



OPERATIONAL VISIBILITY

Multi-Site Operations Command Centre

See occupancy, staffing, quality and cost across your portfolio — without days of spreadsheet work.

IDEAL FOR

Care homes

Supported living

THE CHALLENGE

Regional and group leaders spend days each month pulling spreadsheets together instead of spotting which homes are drifting off plan. By the time problems surface in finance, agency spend has already spiked and occupancy has softened.

TYPICAL DURATION

4–6 weeks

OPERATIONAL AREAS COVERED

Staffing

Rotas

Incidents

Compliance

Occupancy

Costs

Discover

Workshop & interviews

Deliver

Fixed-scope outputs

Handover

Documentation & session



Multi-Site Operations Command Centre

WHAT YOU GET

- Consolidated operational data model (star schema, implemented in Power BI)
- Executive summary view with drill-through by home
- Occupancy, staffing and agency spend views
- Incidents, complaints and compliance indicators
- Cost-per-bed-day and cost-per-service-user views
- Handover session and short user guide

EXPECTED OUTCOMES

- Monday-morning visibility across the portfolio
- Early warning on homes drifting off plan
- Board-ready performance views without manual rework

AT A GLANCE

Duration

4–6 weeks

Outcome area

Operational Visibility

Settings

Care homes · Supported living

Key operational areas

Staffing · Rotas · Incidents ·

Compliance · Occupancy · Costs

Fixed-scope delivery

Defined outputs, documented handover, no open-ended day rates.

SYSTEMS & DATA SOURCES

Typical sources: care management PAS, rota, finance GL, incident logs. CSV/Excel exports supported where APIs are unavailable.

Ready to make better operational decisions?

Book a free 30-minute discovery call — we will recommend the right fixed-scope engagement.

summitperformanceconsulting.co.uk/contact

