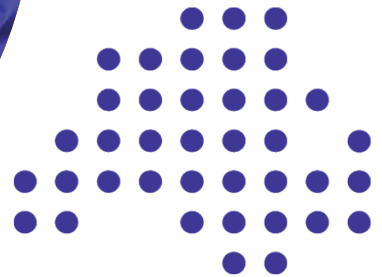


**CASE STUDY**

# Fife Council Health and Social Care Partnership



# Background

Fife Council's Health and Social Care Partnership is responsible for arranging social care services for people and communities in Fife.

Every day, the service makes a real difference to people's lives at times of personal or family need.

Implementing mobile technology has been a major focus for Fife Council, to ensure that they are able to continue to support people at home with the highest quality of care. As a result of this need, they deployed solutions from Totalmobile, including **mobile workforce management** and **dynamic scheduling** to approximately 900 home carers, across 31 local patches, covering all of Fife.

Fife Council set out with a clear objective – "Transforming Care at Home through the effective use of mobile technology".

Fife Council recognised that by investing in mobile technology and dynamic scheduling from Totalmobile's WorkNow platform, they could transform the way they balance supply/demand and respond to changes.

**"Transforming Care at Home through the effective use of mobile technology"**

## Their Goals

- The enablement of dynamic scheduling;
- Better tracking, visibility & reporting;
- Increased job satisfaction;
- Improved service delivery.

the most important achievement has been the improvement in the overall care experience



## Mobile Workforce Management

The solutions from Totalmobile, were able to combine with integrations to other internal systems, providing a seamless experience for users. The mobile workforce management application enabled the real-time scheduling of home care visits across the third largest Partnership in Scotland for the very first time. Home carers, out in the field, can see their daily rota and respond to real time changes.

Information is easily captured and recorded on the device, giving them real-time information when it is needed most, all at the touch of a button on their phone. It was developed to be dynamic and flexible enough to respond to last minute changes in both urban and very remote rural settings.

## Dynamic Scheduling

Totalmobile's scheduling solution allows teams to see exactly who is in need of a service, where they are and manage demand times such as mornings and evenings, whilst minimising the previously significant downtime in between. But the most important achievement has been the improvement in the overall care experience for service users.

Totalmobile solutions have helped them to:

- Work more locally and in a more co-ordinated way;
- Improve consistency of service for service users, regardless of location across Fife;
- Manage last minute cancelled appointments (often due to nature of the work) through real time co-ordination and response;
- Respond to re-scheduled visits live whether by car or on foot;
- Monitor real time performance using clear visual data;
- Reduce unnecessary mileage/fuel costs/time spent travelling across vast geographies;
- Report on operational performance.

# The Benefits

The initial business case was based on projected reductions/savings in the following areas: travel time, paperwork, printing and postage. These efficiencies would lead to improved productivity and in turn create additional capacity for their internal teams.

With the help of Totalmobile, these goals have been achieved, they now handle 22,000 visits per week on average through the new system. Staff are able to access internal systems and communications, like Newsletters, on their mobile devices, this has the additional benefit of reducing their print and postage requirements.

In financial terms, Fife Council will deliver savings of approximately £2.35 million per year in this area. However, for them the focus is on real people. Mobile workforce management and dynamic scheduling has positively impacted on thousands of the residents of Fife by enabling staff to deliver continuity of care and meet appointed times.

## Further benefits have been achieved:

- 35% increase in the internal capacity to take on new service users (up from 1100 to 1450);
- A reduction of 50% in the weekly number of missed visits;
- Reduced travel time for local carers due to optimised plans;
- Reduced manual scheduling errors as plans are system generated;
- Improved continuity of care following data cleansing and review;
- Improved reporting and visibility.



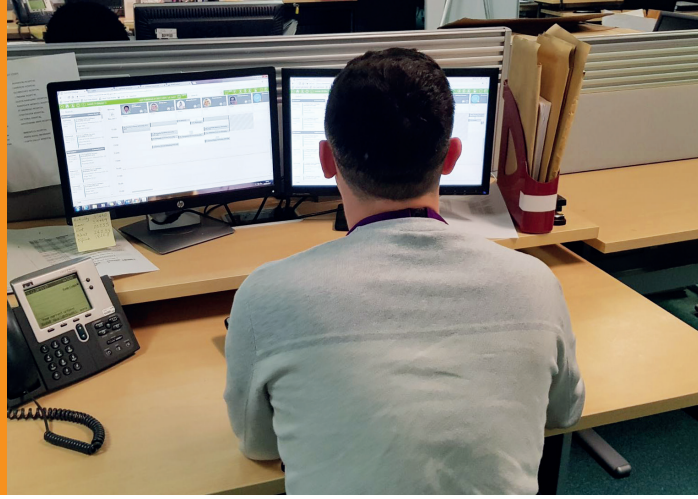
"Totalmobile has revolutionised our service. We are now provided with a level of management intelligence and visibility we have never been able to see or report on before. This enables us to ensure that a higher level of planned care is delivered to those in need within the community."

**Karen Marwick,**  
**Business Change Manager, Care at Home**



22,000  
visits per week

"Totalmobile is easy to use and quick to learn. It is working well with no issues. It's a good system."  
Betty, Home Carer



## Working Together

Totalmobile developed an excellent working relationship with the Fife Council project team. Together there were several feedback sessions to capture operational requirements and better understand the needs of the service. For Fife Council, it was important that the system

was highly configurable, so time was invested to determine the most effective set up for the geography and population of Fife. The interesting mix of urban, rural and coastal landscapes, combined with local carers who may drive or walk and service users who have specific preferences led to a unique solution.

## Staff Response

For staff it was essential that the mobile workforce management solution met their needs and was easy to use on the move every day. For home care staff, it became an essential part of their everyday life, simplifying processes and benefiting those they care for.

### **Here is some feedback from Fife home care staff:**

"I was quite nervous about Totalmobile, but I love it and find it easy to use. No complaints at all."  
Liz, Home Carer

"Totalmobile is easy to use and quick to learn. It is working well with no issues. It's a good system."  
Betty, Home Carer

"This has given us the confidence to look for further mobile opportunities and make use of new innovative technologies."  
Cindy Graham, Service Manager, Care at Home

The deployment of Totalmobile's mobile workforce management and dynamic scheduling has helped Fife Council to maximise the time staff spend delivering front line services. With efficient schedules staff spend less time planning their day and travelling between jobs. They are able to manage unpredictability and respond better to changes. This creates capacity in the overall system and reduces the cost of delivering care at home.



# Totalmobile

Totalmobile is a market leader in field service and mobile workforce management technology, helping organisations deliver more service of the highest quality and at reduced cost.

With 200 staff, across 4 UK locations, Totalmobile are supporting over 300 organisations and 100,000 front line workers to deliver exceptional services every day.

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