# snapfix

## CASE STUDY

**Who:**
A family-owned care provider, Renaissance Care has 19 properties across Scotland and employs over 1,300 professionals who provide care to more than 700 residents

**Situation:**
Managing compliance, audits, and maintenance across multiple care homes was a complex challenge

**Solution:**
A simple, digitized system using Snapfix to manage compliance, maintenance, and statutory services

**Impact:**
Time spent on administrative tasks has been reduced by over 75% and audits are now completed well ahead of schedule

*"Snapfix just makes things easy — the process is consistent, and it just makes our day easier."*

**RENAISSANCE CARE**

renaissance-care.co.uk

# Renaissance Care: Managing Compliance and Maintenance with Snapfix to Ensure Quality Care

## About Renaissance Care

Renaissance Care has been providing high-quality care since 2004, growing from two Edinburgh-based homes to a network of 19 facilities across Scotland which range in size and style from small boutique-style residences to comprehensive purpose-built assisted living facilities. Renaissance Care offers safe assisted living, respite facilities, nursing care, dementia and Alzheimer's care, and palliative care.

At the heart of their success is a deep commitment to people. With over 1,300 employees, they focus on delivering exceptional, personalized care in a warm and welcoming environment. Renaissance Care values a homey atmosphere filled with fun, friendship, and high standards of care, making their residences places where people truly thrive.

## Before Snapfix

Jack Ritchie is Head of Property Services Assistant at Renaissance Care. His primary goal is to ensure that all care homes are fully compliant in all aspects of health and safety to create the most comfortable environment for residents. Ritchie is responsible for coordinating statutory services, managing large-scale reactive repairs, and ensuring audits are completed on time across all properties.

Managing compliance and maintenance across 19 care homes presented significant challenges for Ritchie and Renaissance Care. The team relied on paper logbooks, which made tracking tasks and audits time-consuming. Ensuring that recurring mandatory checks were completed on time required extensive manual administration, placing a heavy burden on the property services team. Missed appointments meant that certificates for boiler services, lift inspections, and fire alarm tests were all at risk of becoming outdated.

With multiple locations to oversee, gaining real-time visibility into maintenance tasks was difficult. Their previous software solution lacked the functionality needed for a care home environment, meaning the team resorted to written logbooks often leading to scattered notes, siloed communications, and missing records.

One of the team's most crucial responsibilities was managing legionella prevention — a vital task given that the care homes provide the ideal conditions for the bacteria to thrive. Implementing consistent, proactive measures was essential to safeguarding residents' health, making it clear that Renaissance Care needed a more efficient and reliable solution.

## Why Snapfix

Renaissance Care sought a more streamlined, user-friendly system to improve consistency and ensure that every care home remained fully compliant. Snapfix's simplicity stood out, making it accessible to all staff, including those with minimal tech experience and those with English as a second language. As Ritchie noted, "Snapfix just makes it easy. It's simple enough to explain, and to have different generations understand and be able to use it is really beneficial because we've got staff of all different ages and languages." This means every team member can collaborate and contribute equally. The ability to digitize compliance records, track maintenance requests, and schedule statutory services was a game-changer.

*"To have different generations able to use Snapfix is really beneficial because we've got staff of all different ages and languages."*

Jack Ritchie, Head of Property Services Assistant, Renaissance Care

Additionally, Snapfix provided real-time visibility, allowing the property services team to remotely monitor all care homes and maintain high standards without the need for micromanagement. The ease of implementation and minimal training required made Snapfix an ideal choice for a large-scale care provider.

The property services team specifically needed a platform to manage key operational areas in one place, including:

- **Reactive maintenance:** Logging and tracking repair requests for both their internal mobile team and external contractors.

- **Health and safety compliance:** Digitizing their logbook to ensure timely completion of recurring safety checks, such as preventive legionella management.

- **Planned preventive maintenance:** Staying on top of statutory services, including lift servicing, boiler maintenance, and fire and smoke alarm inspections.

By consolidating these critical tasks into a single system, Snapfix empowered Renaissance Care to maintain compliance, improve efficiency, and enhance collaboration across their facilities.

## Snapfix's Impact on Compliance and Risk Management

Snapfix introduced a standardized, digitized process that significantly enhanced Renaissance Care's ability to manage compliance and health and safety audits. By providing total visibility across all locations, the team could accurately and instantly track progress on quarterly room checks from a remote office.

The app provided real-time tracking of all compliance-related tasks, ensuring that maintenance was always scheduled on time. With tasks clearly assigned to the relevant person, audits were completed well in advance, minimizing the risks for missed services and allowing for early detection of any issues.

One of the most important improvements was in legionella management. "Our care homes are the perfect breeding ground for legionella, and we must control water temperatures within a certain range," described Ritchie. Snapfix provided an easy-to-use checklist process to track and document water system monitoring, ensuring that all preventative measures were consistently followed. This improved safety protocols and gave both staff and leadership peace of mind that all necessary checks were being carried out efficiently. Management teams now have more time
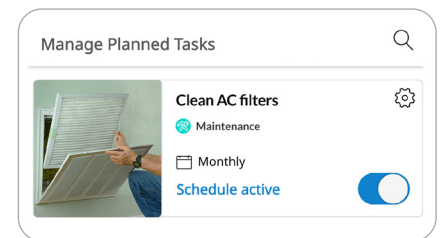


*Perform and document routine maintenance with Snapfix*
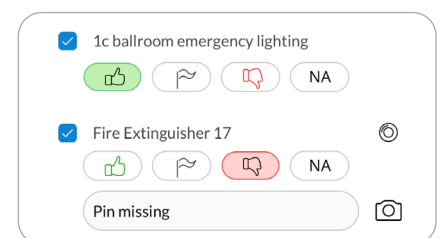


*Use Snapfix's custom checklists to ensure safety and compliance*

to concentrate on larger projects such as securing new locations to expand the group rather than following up on tasks that are expected to be completed.

As the person responsible for health and safety across multiple care homes, these improvements were invaluable. "Snapfix made things significantly easier to oversee," Ritchie shared, expressing his confidence that critical tasks were being completed on time.

## Snapfix's Impact on Operational Efficiency

Before Snapfix, Jack Ritchie spent over 70 hours per month coordinating external contractors and managing maintenance tasks—time that should have been dedicated to higher-value projects. With Snapfix, this was reduced to just 16 hours per month, freeing up more than 75% of his time spent on administrative tasks. This allowed him to focus on strategic initiatives such as refurbishments and facility improvements directly enhancing the quality of life for residents.

Snapfix also brought structure and consistency to quarterly room checks, ensuring that residents' living spaces were never neglected. "We had a sheet in the workbooks, but the way the checks were carried out varied from place to place. Now, with Snapfix, the process is consistent: you go into one room, complete all the checks, and then move on to the next room after completing the form," Ritchie explained. Standardized checklists eliminated the risk of missed tasks, preventing teams from selectively completing assignments and ensuring full accountability across all properties.

Maintenance teams could now log and track tasks easily, ensuring that no issues were overlooked. The digitization of health and safety audit logbooks eliminated the risk of lost paperwork, making compliance tracking easier and more transparent. In addition to keeping maintenance teams aligned, the reporting feature allowed senior staff to gain visibility into trends across all locations, allowing for more informed decision-making.

By replacing outdated paper logbooks with a fully digital system, Renaissance Care significantly reduced administrative burdens, freeing up time for staff to focus on providing the best possible care for residents. The feedback from staff has been overwhelmingly positive, with many stating, "It just makes our day easier."

## Snapfix is perfect for

*Reactive maintenance*
*Planned maintenance*
*Fire safety checks*
*Guest requests*
*Compliance*
*Lost and Found*

## Conclusion

By digitizing compliance and maintenance processes, Snapfix has fundamentally improved how Renaissance Care manages its wide portfolio of care homes. The platform has reduced administrative workload by over 75%, allowing the property services team to shift their focus from manual coordination to proactive facility improvements. Real-time tracking has eliminated the risks associated with paper logbooks, ensuring that all statutory services, safety checks, and audits are completed on time.

Beyond compliance, Snapfix has brought structure and accountability to daily operations. Room checks are now consistent across all locations, ensuring that no task is overlooked. These operational improvements have not only benefited staff but have also directly contributed to a safer, more comfortable environment for residents.

For Renaissance Care, Snapfix is more than just a tool—it's a scalable, long-term solution that grows alongside them, providing confidence that every property remains compliant, well-maintained, and resident-focused.

See how Snapfix can help optimize your facility and ensure compliance. **Get in touch** with our sales team to schedule a free demo or visit us at snapfix.com.

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