



Care at Home

A SOLUTION THAT ENABLES THE IMPROVED DELIVERY OF CARE AT HOME SERVICES

Helping care providers deliver effective and efficient care plans within Care at Home Services



Introduction

Totalmobile's solution ensures your organisation has full visibility over service capacity, the ability to efficiently create care plans and effectively schedule staff visits to enable the delivery of a more efficient homecare service, using a combination of our mobile, planning, scheduling and alerting capabilities.

Overview

Care at Home services are critical to support adults and the elderly in their own homes to ensure they remain safe and keep their independence. Services include assisting with medication, preparing meals or bathing or dressing service users.



Currently, care staff have difficulty accessing support plans within their current back office systems. This disconnect leads to lack of visibility of service users' information and lack of ability to share knowledge and use this knowledge to deliver care. However, the Totalmobile solution processes all information recorded, using mobile workforce management and scheduling capabilities to action this information and allowing visits to be scheduled and delivered more efficiently. This enables staff with the ability to access records, update records and have full visibility of care plans via one system while delivering quality care and support services.

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Full visibility of care plans via one system while delivering quality care and support services

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Benefits

Helps deliver a safer more compliant service

- Remove paper-based processes to ensure compliance with current GDPR regulations and accurately record service users' information securely.
- Ensure carers safety by providing warnings or risks to be aware of prior to the visit.
- Enables full visibility of real time updates of your care workforce as the day evolves, allowing you to react appropriately.
- Ensure the right amount of staff are delivering care to safeguard both service users and carers.

Deliver a quality, improved customer experience

- Efficiently carry out care plans with access and visibility to the required information to hand while managing continuity issues. Care workers can spend more face to face time with service users delivering a high standard of service.
- Ensure service users' preferences are considered such as requesting a specific care worker which enables trust and a familiar rapport.
- Improve communication with the service user to keep them informed of the care workers status updates, for example if a care worker is running late.

Generating greater capacity within your workforce

- Optimise existing workforce capacity; while real time information allows managers to be reactive to urgent calls or emergencies effectively, scheduling staff appropriately and using the real time insights to deliver improved processes.
- Optimise care workers allowing more time to be dedicated to service delivery by reducing travel and manual processes such as duplicate data entry.
- Monitor the current capacity of the service before accepting additional service users ensuring effective delivery of staff capacity.

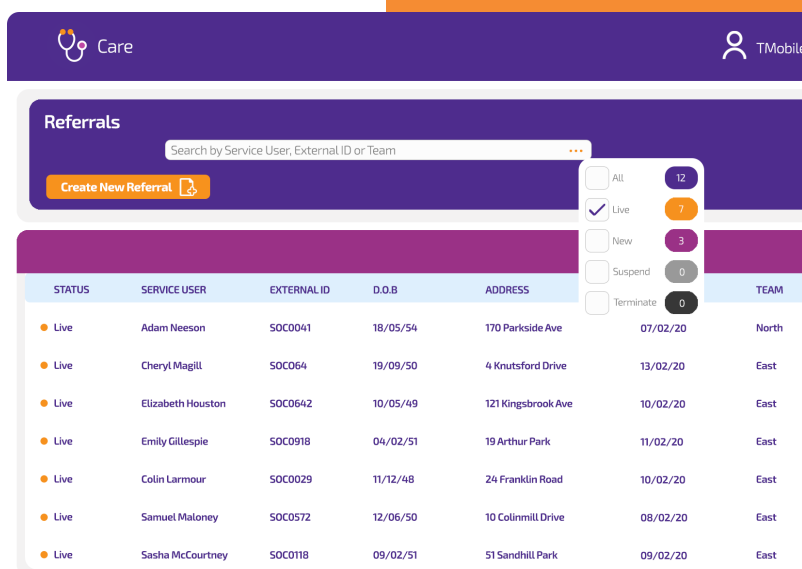
Reduce operational costs throughout your organisation

- Improve cost efficiencies through resource optimisation, enabling care organisations to do more with less resources.
- Reduce mileage claim costs with the ability to optimise routes.
- Ensure accuracy of billing by only paying for the care delivered.
- Reduce costs associated with paper-based printing costs.

A solution to enhance Care at Home services

The solution augments Totalmobile's core suite of products with intuitive and responsive real time support monitoring and planning capabilities. It delivers an end to end solution that allows you to measure the wellbeing of service users, set up schedules for their care plan, and check capacity for onboarding new service users.

Additionally, you can also dynamically schedule daily visits to optimise care workers, track progress of their working day, ensure safeguarding and information sharing while providing the necessary tools to manage the entire service using a combination of our dashboards, reports and alerts.



The screenshot displays the 'Care' dashboard interface. At the top, there is a search bar labeled 'Search by Service User, External ID or Team' and a 'Create New Referral' button. Below this is a table of referrals with the following columns: STATUS, SERVICE USER, EXTERNAL ID, D.O.B, ADDRESS, and TEAM. The table contains eight rows of data, all with a 'Live' status. A dropdown menu is open on the right side of the table, showing options: All (12), Live (7), New (3), Suspend (0), and Terminate (0).

STATUS	SERVICE USER	EXTERNAL ID	D.O.B	ADDRESS	TEAM
Live	Adam Neeson	SOC0041	18/05/54	170 Parkside Ave	North
Live	Cheryl Magill	SOC064	19/09/50	4 Knutsford Drive	East
Live	Elizabeth Houston	SOC0642	10/05/49	121 Kingsbrook Ave	East
Live	Emily Gillespie	SOC0918	04/02/51	19 Arthur Park	East
Live	Colin Larmour	SOC0029	11/12/48	24 Franklin Road	East
Live	Samuel Maloney	SOC0572	12/06/50	10 Colinmill Drive	East
Live	Sasha McCourtney	SOC0118	09/02/51	51 Sandhill Park	East

Solution Features

1. Efficiently access service users' care plans with information automatically updated and visible in back office systems.
2. Effectively allocate work through our scheduling capability, optimising routes, resources, adapting to the schedule as the day unfolds whilst delivering continuity of care.
3. Mobilise your workforce equipping care workers with everything they need at the point of care via a mobile device.
4. Access service user details and utilise intuitive forms to capture information.
5. Enhance communication with service users through notifications of service delivery status updates.
6. Visibility of real time information and dashboards providing informative insights in order to react appropriately.



Totalmobile

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