



Totalmobile



Service User Portal

A cloud-based application that provides service users, and their approved contacts, with easy access to essential care schedule information.

The screenshot displays the Totalmobile Service User Portal interface. The top navigation bar includes 'Referrals', 'Capacity', and 'Admin'. The main content area shows the profile of 'THOMSON, Anya Ms.' with details such as 'Flat 6, 92 Jurors Court, BT81 7HU', 'Born: 13/01/1944 (80 Years Old)', and 'Gender: Female'. A 'Live' status indicator is present. Below the profile, a 'Contacts' table lists various individuals and their roles.

TYPE	RELATIONSHIP	NAME
Dentist	Worker	David Dunseith
Family Member	Neice	Michelle Low
GP	Worker	David Webb
Neighbour	Neighbour	Peter Brewster
Next of Kin	Husband	William Hous
Optician	Worker	Hilary Bailey
Other	Worker	Maxine McMe
Other	Other	3rd Party Pay

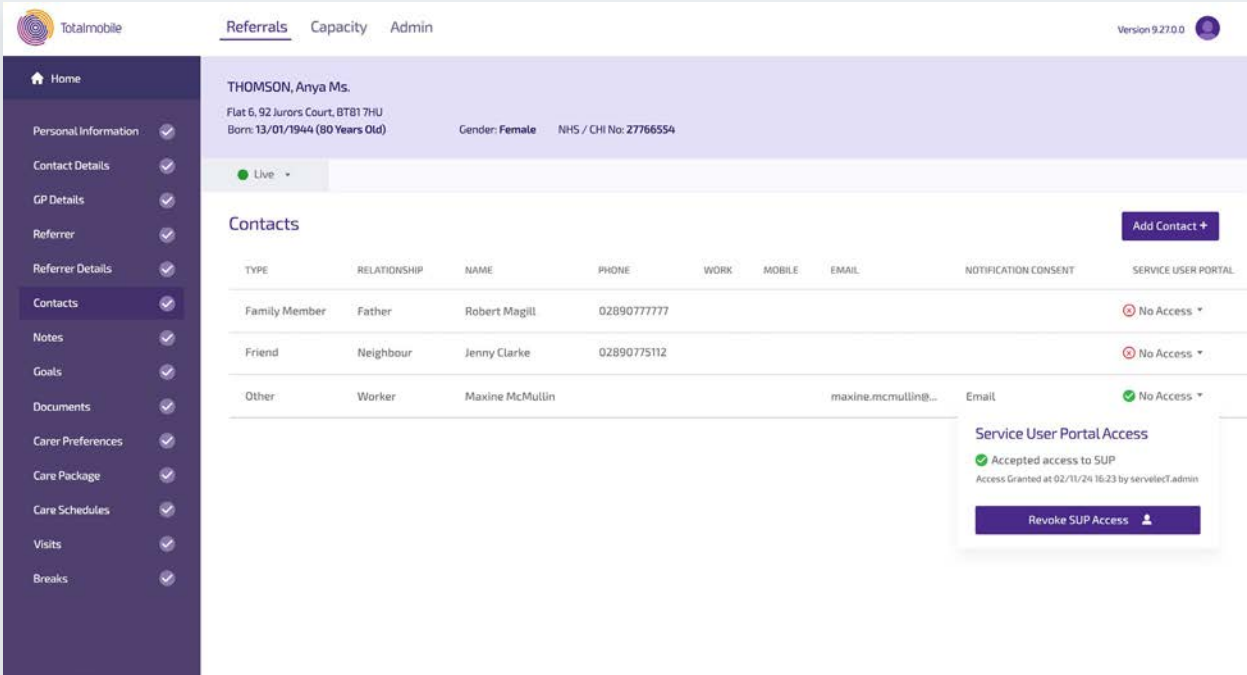
On the right, the 'Upcoming Activity (next 24 hours)' section shows a scheduled visit by '@Simon Smyth' on 23/11/2024 (08:00 - 08:45) with tasks: 'Washing', 'Dressing', and 'Lunch Preparation'. The 'Historical Activity' section shows past visits, including one completed by '@Eliza Jones' on 22/11/2024 with the task 'Lunch Preparation'. A sidebar on the left lists navigation options: Home, Personal Information, Contact Details, GP Details, Referrer, Referrer Details, Contacts, Notes, Goals, Documents, Carer Preferences, Care Package, Care Schedules, Visits, and Breaks.

Service User Portal



SERVICE USER PORTAL APPLICATION

Totalmobile's Service User Portal is a secure, browser-based application that gives service users and their approved contacts, such as family members, guardians, or healthcare professionals, access to essential care schedule information. Users can conveniently view a chronological list of upcoming care visits, including details on who will deliver care, their expected arrival window, and planned care activities.



Enhanced Transparency & Reduced Administrative Workload

The Service User Portal offers families and caregivers real-time, reliable access to care schedules, fostering peace of mind and enhancing coordination. This transparency reduces administrative enquiries, lightening the load on council staff and supporting a more streamlined care experience.

The Service User Portal equips councils with:



Efficient Care Coordination

Easily manage and provide updates on care schedules for improved communication with service users and their support network.



Enhanced Oversight and Support

Gain instant insight into scheduled visits and care activities, enabling councils to address any potential gaps proactively.



Enhanced Accessibility & Compliance

Offers device-agnostic, WCAG-compliant access, ensuring all users can view accurate care information, supporting inclusivity and data security.

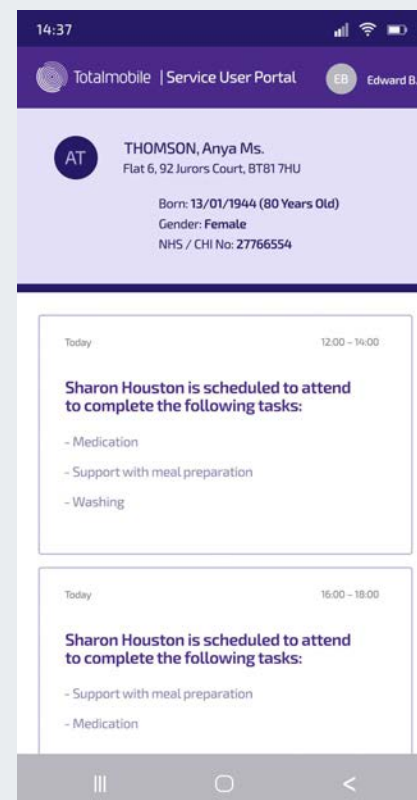
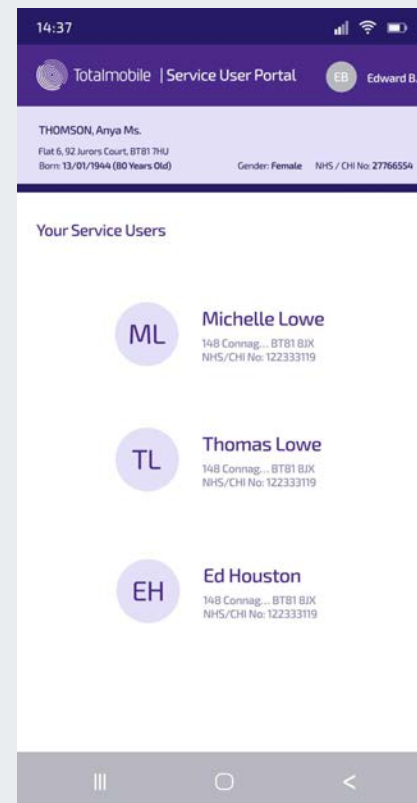
Key Features of The Service User Portal

Service Users Features

- **View Upcoming Visits**
Users gain a council-defined, chronological view of the upcoming care schedule, including planned care activities and details of who will deliver them.
- **Multi-Device Accessibility**
Convenient access via browser on desktop, tablet, and mobile devices ensures that care information is available anywhere, anytime.

Council / Local Authority Features

- **Window of Time**
The viewing window for scheduled visits can be configured to display a time range of 24 to 72 hours, ensuring councils can tailor the portal to meet their specific requirements.
- **Manage Access Permissions**
Councils can easily grant or revoke portal access to family members or professional caregivers through Carelink.
- **Simple Registration Process**
Councils initiate access with a secure email invitation containing a one-time login code, making setup user-friendly.
- **Enhanced Accessibility**
Built in alignment with WCAG 2.2 standards, the portal offers features like pinch-to-zoom for scalable text and browser compatibility with text-to-speech tools.
- **Commitment to Inclusivity**
Aligned with the Scottish Health and Social Care Standards, the portal embraces the "Be Included" principle by providing service users and their families equal access to accurate, timely care information. This strengthens involvement in care decisions and fosters trust in the care process.



Why Choose Service User Portal



Enhanced Transparency & Peace of Mind

The Service User Portal empowers approved contacts with independent access to care schedules, significantly reducing routine calls and emails councils receive for care updates. This self-service model fosters trust and collaboration between families, councils, and care providers, reducing the administrative burden while keeping families informed and reassured.



Streamlined Administration & Lower Costs


With easy, self-service access to care schedules, families and approved contacts can stay updated independently, substantially reducing routine enquiries. This decreases administrative demands on council staff, enabling a focus on higher-priority tasks. As a result, councils benefit from streamlined administration of Care at Home and Reablement services, and frontline staff experience reduced stress and increased job satisfaction.



Supporting Councils in Delivering Quality Care


The portal provides families and councils with a clear, organised view of upcoming care visits—and, in the future, access to care notes and visit history. This transparency enables early intervention if concerns arise and empowers families to make informed decisions and seek additional support as needed. By promoting collaboration and keeping families involved, the portal supports better care outcomes, helping to prevent crisis situations and ensure a seamless care experience.

Benefits For Councils, Service Users, and Approved Contacts




Improved Transparency

Around-the-clock access to a care schedule window helps keep families informed, reducing uncertainty and fostering a more collaborative care process.




Reduced Admin for Councils

Self-service access reduces calls and emails, allowing council staff to focus on high-priority tasks.




Multi-Device Access

Viewable across desktops, tablets, and smartphones, ensuring care information is always accessible for families.




Easy Access Management

Simple email verification streamlines access, removing the need for usernames and passwords.



Secure & Compliant

GDPR-compliant, with access restricted to authorised users, safeguarding service user privacy.



Cost Savings

By streamlining administrative tasks and improving oversight, councils can make better decisions about contracts and care quality.

Totalmobile's Care Solution

At Totalmobile, we empower organisations to deliver exceptional care. Our end-to-end care solution helps councils and providers set up, monitor, and manage care schedules, ensuring quality care for every service user.


EMPOWERING YOUR STAFF WITH TECHNOLOGY

By providing your care staff with technology including care management, mobile working and scheduling capabilities, you are enabling them to access records and have full visibility of the support plans via one system. This empowers the delivery of high-quality care and support services.


REVOLUTIONISE YOUR WORKFORCE WITH OUR SOLUTION

Our solutions support your organisation to unlock greater capacity within your existing workforce whilst delivering a higher quality and improved service user experience by:


Providing complete information on care requirements, ensuring the right care is provided at the right time by the right person with real-time record keeping.



Protect your care workers with the ability to raise alerts for safety concerns or when operating in a high-risk environment.



Assess new referrals' impact on capacity and service provision. This enables your teams to make informed decisions before taking on new service users.





Contact Us

Ready to transform your service delivery?
Get in touch today and see our solutions
in action.

See How the Totalmobile Platform Helps
Your Organisation Increase Productivity,
Reduce Cost & Deliver Exceptional Service

FOLLOW THE QR CODE TO



BEGIN THE EXPERIENCE