

Reshaping Residential Care

Discover how Mistley Manor decided to make a technological switch—an act of kindness not only to their residents and staff, but also to the environment. The shift in using paper at the care homes was facilitated by Zoho Creator – an all-in-one low-code platform.

Luxury Residential Care Home



MISTLEY MANOR

A photograph of a two-story stone house at night. The windows are illuminated from within, casting a warm glow. The house has a dark roof and a small porch on the left. In the foreground, there is a garden with various plants and flowers, including purple and yellow blooms. The overall scene is dark, with the house and garden providing the main light sources.

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About Mistley Manor

Founded in 2014, Mistley Manor is the flagship home of the Stour Valley Care Group (SVCG), a UK-based family-run business in its fourth generation providing luxury, affordable residential care. SVCG is run by the Volf family and supported by registered home managers and their dedicated staff teams.

Mistley Manor is a 70-bed luxury home aimed at providing care for the elderly and those suffering from dementia. Apart from Mistley Manor, SVCG has another care home, Meadowcraft, which houses residents with learning disabilities.

Life before Zoho Creator

Mistley Manor had the easiest and oldest method in place for the management of their care homes: paper. Every department in both homes were managed through paperwork alone. Since paperwork was all over the place, overhead charges were also on the rise. Since keeping the business running smoothly was a top priority, the Volf family started looking for software **for easier information retrieval in their day-to-day business.**



Searching for solutions

A single network monitoring software like Pandora did not fit because each of their homes operated in a different way. So instead, they chose to try out for multiple software solutions. It meant more maintenance in the long run and so their training and IT manager, Michael, started hunting for more powerful and easier solutions that could handle all their needs. He stumbled upon low-code options and learned how they empower business users to build their own custom applications and Zoho Creator was one of the first results that popped up.

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It was a win-win situation for us. We can get rid of the hectic paperwork, manage homes more efficiently, and save the environment at the same time.



- **Michael Volf, Training & IT Manager**

Journey with Zoho Creator

The low-code approach to building custom apps got off to a quick start at Mistley Manor. Within six months, Zoho Creator was being used to run seven departments throughout the care homes. And Michael's favorite part? Being able to develop the apps himself according to the requirements of each department.

Below are just a few of the custom apps Mistley Manor relies on to operate successfully:

- ◆ Resident Management System
- ◆ Restaurant Management System
- ◆ HR Management System Apps for care departments: dementia, elderly, and learning disabilities

With more apps in development, Mistley Manor also uses the mobile versions of these apps to make life simpler for the caretakers.

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Most of the time, we have forms that change continuously. So, with Zoho Creator, it's very easy to add forms and make the reports for people to view rather than actually hard code it.

- **Michael Volf**

Benefits of using a low-code platform

Moving from paperwork blessed Mistley Manor with a 70% reduction in stationery costs. They tuned Zoho Creator according to their exact needs, seeing huge improvements in productivity since. Some major advantages they've noted are as follows:

- ◆ Saved the caretakers from sorting paperwork, time they now spend with the residents.
- ◆ Mobile-friendly apps are utilized on iPads installed on every floor, wall-mounted so that residents with dementia do not damage devices.
- ◆ Interactive dashboard gives an overview of the entire business covering specifics including the number of hospitalized residents.

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A lot of people see the word coding and jumps back. But Deluge, Zoho's scripting language, is extremely user-friendly and takes no time to learn.”

Looking forward with Zoho Creator

The future of software is powered by AI and Mistle Manor embraces that. They hope to incorporate the AI features of Zoho Creator into their day-to-day operations. This would mean building more apps and reaching out to more care homes, while doing less work. The wide variety of third-party integrations could be key in expanding not only their apps, but also the age-old family business which they hope to expand to more cities across the country.

About us

Running a business is no mean feat, and we believe we can help. At Zoho Creator, we've always worked towards a single purpose: enabling the citizen developer to build functional apps without having to learn to code. Rapidly build custom applications that are a perfect fit for your business, or choose from our extensive range of pre-built apps and modify them. Just sign up, pick a plan, and start building!

Honeywell

Sams^onite


SAINT-GOBAIN

MTN

SIEMENS


SUZUKI



The Zoho Creator logo is centered in the upper half of the image. It features the word 'ZOHOCreator' where 'ZOHOC' is in a colorful, blocky font (Z: red, O: green, H: blue, O: yellow) and 'Creator' is in a white, sans-serif font. The background is a night-time photograph of a brick residential care home with several lit windows and a car parked in a driveway.

ZOHOCreator

www.zoho.com/creator

We'd love to talk! Reach out to us

support@zohocreator.com

Luxury Residential Care Ho

