



# Reablement Services

**A solution that enables the improved delivery of Reablement Services**



# Overview

Reablement is a short and intensive service, usually delivered in the home following a referral from hospital, which is offered to people with disabilities and those who are frail or are recovering from an illness or injury. The purpose of reablement is to help people stay independent and regain the ability to perform their usual activities, such as cooking meals, washing and dressing and improving their mobility.

Currently, support staff have difficulty accessing support plans within their current back office systems. This disconnect leads to a lack of visibility of service users' information and a lack of ability to share knowledge and use this knowledge to deliver support and 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 support plans via one system while delivering quality care and support services.

The screenshot shows a user interface for a care management system. At the top left is the 'Care' logo. At the top right, it says 'TMobile Admin' next to a user icon. A sidebar on the left contains navigation options: HOME, Personal Information, Contact Details, GP Details, Referrer, Referrer Details, Documents, Carer Preferences, Care Package, Care Plans (highlighted), and Visits. The main content area displays the profile for 'HOUSTON, Elizabeth Ms' with details: Preferred Name Liz, Born 10/05/1949 (71 Years Old), Gender Female, NHS / CHI No. 189637345, and address 121 Kingsbrook Ave, BT8 1JQ. Below this is a weekly schedule grid with columns for MON, TUE, WED, THU, FRI, SAT, and SUN. The schedule shows visits with times and durations: 08:00-10:30 (30 Mins, 3 Tasks) on Mon-Fri; 12:00-14:00 (30 Mins, 1 Task) on Mon-Fri; and 16:00-18:00 (30 Mins, 1 Task) on Mon-Fri. A visit on Friday from 09:00-17:30 (60 Mins, 3 Tasks) is highlighted in purple.

	MON	TUE	WED	THU	FRI	SAT	SUN
08:00 - 10:30	30 Mins 3 Tasks						
09:00 - 17:30					60 Mins 3 Tasks		
12:00 - 14:00	30 Mins 1 Task						
16:00 - 18:00	30 Mins 1 Task						

# Overview

## Helps deliver a safer more compliant service

- Remove paper-based processes and reduce the risk of losing important and sensitive information.
- Gain clear visibility of service users' progression and goal completions, highlighting how the service is performing.
- Ensure support workers safety by providing information about any risks regarding upcoming work or service users' safety such as any allergies they may have.
- Ensure the right number of workers are always working on a particular job to safeguard support workers and service users.

## Deliver a quality, improved customer experience

- Provide Coordinator's and Schedulers with all the information they need i.e., support plans, service users' requirements and preferences to ensure the service user receives a quality support service.
- Allow the service user to specify their preference such as matching gender, for example, an elderly female may have a preference of a female support worker only to assist with bathing or dressing. It also enables the support worker to build a rapport and familiarity with the service user.
- Improve communication with the service user to keep them informed of support workers' status updates, for example if a support worker is running late.

## Generating greater capacity with your workforce

- Optimise support workers allowing more time to be dedicated to service delivery by reducing travel and manual processes such as duplicate data entry.
- Ensure an improved understanding of service capacity. This helps reduce the likelihood of the service becoming overcommitted and unable to deliver the required support.
- Mosaic integration ensures back offices systems are efficiently updated once visit information is captured.

## Generating greater capacity with your workforce

- Optimised route planning enables reduced travel inefficiencies such as fuel costs while also saving time.
- Minimise costs associated with paper-based processes such as printing schedules, and assessment forms.

# A solution to enhance Reablement 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 maintain service users, set up schedules for their support plan, regularly assess for goal setting, and check capacity for onboarding new service users.

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

## Solution Features

1. Efficiently access service users' support 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 support workers with everything they need at the point of care via a mobile device. Access service user details and utilise intuitive forms to capture information.
4. Enhance communication with service users through notifications of service delivery status updates.
5. Visibility of real time information and dashboards which management can view in the office, providing informative insights in order to react appropriately.

The screenshot displays the Totalmobile software interface. The top navigation bar includes 'Referrals', 'Capacity', and 'Admin'. The main content area is titled 'Capacity Result (Completed)' and shows a summary for 'Jif 37' with a start date of 03/11/20 and an end date of 01/12/20. The summary includes a table for 'Does this plan fit?' and 'Plan Fit by Frame', along with metrics for 'Compliance' (66%), 'Weekly Care Time' (5 hrs 4 mins), 'Travel Time' (1 mins), 'Continuity of Care' (1 care worker allocated), 'Care Workers' (Maxine McMullin, 100%), and 'Impact' (185 out of 1397 visits put in jeopardy).

Below the dashboard is a 'Referrals' section with a search bar and a 'Create New Referral' button. A list of referrals is shown with columns for STATUS, SERVICE USER, EXTERNAL ID, D.O.B, ADDRESS, and TEAM.

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 Colmill Drive	East
Live	Sasha McCourtney	SOC0118	09/02/51	51 Sandhill Park	East



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.

## **Belfast HQ**

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