SWAT

CASE STUDY

Digitising Resident Referral Management for a client in the Healthcare sector
(Digital Development)

PROJECT OVERVIEW

Our client, who provide supported living services in the Healthcare sector was burdened with inefficient manual processes for managing resident referrals and data — relying heavily on Excel spreadsheets, email communications, and a lack of centralized systems. This approach led to data inconsistencies, compliance risks, and a heavy administrative workload that affected staff productivity and resident outcomes

To solve these challenges, a custom-built, secure Referral Management Application was developed and integrated seamlessly with Microsoft SharePoint. The solution significantly streamlined operations, enhanced

data accuracy, strengthened compliance, and laid the groundwork for scalable growth across multiple care home locations.

CLIENT BACKGROUND

The client is a group of care homes providing specialist care and support across multiple locations to elderly residents with learning disabilities, autism, mental health conditions, and associated complex needs. Their mission is to help each person live a safe, happy, and meaningful life—valued, respected, and supported to live as independently as possible. Their operations depend on accurate, secure handling of resident information, from referral intake to ongoing care documentation.

THE CHALLENGE

The client previously used shared Excel spreadsheets on SharePoint and email-based communication to manage resident data and referrals. While basic, this system introduced several critical challenges:

- Data Fragmentation and Duplication: Relying on shared spreadsheets led to conflicting edits, duplicated records, and outdated information—making it difficult to trust the data. With no real-time updates and multiple versions floating around, teams struggled with accuracy, consistency, and clarity.

- Version Control Issues: Managing multiple versions of the same file over email made it nearly impossible to track changes or maintain a single source of truth.

- Compliance Risks: Sharing sensitive resident data through unsecured emails and lacking proper access controls exposed the organization to serious security and compliance risks. Without audit trails or

safeguards, confidential information was vulnerable to breaches and regulatory violations.

- Inefficient Referral Tracking: Manual referral tracking led to delays, missed follow-ups, and poor visibility—with critical information lost in email threads and scattered spreadsheets. Without a centralized dashboard or audit trail, teams lacked insight into referral outcomes and timelines.

- Time-Consuming Admin Tasks: Manual admin tasks — like updating spreadsheets, digging through emails, and fixing data errors — consumed valuable staff time. These inefficient processes pulled focus away from delivering quality resident care.

- Lack of Reporting & Integration: Without integration across healthcare platforms, generating reports and analysing trends was slow and disconnected. The lack of real-time analytics made informed decision-making a challenge.

These operational bottlenecks delayed care decisions, created audit risks, and reduced the time staff could spend directly supporting residents.
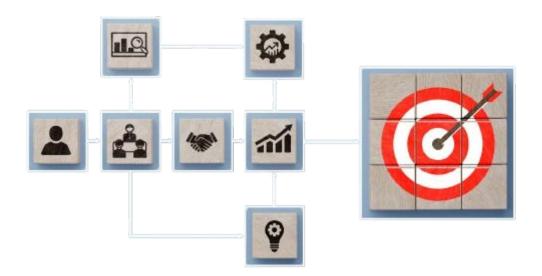
OUR APPROACH

SWAT facilitated a series of collaborative workshops with them to map the current processes, business logic, and approval workflows. Based on these sessions, we designed a secure, scalable, and efficient Application tailored for the unique needs of care homes, with the following goals:

- Streamline referral workflows

- Automate folder creation and file organization via SharePoint
- Enforce secure access and role-based controls
- Integrate with a Care Home Registry Module to automate onboarding

A centralized Referral Management Application was designed with key features that redefined how referrals and resident data were processed.

THE OUTCOME

To overcome outlined challenges we developed a custom, secure Referral Management Application which is fully integrated with Microsoft SharePoint. This tailored solution streamlined their day-to-day operations, improved data accuracy, ensured compliance with data

protection standards, and created a scalable foundation to support growth across multiple care home locations.

- **Simplified Resident Referral Workflow:** Referrals from healthcare professionals, family members, or institutions are seamlessly captured and routed through an automated onboarding process—intelligently linked to the appropriate care home location for faster, more organized admissions.

- **Seamless SharePoint Integration:** The system automates resident-specific folder creation via API, ensuring a consistent and organized hierarchy for admission documents, medical records, and more. With smart metadata tagging, files become easily searchable while supporting compliance and audit readiness.

- **Robust Permissions Management:** With role-based access control (RBAC), user permissions are tailored to specific roles, ensuring only the right people access sensitive information. Granular controls allow read, write, or delete rights at the folder or document level, while comprehensive audit trails provide full visibility for compliance and security monitoring.

- **Centralized Care Home Management:** This module maintains a comprehensive directory of care homes and their services, enabling accurate referral association and organized data access—ensuring each referral is routed efficiently and securely to the right location.

- **Automated API-Driven Workflow:** The system streamlines the entire referral process—from intake to secure file management—using real-time data fetching and automatic folder creation based on referral details, ensuring speed, accuracy, and consistency throughout.

Key Business Benefits

Our solution delivered measurable benefits across every level of care home operations. By automating administrative tasks, it boosts operational efficiency and reduces overhead. Robust permission controls and audit trails ensure full compliance with GDPR and HIPAA. Seamlessly integrated with SharePoint, it enables real-time collaboration, centralized resident management, and scalable support for multiple care home locations—all while maintaining the highest standards of data security and accessibility.

- ❖ **Stakeholders & Their Key Interests:** This solution caters to a diverse group of stakeholders, each with specific priorities. Business owners are focused on achieving greater efficiency, ensuring compliance, and driving digital transformation. IT and development teams value the API-driven architecture, seamless SharePoint integration, and automation capabilities. Care home administrators benefit from simplified referral intake and streamlined document management, while compliance officers prioritize role-based access controls, detailed audit trails, and robust privacy protections.

- ❖ **Strategic Implementation Roadmap:** The rollout followed a phased approach to ensure maximum impact. Phase 1 focused on integrating SharePoint with automated folder creation. Phase 2 introduced advanced role-based access control and detailed audit logging. Phase 3 added a powerful referral analytics dashboard and storage optimization tools to drive smarter decision-making and performance efficiency.

- ❖ **Future Enhancements**: This includes AI-driven referral suggestions, real-time EHR integration, and a mobile dashboard for managing referrals and updates on the go.

About SWAT

Special Work and Technology Limited (SWAT) is a digital innovation and technology services company specializing in enterprise transformation. With a strong focus on customer success, we deliver tailored solutions across CPQ, digital platforms, managed services, and data engineering. Our expertise helps businesses accelerate growth, optimize operations, and stay ahead in an ever-evolving digital landscape.