similar to those faced by your care facility**, considering factors such as company size, care setting, and specific care requirements. This provides insights into the software's effectiveness in addressing real-world scenarios.



Consider provider's mission and vision

Evaluate the overall mission and vision of potential software providers. Look beyond features and **consider how their vision aligns with your care facility's long-term goals.** Choose a provider committed to continuous innovation and improvement.



Inquire about future plans and roadmaps

Discuss the provider's plans for **future innovations and enhancements** to ensure the software remains relevant and scalable. Seek clarity on their roadmap for building out the solution to meet evolving care management needs.



Enter sales conversations prepared

Approach sales conversations with a clear plan, knowing your **current and future care management needs.** This safeguards against tactics like unnecessary upselling or overselling and ensures you invest in a solution that meets your requirements effectively.

“

“We tried a different popular care platform, but nobody could operate the software after 2 full days of training. With Log my Care there was no expensive, lengthy training, yet I had it up and running and the staff using it within 1 hour.”

T. Sanderson,
Director at Crimson Care



About Log my Care

Your partner on the road to more proactive care

With years of experience working alongside care workers from all walks of life, we've witnessed first-hand the challenges care teams face every day, and the impact these obstacles have on the quality of care provided.

As demand for care continues to rise, the impact is felt across the care setting, and most importantly, by those in your care and their families. That includes our loved ones — and it might well include us one day!

It's our mission to equip your teams with the tools needed to unlock truly preventative care and to transform lives. With the right digital system in place, you can empower your teams to deliver exceptional care, every minute of every day. And with our expertise, software and experience, we're here to support you on your journey, every step of the way.

Log my Care enables providers to become proactive and preventive in their approach to care. We help care providers become adaptable in delivery, thoughtful in planning, and forward-thinking with insights & intelligence.

Easy and intuitive, it can be used without extensive training. Designed alongside support workers and service users, it's the platform of choice for more than 2,000 UK providers in learning disabilities services, complex care, elderly care and more.

Log my Care is an NHS Transformation Directorate Assured Supplier and a Quality Partner of the Professional Record Standards Body.

 4.7
★★★★★

With over **300 reviews** and an average rating of 4.7 out of 5 on Google, rest assured you're in safe hands!

“

"I recommend Log my Care to anyone who's planning to manage and deliver exceptional care and support."

Charles, Hedron
Healthcare Limited

Meet the Founders

After studying together at Oxford, Sam Hussain and Adam Hurst founded Log my Care in 2017 after witnessing the workload of care teams and the impact this has on the quality of care provided. They set out with the mission to make user-friendly technology accessible to everybody in social care.

The platform for outstanding care management is now used by more than **1,300 UK care providers, supporting more than 13,000 people every week.**

Log my Care's vision is to transform care for society's most vulnerable people through the use of an intuitive and easy-to-use platform that speeds up the recording of care.

With the health data the platform has accumulated, Log my Care has an almost unprecedented level of insight into the care provided and its outcomes. With information sharing between the private and public sectors, it hopes to help build a system that is actively tackling health inequalities with data like theirs.

Alongside integration with health services, care providers will be able to access summary care records and deliver better continuity of care.



Sam Hussain

Founder and Chief
Executive Officer (CEO)



Adam Hurst

Founder and Chief
Technology Officer (CTO)



To find out more visit the [Log my Care website](#)



See Log my Care in Action

Discover how Log my Care can transform the way you deliver care. In your one-to-one session with a digital care expert, you'll get tailored answers to your questions and a hands-on look at how our platform helps you provide outstanding support with ease and confidence.



Book your free personalised demo today

