ZIPPORAH

The Resource Management blueprint for the

CAN DO COUNCIL

What is a CAN DO council?

The 'can do' council is what every council should be aiming for! It's the council that does more with less. A 'can do' council finds the right solutions to ensure that not only can a swift reduction in expenditure be achieved through a single change, but the thought process is in place to ensure that any solution being introduced can offer more opportunities for change as the months and years go on. It's a council that is looking to ensure its solutions solve as many problems as possible in the fastest way. For many councils they look at the immediate need and miss the opportunity to fulfil longer term goals.

The 'can do' council thinks of today, tomorrow, and the future!

The 'can do' council is a council that understands the key difference between cost and value - knowing that seeking value is a harder task but often brings greater reward. This is the council that wants a partnership that develops and seeks out the most talented suppliers to deliver on those partnerships. It's the council with vision, the council with drive, and the council who 'can do'... even if this is challenging. The council that led the way in innovation, whilst others follow. The councils that innovate their partners to consider new ideas benefiting all. The councils that have a plan and will to see it through.

What is a 'can do' council achieving when managing their SOCIAL CARE services?

Community well-being is one of, if not the most important services offered by councils. Ensuring that citizens are supported allows them to remain independent, and safe and gives them the chance to live the lives they want. Social care is built on 5 principles, all of which a 'can do' council hit.

Social responsibility is key to protect and assure quality of life to all citizens

Be included – 'Can do' council-owned assisted living facilities are working with local activity groups and leisure centres to increase the number of events and activities that they can offer their residents – improving the livelihood of their residents.

Dignity and respect – They offer the chance for an elderly resident to personally book facilities within their homes such as bathing suites, mobility scooters, etc for those who feel uncomfortable asking for such amenities all from a tablet located in their rooms.

Compassion – A 'can do' council knows the importance of maintaining relationships within their residents' lives, therefore, offering them the opportunity to book rooms themselves for their relatives to stay within those facilities and give them a sense of normality in what might otherwise be a daunting time.

Responsive care – Staff and teams are now able to manage their schedules effectively to ensure all residents who may require additional care or may be at a higher risk of causing injury to themselves or others can be monitored closely with tasks and notes assigned to each appointment ensuring that any staff member is aware of prior engagements.

Support and wellbeing – Residents in both assisted living facilities and those requiring general housing support can book appointments for 1-1 meetings with trained professionals, caregivers, and support staff to make sure their needs are met and that they feel supported.

How can Zipporah help
TRANSFORM
your council?

Ensuring elderly and disabled individuals feel included within their assisted living facilities can be easily accomplished by working with local leisure centres and activity groups to set up events and activity days that allow them to still feel included in everyday life - giving them the option of what they want to book, what time and how much enthusiasm is required.

The intelligent Zipporah search portal allows residents to insert simple keywords, dates, and times producing suggestions best suited to the information provided. So, whether they know exactly what they are looking for or just need a helping hand in the right direction, the easy-to-use user interfaces offer a simple way for all residents to book regardless of technical ability. Similarly, as the Zipporah system is a responsive design that meets all AA accessibility standards the customer journey is designed to work with all disabilities and restrictive conditions that may have made a booking prior difficult – allowing all residents a sense of inclusion.

Today's appointment
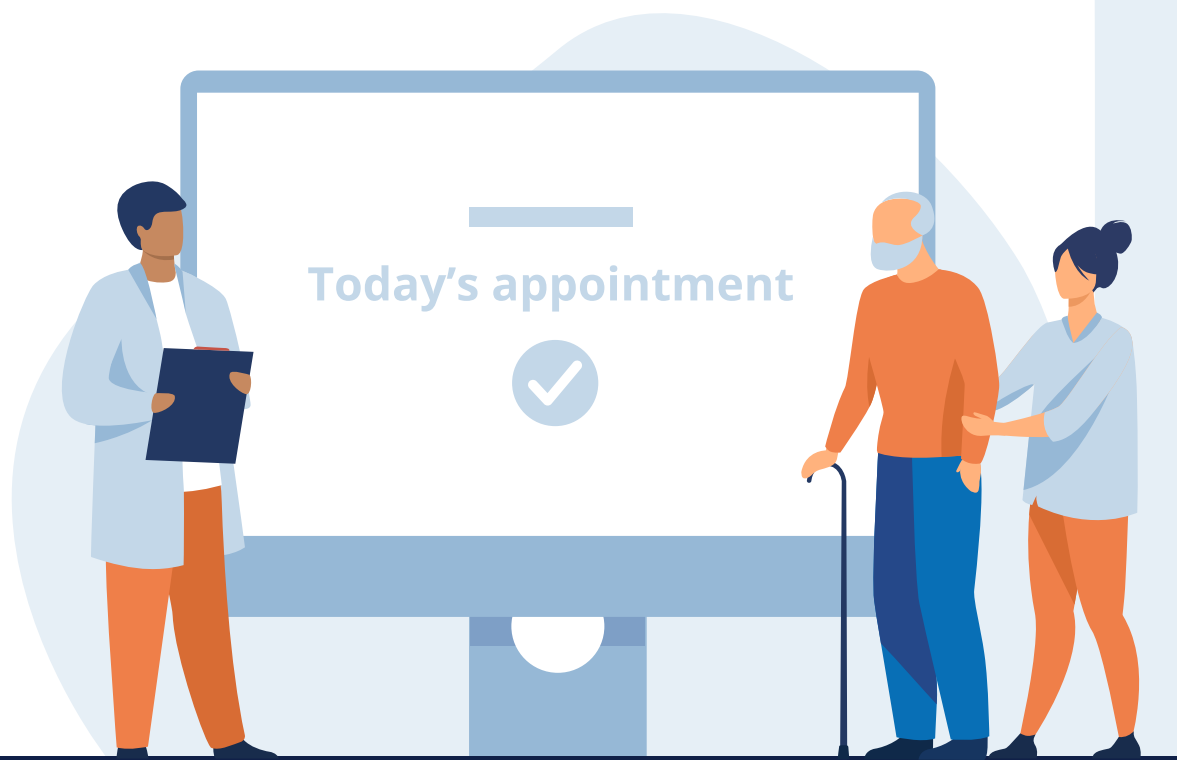
Effective management for a socially responsible council

Meals on Wheels is a popular option for many assisted living facilities as it gives residents who are unable to prepare meals for themselves a level of dignity. With Zipporah, you can easily integrate with both your in-house and third-party catering teams ensuring resident requests are followed through including dietary requirements, personal preference, and scheduling to accommodate medication times. Catering teams can produce lists of all required information as well as daily task lists so that all requirements and requests are handled correctly – enabling a much more efficient workflow between staff and caterers.

When home visits are required, it is crucial that any details from the visit can be recorded and viewed by management teams. Care workers can update notes assigned to any booking to give a real-time view of specific and important details immediately through a mobile or tablet device - minimising time spent writing up notes at the end of a visit and ensuring no pivotal information is missed.

How can Zipporah help
TRANSFORM
your council?

Resources, equipment, catering, activities, and accommodation are all set up and configured to your specifications. Zipporah understands that these resources can always change – which is why we give you the control to make any amendments to these resources or even create new ones. We give our clients the freedom to make the system their own with Zipporah there as a simple support measure.

From resource management to residents bookings

As the resident progresses through their customer journey, they will be given the option to see costs upfront and pay for the activity/facilities before final confirmation can take place I.e. if a mobility scooter is charged per hour, they can dictate how long they will require the device and be presented for a cost based on that timing – allowing for payments in advance as well as deposits for expensive resources such as mobility scooters ensuring that should any equipment return damaged, a deposit has already been taken to cover this – preserving revenue. Residents will receive visits from family and friends from time to time with some assisted living facilities offering on-site accommodation for overnight visits for loved ones. Residents can book and pay for those rooms on behalf of their guests within their internal portal.

Integrate Zipporah's APIs with payment engines to better control cash flow

Charging structures can be complex within social care services as it is likely every service, activity, and excursion facility will require different charge bands and discounts. The Zipporah system is set up by you and can handle even the most complex of charging structures – saving you time and money. Zipporah's open APIs can integrate with several payment engines allowing for upfront payments to take place – reducing the need for manual cash handling and minimising the risk of cash discrepancies.
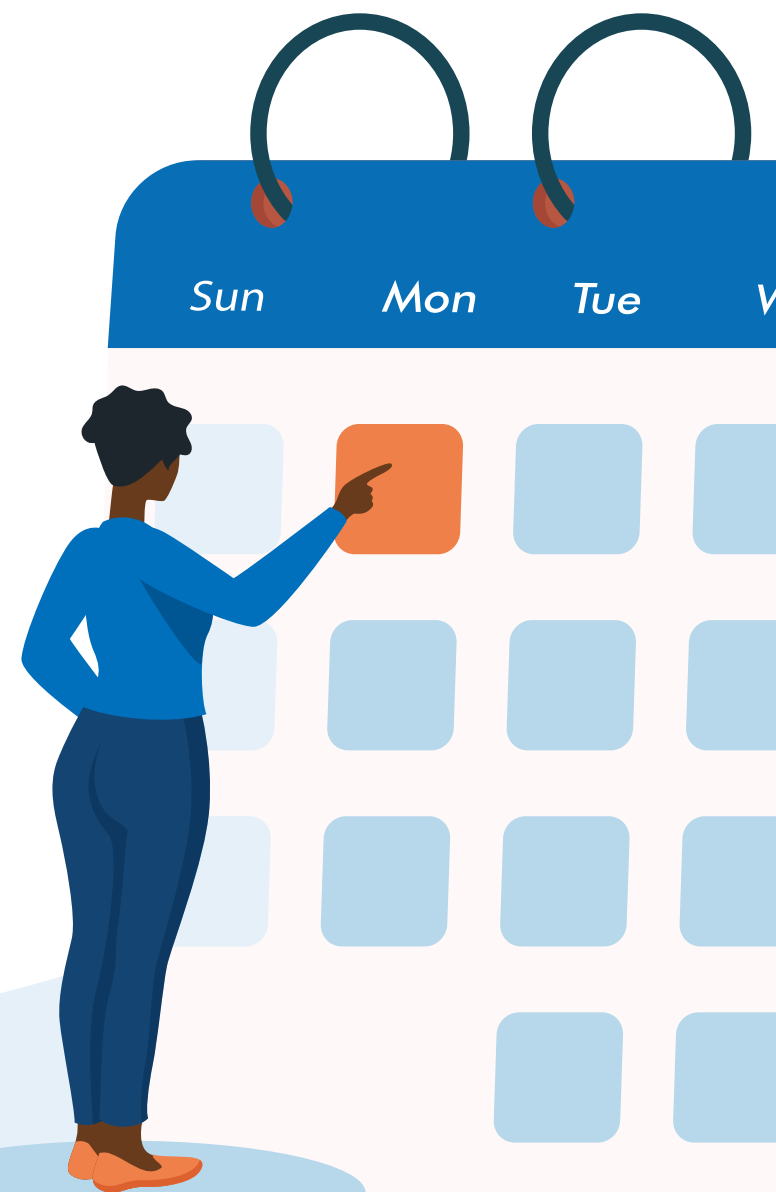
What makes it simple?

STAFF ALLOCATION

Ensure the best care for your residents

Responsive care plays a big part when managing assisted living facilities. Ensuring the cohesive running of internal triage discussions, home visits and hospital appointments is simple with Zipporah's solution for booking and managing appointments. Staff can manage their availability and maintain their appointment calendars. Staff allocation can be tricky, especially when you have a larger team, third-party service providers, or already fully occupied staff. The system allows you to view your calendars in real-time – giving complete visibility of daily, weekly, monthly, and yearly schedules, allowing you to effectively manage all your resources in one location – ensuring residents get the best care and equal attention from staff as well as confident scheduling of all staff.

Automatically assign the best staff for the job

Staff allocation is a must when managing your social care services. Residents need to feel supported therefore you want to ensure you get the right people for the right jobs who have the correct skills to deal with whatever situation may be presented. As the system is completely role-driven, access can be given to those with superiority to assign the correct staff for the task at hand – understanding who will be best to carry out the workload efficiently.

The Zipporah solution allows for paperwork to be uploaded so that documents can be sent and received before or following an appointment, thus reducing the need for hard copies to be sent and handled. This improves the overall management of residents' care as all caregivers are aware in advance of all information that is pertinent to the resident's well-being – streamlining the workflow between day and night teams.

As with any Zipporah system, everything is controlled and defined by you.
Build the system that you need!

All under your control, all the time