

# Transforming the Delivery of Care Services

**THROUGH THE INNOVATION OF MOBILE WORKFORCE  
MANAGEMENT, DYNAMIC SCHEDULING, AND  
CARE PLAN MANAGEMENT SOLUTIONS.**



Totalmobile have a proven track record in empowering health and social care workers, through the use of mobile working solutions, to allow access to information and the updating of case management information in real-time to improve the quality of care being administered.

***Learn how the following Local Authorities are working with Totalmobile to transform the delivery of care services***

## Cambridgeshire County Council

Totalmobile and its strategic partner Servelec, have transformed Cambridgeshire County Council's Reablement services to ensure vulnerable people are well cared for through the global Covid-19 pandemic.



## Benefits

Since implementing the application and rolling it out to all users, the council has managed to maintain its level of service in the past 12 months, which was an unexpected benefit given the challenges presented by the pandemic. Staff have been split into two teams – one to work with COVID-positive patients, the other for COVID-negative patients – and the mobile solution has helped to make this division simple and effective.

Workers receive their jobs for each day on the mobile app, providing them with the information about the patient they are supporting. Addresses of patients are held in the app and are only accessible by those authorised to visit, helping the council to meet UK-GDPR requirements. Mileage travelled is also logged in the system, making claims quicker and easier to process.

*“Our existing manual system wasn't working for us, and so looking for a new solution that could manage all of our Reablement scheduling and reporting was crucial for helping this vital service to continue. Being hit by the pandemic immediately after the application was rolled out was challenging, but we're lucky that we integrated the app when we did, because it's supported our staff through the most difficult year of their careers.”*

*“Workers no longer need to spend time phoning in for their next day's appointments or dropping off visit notes to the office – they have their schedule ready to go on the app and can log all of their notes there too, meaning they can focus their time on ensuring our patients receive the care that they need.”*

**- Chris Stromberg; Head of IT and Digital**

## Fife Council

A major focus for Fife Council was to implement mobile technology to ensure that they were 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.

## Benefits

The solutions from Totalmobile were able to integrate with 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. Now, home carers, out in the field, can see their daily rota and respond to real time changes.

The scheduling solution allows teams to see exactly who is in need of a service, where they are and manage times of high demand 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.

**Since deploying the technology, in 2015, the council have achieved significant benefits:**

- 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**



## Derbyshire County Council

Servelec and its strategic partner Totalmobile, have been chosen by Derbyshire County Council to enhance mobile workforce management within their Children's Social Services department.

## Benefits

Mosaic Mobilise will allow an initial phase of 140 social workers to use mobile devices to securely access and capture service user information while out in the community, without impacting on service delivery.

By deploying the Mosaic Mobilise app, Derbyshire County Council can now access the Mosaic case management system from anywhere and can record updates in real-time to build a true collaborative work environment. The Mobilise solution eliminates paper-based processes and information is fully encrypted and stored securely on the device itself. Social workers can access information even in areas with no signal.

*"Through the adoption of Mosaic Mobilise from Servelec and Totalmobile, we are aiming to create a new way of working that will enable our social care teams to focus most of their working day on delivering quality care to service users – ultimately leading to improved patient outcomes."*

**- Chris Newton, Head of Information and ICT**

# South Lanarkshire Council

Totalmobile, the UK leader in Field Service Management software solutions, has announced it is working with South Lanarkshire Council to modernise the service that plans, schedules and carries out personal care to around 1,500 service users a week.

The Council's Care at Home Service operates seven days a week to help people remain as independent as they possibly can in their own home. The modernised service is being rolled out in four localities.

Historically, the service planned visits and resources manually, relying on a team's local knowledge. It was a time intensive process, and any optimisation or changes required to a schedule were made manually. This proved troublesome due to the need to then communicate to a mobile workforce of almost 1,000 Home Carers.

## Benefits

Implementation of the software will enable the scheduling of over 36,000 home care visits a week to be digitalised and automated- saving time and money whilst improving communication with social care stakeholders.

*"Modernising our Care at Home Service with Totalmobile enables us to direct more of our staff time towards supporting and makes us more efficient. We'd known for some time that our existing system had limited efficiency, it took one of our community support coordinators a day a week just scheduling jobs, and then inevitably changes had to be made. It was time intensive and reactive.*

*The initial roll out in Hamilton for 30 carers working on 1,000 visits per week began in March and it couldn't have run more smoothly. In fact, we went straight...*

*from pilot to live implementation with the support of Totalmobile training the workforce on its easy-to-use interface. The support we have received from Totalmobile has been tremendous, as has been the positive feedback we've received from our workforce. We are now more efficient than we've ever been."*

**- Scott McNeill, Service Manager for registered Care at Home Services**

## Brighter Futures for Children (Reading Borough Council)

Totalmobile and its strategic partner Servelec, are helping to create a happy workforce at Brighter Futures for Children, by providing key information to professionals at the point of care by implementing Mosaic Mobilise, a mobile app for social care case management. vulnerable people are well cared for through the global Covid-19 pandemic.

### Benefits

Mosaic Mobilise links seamlessly to Mosaic, Servelec's leading social care case management system, and provides key information to professionals at the point of care.

Crucially for social workers in Reading, it gives access to vital up-to-date information and the flexibility to update care records while in the community.

Unlike paper notes, all data is stored instantly and updated into Mosaic. Information is fully encrypted both on and offline and is sent securely to and from the Mobilise app.



Since deploying the technology Brighter Futures for Children, an independent not-for-profit company affiliated to Reading Borough Council, have achieved significant benefits:

- Full visibility of a case in quick time, enabling more informed decision-making
- Helping to ease the financial strain by minimising unnecessary travel
- A better working environment – more time is spent on delivering care to vulnerable people, improving outcomes and creating a rewarding service

*"Our aim is to make social workers happier in their environment, and we believe mobile working is helping to do that. It is reducing the time spent on travelling and on updating case notes, which means our professionals can focus on improving outcomes, which is what they do best."*

**- Siobhan Egan, Service Manager for Data Intelligence**

## Nottinghamshire County Council

Nottinghamshire County Council, a customer of Totalmobile since 2013, began deploying their mobile solution, Mobilise, across its frontline Adult & Children's Social Care teams. In 2014 they expanded this to many more fieldwork assessment staff. A full roll out occurred in 2015 when each member of staff was equipped with a device with the Totalmobile solution installed.

### Benefits

The solution utilises staff more effectively, removes unnecessary travel and provides the information people need at their fingertips. It eliminates duplicate record taking. Any notes and forms are filled out at the point of contact and synced back to update records at the backend automatically. Fewer agency staff are needed, securing cash savings.

Since implementing the solution, staff have been released from unproductive activity, including repeated travel to base, data entry into multiple systems, sourcing data from a variety of places and complex documentation. In the initial assessment process, productivity savings were calculated at around 90 minutes per social worker per day or 17%, with around 15% reductions in travel time. Service users have also benefitted as the solution has created much more time in the service to allow for extended visits and additional visits.

*"Deploying the very latest technology to frontline colleagues is helping them to rise to the challenge of helping more customers and saving money. People are more productive, able to make better use of their working day by using their tablet device on the go..."*

*Less time spent travelling backwards and forwards to the office means more time to meet customers face-to-face and offer them the support they need to live independent lives. And we're able to cut our reliance on relief and agency cover, reducing our costs still further."*

**– David Pearson, Corporate Director, Adult Social Care, Health and Public Protection**



# Totalmobile

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

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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