



Totalmobile



A Complete Care Management Solution for Care @ Home Services

Through a complete care management solution that offers full visibility over service capacity, providers can efficiently create careplans to ensure Care @ Home teams can effectively manage the entire service delivery process.

Continuity Of Care

Totalmobile

Date of First Visit: 16/07/2021 - 20/03/2024

Optimise World: All

External ID: All

Service User Name: Sophie Ryan

NHS Number: All

Priority: All

Address	Post Code	Carers	Visits	Optimise World	Carelink Team
129 Conn Street, Belfast	BT4 29X	1	15	Care	South
129 Conn Street, Belfast	BT4 29X	3	42	Care	South

Last Refreshed on 11/02/2024 11:24:03

Navigation: Visits, Service User Metrics, Referrals By Status, Visit Metrics, Continuity Of Care, Care Delivery, Service User Breaks, Care Worker Schedule, Care Worker Availability

Introduction



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, a common challenge is that care staff have difficulty accessing support plans whether that be within their current back office systems or at the point of care. This disconnects leads to lack of visibility of service users' information and lack of ability to share knowledge and use this knowledge to deliver quality care & support.

Developments in technology offer opportunities to improve this. By providing staff with technology including care management, mobile working and scheduling capabilities, they can action this information and allow visits to be delivered more effectively. This gives staff the ability to access records and have full visibility of the support plans via one system, empowering the delivering quality care & support services.

This alone can create efficiencies that will directly translate into operational cost savings, improvements in productivity, and when importantly, increases in the quality of care and execution of care plans.



Challenges

The service, alongside the support staff, are facing many challenges:



An inability to deal with demand for service driven by hospital discharge pressures



An ageing population that will lead to further increases in demand



Challenges to service quality amplified by lack of capacity and needing to respond to a changing workforce



Lack of operational intelligence for service improvement & outcome evaluation



Recruitment and retention of staff driven by outdated processes



Retrospective data entry leading to poor data accuracy & quality



Budgetary pressures that impacts upon capacity

By deploying the correct technology, your organisation can generate greater capacity within your existing workforce whilst delivering a higher quality and improved service user experience.



Key Capabilities

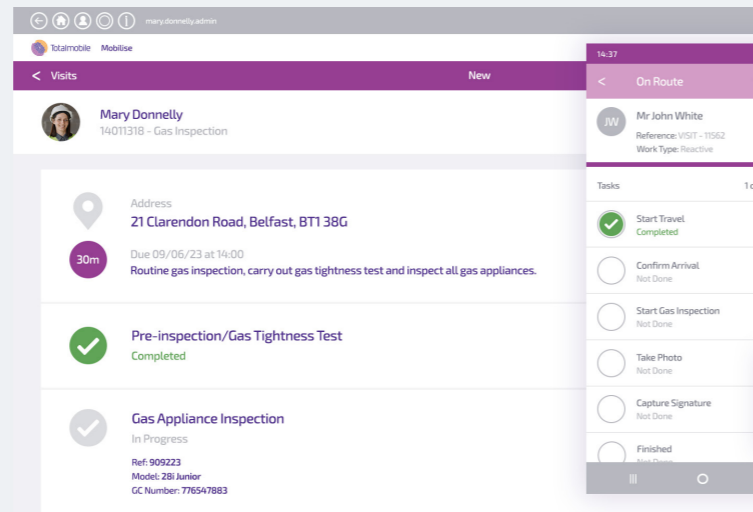
Totalmobile provides an end-to-end solution with intuitive and responsive real-time support monitoring and planning capabilities. It allows you to maintain service users, set up schedules for their support plan, regularly assess for goal planning and check capacity for onboarding new service users.

In addition, you can also dynamically schedule daily visits to optimise support workers, track progress of their working day while providing the necessary tools to manage and assess the entire service through our real-time dashboards.

The key features of our Care @ Home solution are:

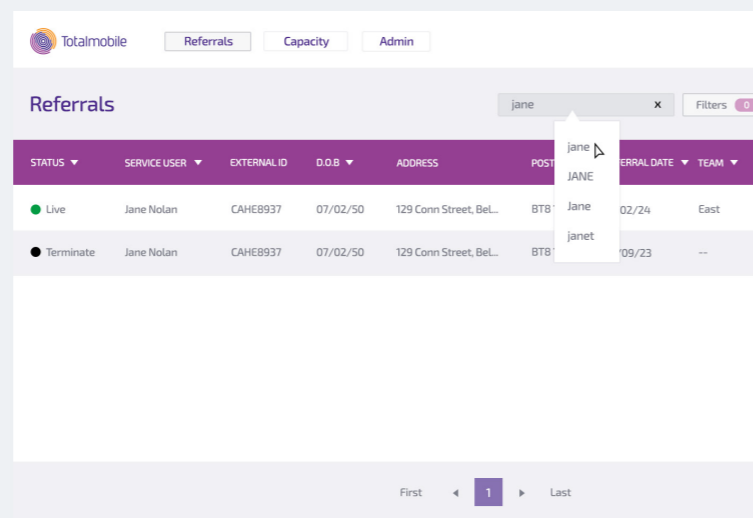
Mobile Working

Providing the right information to staff at the point of service and facilitating contemporaneous record keeping.



Dynamic Scheduling

Ensuring the efficient allocation of resources enabling organisations to achieve complex scheduling goals based on demand whilst considering time, location, availability and service levels.

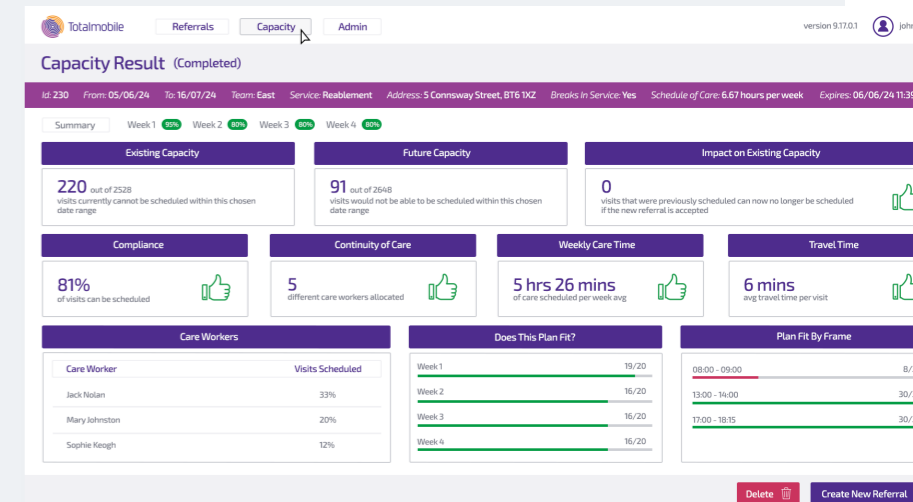


Efficient Management of Care Schedules & Care Requirements

Providing granular details on care requirement to ensure the right care is provided at the right time by the right person.

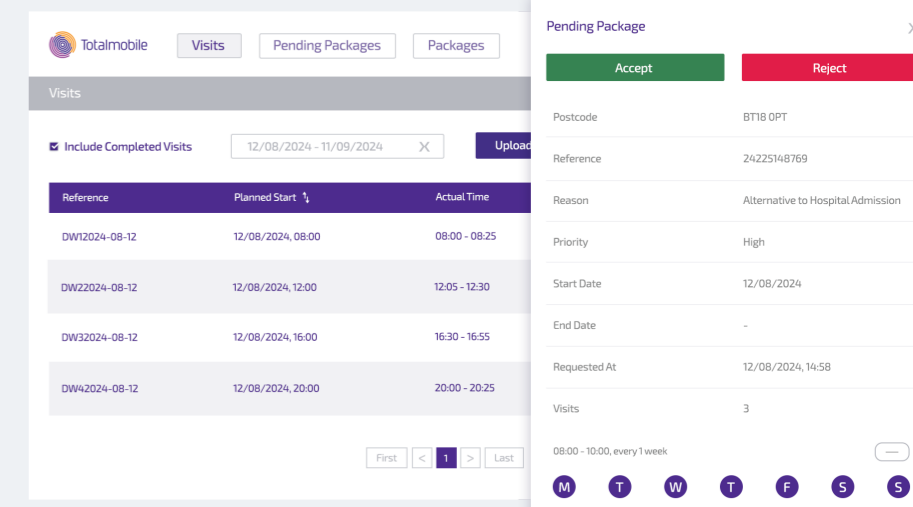
Capacity Checker

A powerful tool to assess the impact new referrals would have on capacity and service provision enabling customers to make informed decisions before taking on new service users.



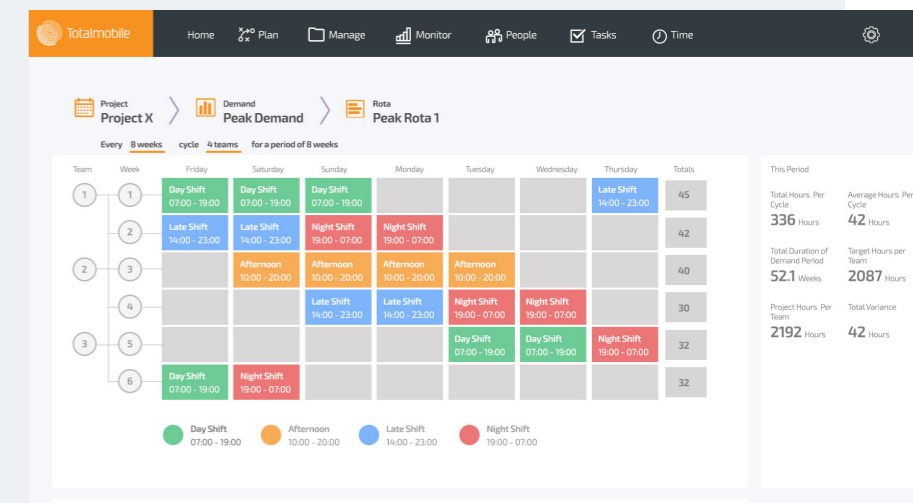
Providers Portal

A cloud-based application streamlining care request interactions between councils and external care providers, the Providers Portal simplifies the management and delivery of care services while enhancing transparency and reducing administrative burdens.









Lone Worker Protection

Protect your care workers and give them the ability to send alerts when they have any safety concerns or are operating in a high-risk environment.



Benefits

Totalmobile's Care @ Home proposition provides a diverse range of benefits that enables service providers to tackle some of their largest challenges, enhance service quality and benefit from an improved way of working:

-  Better use of existing capacity by empowering staff to undertake more visits per day
-  Improved continuity of care which leads to better outcomes and improves customer satisfaction
-  Rapidly confirm the ability to handle new service users therefore speeding up discharge
-  Improving the quality of care delivered by having greater visibility of the care requirements and outcomes
-  Providing carers with improved ways of working, removing many frustrations and enabling them to focus on their core job
-  Visibility and evidence of the effectiveness of delivered care



FIFE COUNCIL

"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, Fife Council**

35%
increase
in internal
capacity

50%
reduction in
missed visits

90%
plus automated
scheduling



Totalmobile

Contact Us

Totalmobile is a Field Service Management (FSM) provider, passionate about making work and the lives of mobile workers better.

An established market leader with 375 staff across the UK and Ireland, Totalmobile supports over 1,000 organisations and 500,000 workers to transform the delivery of field services everyday, ensuring an exceptional experience and return on investment.

See how the Totalmobile platform can help your organisation increase productivity, reduce cost & deliver exceptional service.

FOLLOW THE QR CODE



TO BEGIN THE EXPERIENCE

Marketing Team Contact

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