



SYSTEMS & SCALE

Multi-Site Operating Model

Define how group, regional and home-level teams use information to run the organisation.

IDEAL FOR

Care homes

Home care

Supported living

THE CHALLENGE

Growing care groups add homes and branches faster than they standardise how performance is measured and acted on. Acquisitions inherit different routines, regional directors lack a consistent rhythm, and the board cannot trust cross-site comparisons.

TYPICAL DURATION

6–8 weeks

OPERATIONAL AREAS COVERED

Staffing

Compliance

Occupancy

Costs

Discover

Workshop & interviews

Deliver

Fixed-scope outputs

Handover

Documentation & session



Multi-Site Operating Model

WHAT YOU GET

- Role-based information requirements (board to home manager)
- Standard operating cadence (daily, weekly, monthly)
- Data ownership and escalation model
- Template packs for regional reviews
- Alignment with CQC and commissioner reporting

EXPECTED OUTCOMES

- Consistent management approach across the group
- Faster integration of acquisitions
- Decision-making rhythm that scales with growth

AT A GLANCE

Duration

6–8 weeks

Outcome area

Systems & Scale

Settings

Care homes · Home care ·
Supported living

Key operational areas

Staffing · Compliance ·
Occupancy · Costs

Fixed-scope delivery

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

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

