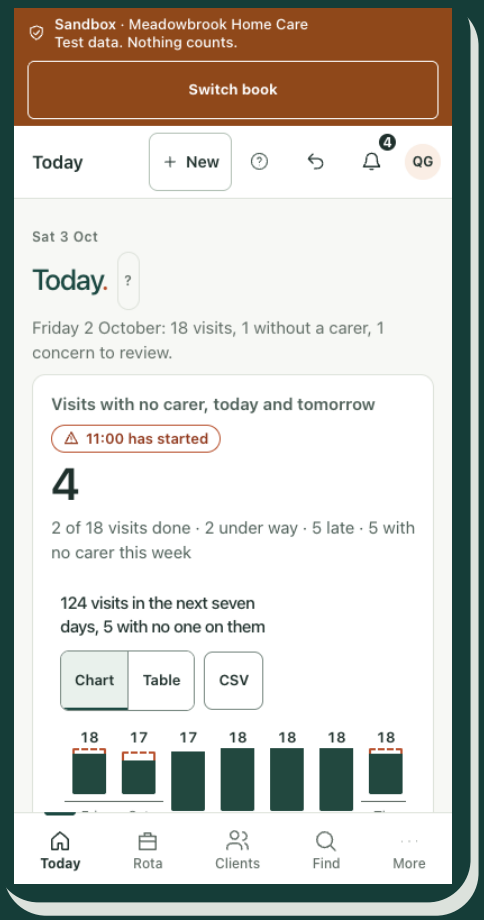
lila CARE BOOK

YOUR WORK. CONNECTED.

More time for care. Less lost in admin.

People, visits and the information that connects them.

For home-care providers, support services and community teams managing sensitive records and dependable day-to-day delivery.



MOBILE / SANDBOX CAPTURE

01 A clear view of the day

02 Records that stay connected

03 The numbers behind the work

LILA CARE BOOK / NOVEMBER 2026

A connected way to organise the day, retain the detail and move forward with a clearer picture.

ONE CONNECTED JOURNEY

From the first step to the next.

People, visits and the information that connects them.

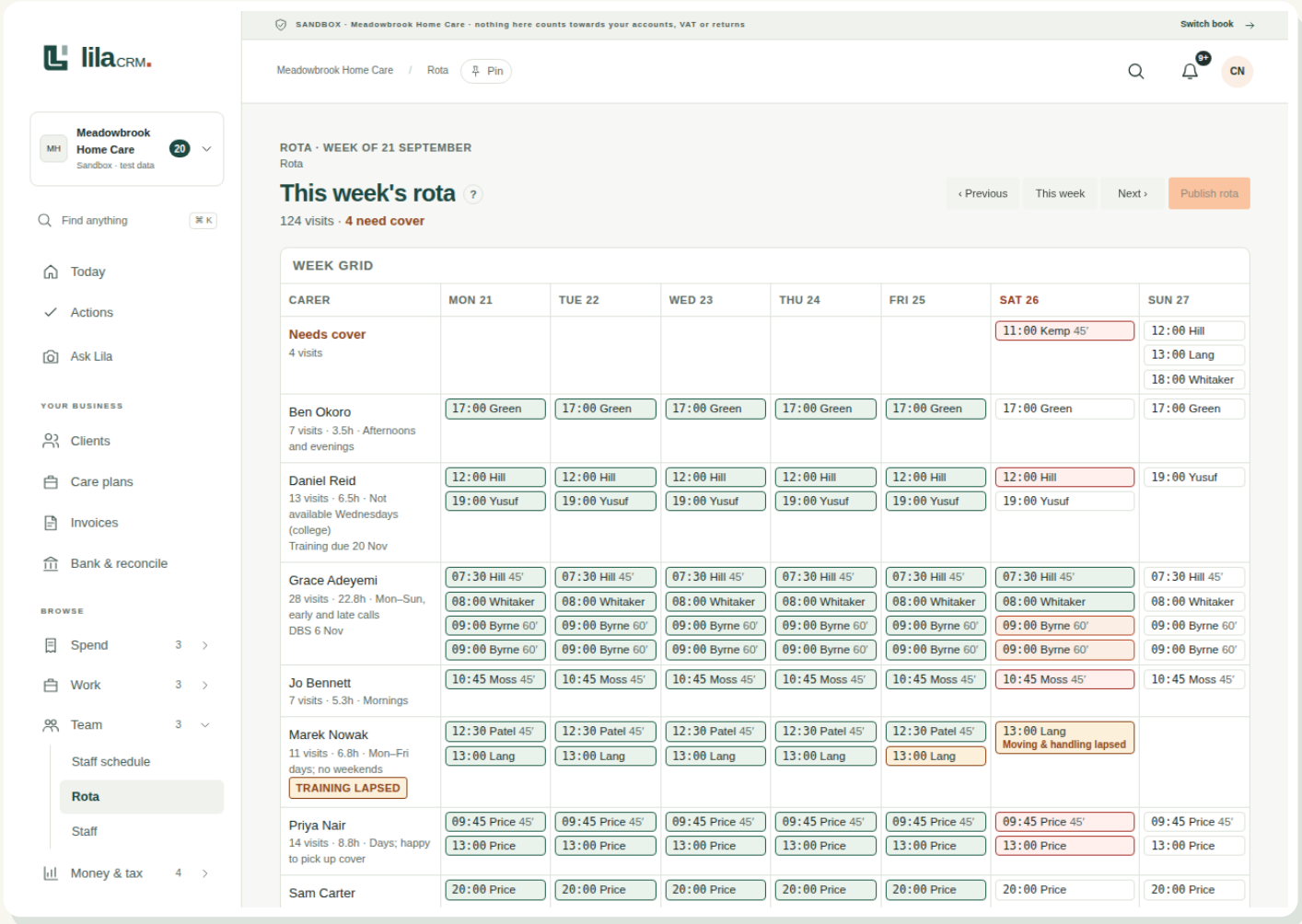
01	Assess	Record the client, contacts, preferences and agreed support.
02	Plan	Build the care plan and recurring visit pattern.
03	Allocate	Match the visit to available staff and check cover.
04	Deliver	Record attendance, actual time, notes and follow-up concerns.
05	Bill	Group delivered visits by client or payer and reconcile receipts.

The people, the paperwork and the money share the same context, so the next step starts with the information already in place.

YOUR WORKSPACE

See the day. Find the gaps.

A specialist view of the information that matters, using the language of your work.



DESKTOP / ARCHIVED SANDBOX CAPTURE

Clients & support plans

Client contacts, preferences, allergies, relevant health information, support-plan documents, access information and plan history.

Rota & cover

Recurring visits, assigned carers, availability, travel, clashes, uncovered visits, cover requests and handover notes.

Visit records

Planned and actual time, attendance, checklists, append-only observations, concerns, incidents and owned follow-up actions.

THE SPECIALIST TOOLKIT

Built around the detail.

The features that distinguish this book, connected to one working record.

01

Clients & support plans

Client contacts, preferences, allergies, relevant health information, support-plan documents, access information and plan history.

02

Rota & cover

Recurring visits, assigned carers, availability, travel, clashes, uncovered visits, cover requests and handover notes.

03

Visit records

Planned and actual time, attendance, checklists, append-only observations, concerns, incidents and owned follow-up actions.

04

Staff & assurance

Staff roles, DBS records, training, first-aid and insurance dates, expiry reminders and staffing records.

05

Payers & income

Self-funder and funder records, delivered-visit billing by period, payer allocation, travel charges, unpaid balances and payroll-hours exports.

06

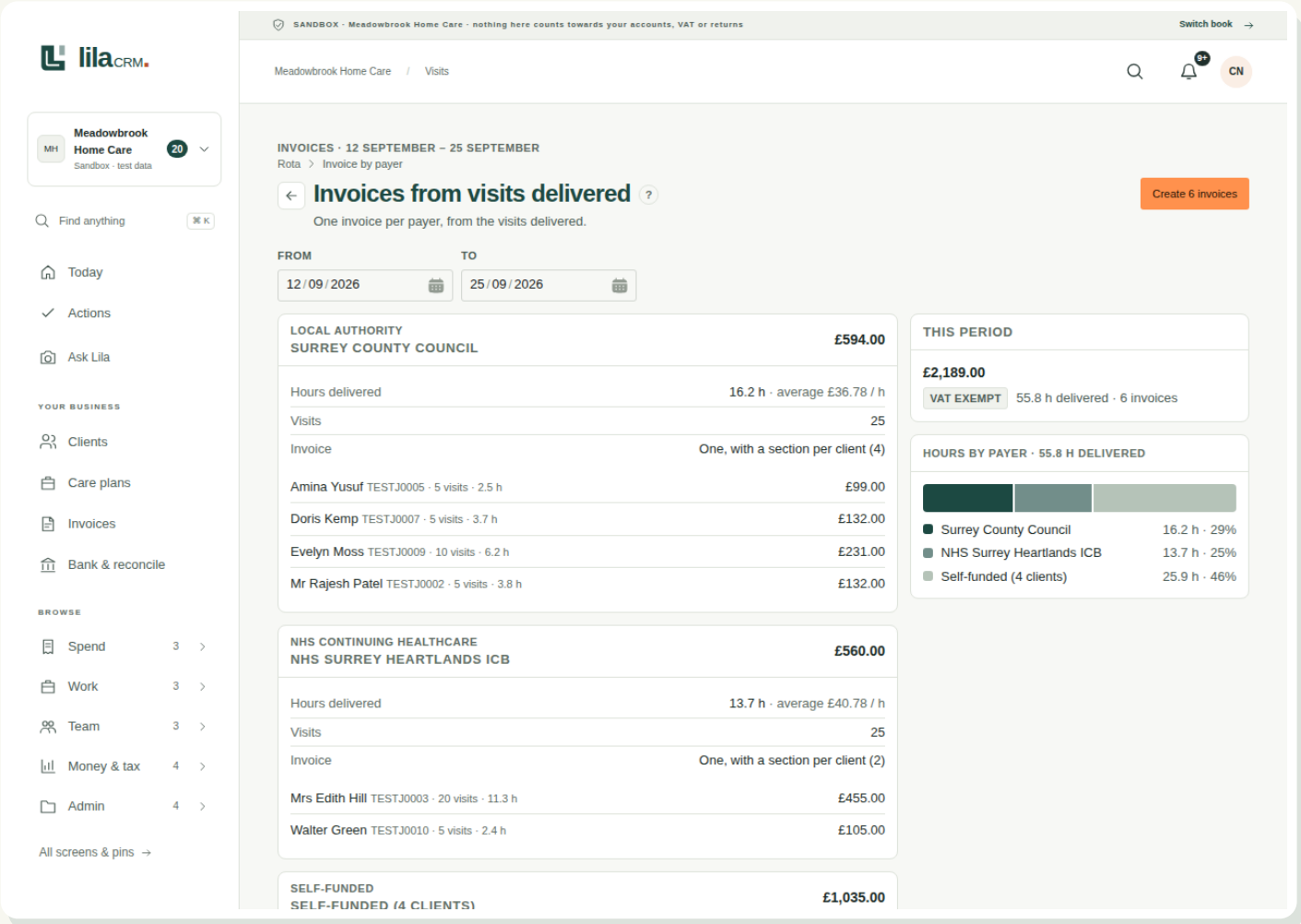
Meal preparation

Optional shopping-receipt allocation, household and client portions, ingredients, agreed preparation and delivery charges, delivery records and weekly drafts.

A CLOSER LOOK

Delivered care becomes clear billing.

Move from the overview to the underlying record, with the next action close to hand.



DESKTOP / ARCHIVED SANDBOX CAPTURE

Staff & assurance

Staff roles, DBS records, training, first-aid and insurance dates, expiry reminders and staffing records.

Payers & income

Self-funder and funder records, delivered-visit billing by period, payer allocation, travel charges, unpaid balances and payroll-hours exports.

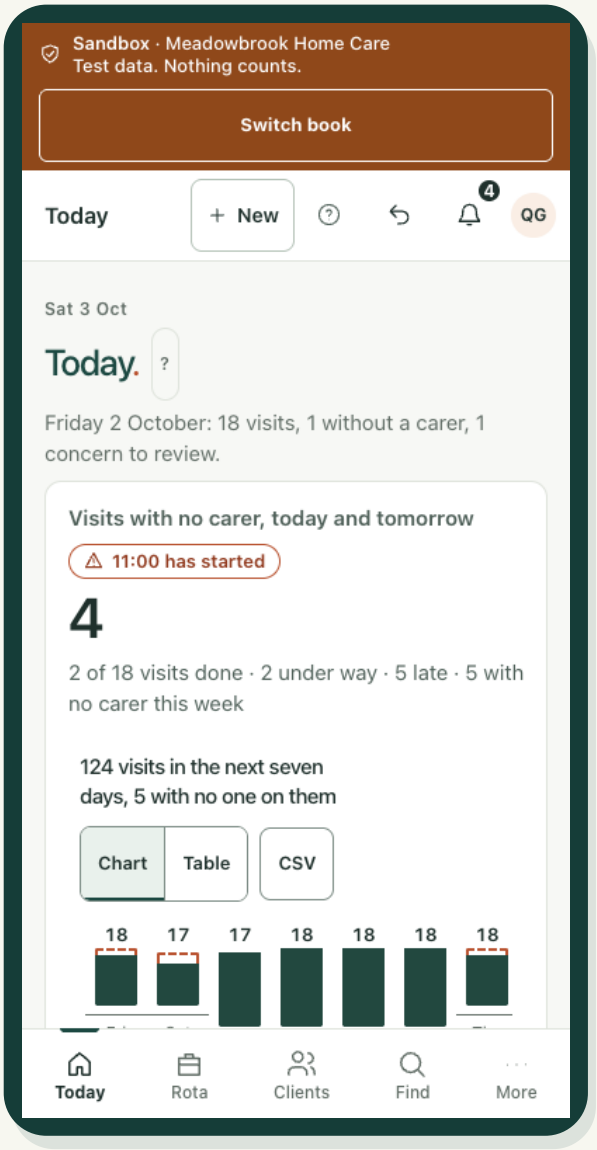
Meal preparation

Optional shopping-receipt allocation, household and client portions, ingredients, agreed preparation and delivery charges, delivery records and weekly drafts.

MOBILE WORKING

The day travels with you.

A clear phone view for the information and actions you need away from the desk.



MOBILE / ARCHIVED SANDBOX CAPTURE

See what needs you

Open the next date, visit, payment or unresolved task directly from the day's overview.

Keep the context

Find the right person, work record or household transaction without piecing together separate messages.

Capture while it is fresh

Add a photograph, receipt, document or note from your phone and keep it in the correct book.

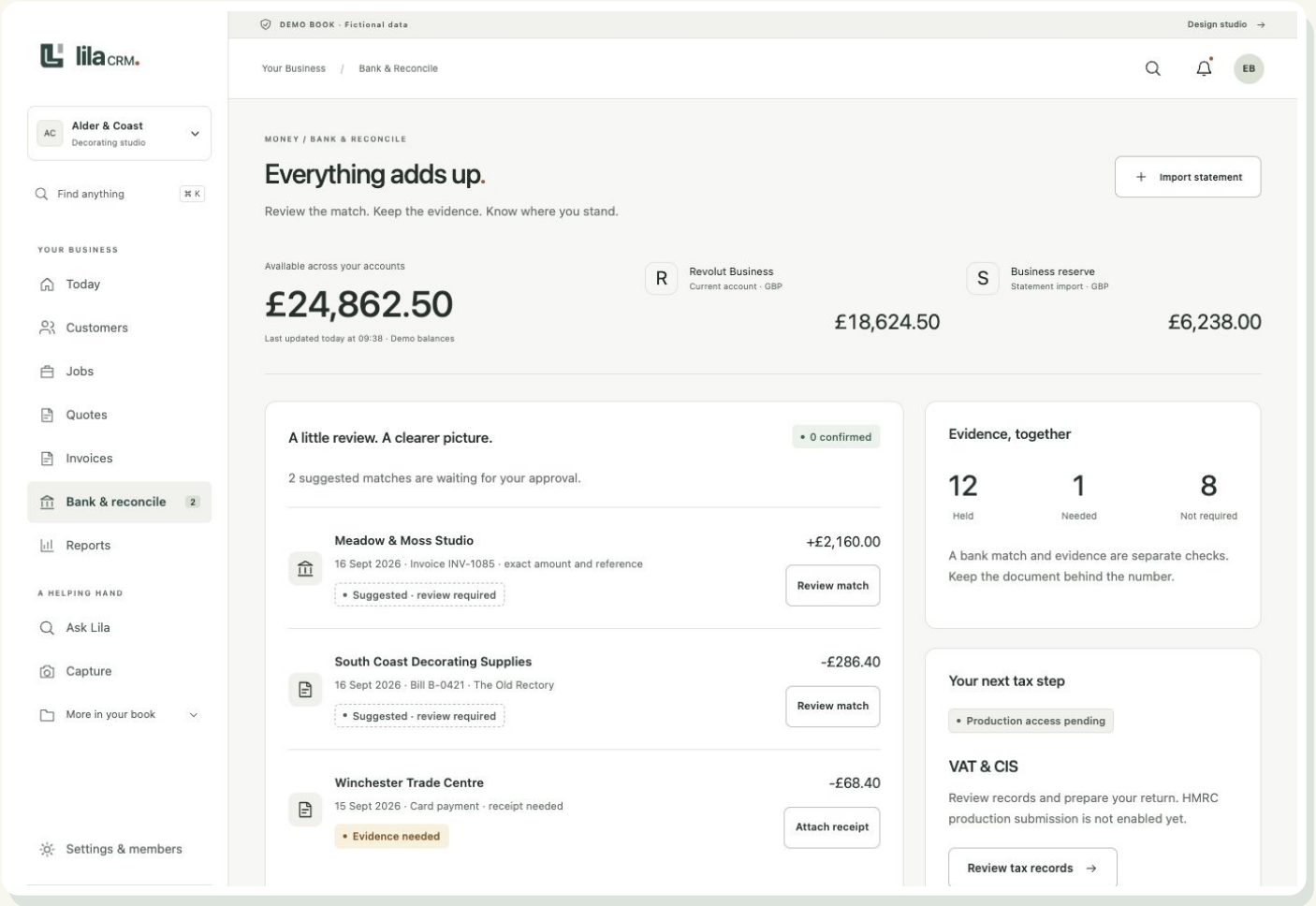
Pick up on the desktop

Use the wider workspace for detailed review, reports, bulk preparation and the financial records.

BANKING & RECONCILIATION

Everything adds up.

Bring bank activity, invoices, bills and evidence together, with reviewable matching and an explainable trail.



DESKTOP / UNIVERSAL BANKING CONCEPT - FICTIONAL DATA

Connect or import

Supported bank feeds, consent renewal and statement imports across multiple accounts.

Review the match

Invoices, bills, part payments, grouped receipts, splits, refunds and transfers.

Control the rules

Payee and category rules, VAT treatment, suggested rules, evidence status and undo.

QUOTES, INVOICING & COLLECTIONS

Agree the work. Get paid for it.

A joined-up sales workflow, from the proposal and its acceptance to the payment in the bank.

Proposals that carry the agreement

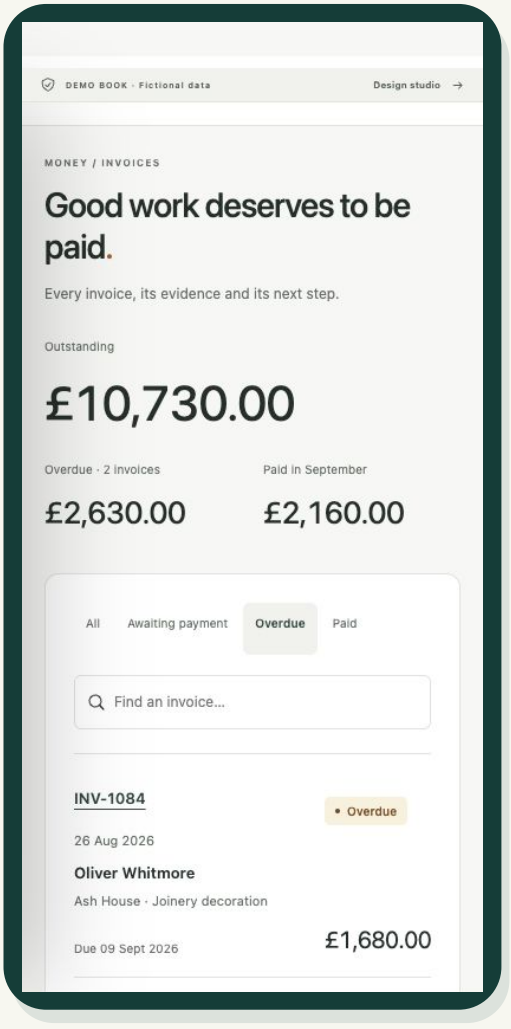
Set out scope, assumptions, price, VAT and payment terms. Keep acceptance and agreed changes with the record.

Billing that follows delivery

Draft from completed work, recorded time, delivered visits or agreed stages. Use recurring series where the service repeats.

A clear payment history

Issue branded PDFs, track credits and part payments, review payment options, send statements and approve overdue reminders.



MOBILE / INVOICING CONCEPT

Keep the original record, the decision and the financial result connected.

THE BOOKKEEPER

Paperwork in. Clarity out.

A practical bookkeeping workspace that connects original documents, financial records and the questions that need a person.

Capture / read / check / code / reconcile.
Keep the original and the decision together.

Capture once

Photograph receipts, add PDFs or share documents from your phone. Keep the upload status visible and retain the original for review.

Collect the paperwork

Use supported supplier connections to collect invoices. Bring email attachments and correspondence into the document inbox.

Check before posting

Review extracted dates, totals, VAT and supplier details. Flag possible duplicates, unclear documents and uncertain care plan allocations.

Rules that you control

Set supplier, category, value and VAT rules within agreed authority. Routine entries follow those rules; exceptions ask a specific question.

Link costs to the work

Allocate purchases, mileage and disbursements to the correct care plan. Keep private, business and client-money treatment distinct.

Finish the reconciliation

Match bank entries to bills and invoices, handle part payments and splits, review unmatched items and retain a visible correction history.

Document capture alone does not prove payment, tax eligibility or submission. The underlying evidence stays available to the reviewer.

THE ACCOUNTANT WORKSPACE

A stronger handover. A clearer year end.

Give the adviser the records, context and working papers behind the numbers, with controlled access to the correct book.

01

Access with boundaries

Invite your accountant or bookkeeper with the permissions they need. Shared-book membership and authority to act for HMRC remain separate.

02

Review the evidence

Inspect transactions, source documents, reconciliations and unresolved questions. See missing information and estimates before completing the accounts.

03

Accounting tools

Review the ledger, opening balances, trial balance, journals, fixed assets, depreciation and relevant loan or director-account working records.

04

A complete period pack

Export sales and purchases, nominal entries, aged balances, bank reconciliation, VAT/CIS records, hours and supporting documents with a file manifest.

05

Accounts & tax preparation

Prepare the applicable year-end, Self Assessment, company accounts and Corporation Tax working information for the entity and accounting period.

06

A managed review

Resolve requests, record adjustments and retain the review trail. Hand over documents and exports without confusing a draft with an accepted filing.

Service coverage follows the legal entity, period and enabled workflow. The person with the required authority approves final filings.

HMRC & GOVERNMENT CONNECTIONS

From the records to the right return.

Bring obligations, supporting figures and review into one place, with a clear distinction between preparation, submission and acceptance.

VAT & Making Tax Digital

Connect the appropriate HMRC VAT service, review obligations and the nine-box return, trace figures to records and retain submission receipts where filing is enabled.

Income Tax & Self Assessment

Organise self-employment and property records, quarterly-update figures, annual tax information and calculation reviews. The applicable taxpayer, year and service determine the route.

CIS, PAYE & charity services

Use CIS verification and deduction records, payroll/PAYE working information and Gift Aid schedules where relevant. Each connection shows its own readiness and authority requirements.

Companies House

Keep company identity, filing dates, accounts preparation and company-document history alongside the books. Companies House is a separate service from HMRC.

Connection & agent authority

Review the service, account, taxpayer, consent and authorisation. An accountant invitation does not grant government-agent authority.

Receipts & status

Distinguish preparation, ready for review, sent, waiting and accepted. Keep the original acknowledgement; a saved local record is not an HMRC acceptance receipt.

Direct submission is available only for enabled services with verified production access and the required authority. Other workflows provide preparation, exports or external-filing records.

UK HOSTING & AI PRIVACY

Your information. Your control.

Keep control of where data is held, which AI features are enabled and how confidential information is processed.

Data is held within the United Kingdom on Amazon Web Services (AWS).

Turn AI on or off

Enable or disable AI features to suit your work and data-protection policies. Core record keeping remains usable without AI.

Local LLM processing

Selected AI features use locally hosted large language models in the controlled environment. In local-only mode, their inputs and outputs are not sent to external LLM services.

No use for model training

AI processing is configured for no training use. External AI services are enabled only with provider settings and terms that prohibit using inputs and outputs to train models.

Clear processing choices

Distinguish local-only features from optional external AI. Review the provider, processing location, retention and permitted data before enabling a service.

These controls support UK GDPR compliance and confidentiality. Compliance also depends on lawful use, appropriate agreements, access controls and the organisation's own procedures.

ASSISTANCE & ORGANISATION

A helpful answer.
A practical next step.

Use assistance with the records already in your book, while keeping material decisions and outgoing actions under review.

> “What needs attention, what can we invoice, and which records need checking?”
>
> ASK LILA / EXAMPLE QUESTION

Answers with context

Ask about the people, work, transactions, dates and documents in the current book. Open the supporting records.

Reviewed actions

Check suggested messages, reminders and other enabled actions before they go. The approval shows what will happen.

Less repeated administration

Use reminders, recurring records, reusable forms, templates, rules and batch preparation where the workflow supports them.

The wider picture

Review activity, outstanding items and financial trends. Keep internal projects and follow-up actions connected to the work.

THE CAPABILITY MAP

Your specialist toolkit.

A reference to the specialist and shared capabilities that connect the work, the records and the next action.

CLIENTS & SUPPORT PLANS

Client contacts, preferences, allergies, relevant health information, support-plan documents, access information and plan history.

ROTA & COVER

Recurring visits, assigned carers, availability, travel, clashes, uncovered visits, cover requests and handover notes.

VISIT RECORDS

Planned and actual time, attendance, checklists, append-only observations, concerns, incidents and owned follow-up actions.

STAFF & ASSURANCE

Staff roles, DBS records, training, first-aid and insurance dates, expiry reminders and staffing records.

PAYERS & INCOME

Self-funder and funder records, delivered-visit billing by period, payer allocation, travel charges, unpaid balances and payroll-hours exports.

MEAL PREPARATION

Optional shopping-receipt allocation, household and client portions, ingredients, agreed preparation and delivery charges, delivery records and weekly drafts.

MOBILE & ASSISTANCE

Profile-specific overview; capture; search; contacts; documents; questions; configured AI; reviewed next actions.

PRIVACY & RECORDS

UK AWS hosting; local-model choices; no-training terms; access controls; audit history; exports and recovery.

THE CAPABILITY MAP

The shared business toolkit.

A reference to the specialist and shared capabilities that connect the work, the records and the next action.

BANKING & RECONCILIATION

Feeds and imports; multiple accounts; consent status; duplicates; matches; splits; part payments; transfers; rules; undo; evidence links.

SALES & CREDIT CONTROL

Quotes; acceptance; branded invoices; stages and recurring series; payment links; credit notes; aged debtors; statements; reviewed reminders.

SPEND & COSTS

Suppliers; bills; purchase orders where enabled; receipts; expense allocation; due dates; recurring costs; credits; mileage; committed costs.

THE BOOKKEEPER

Scan and share; file inbox; extraction; supplier connections; duplicate checks; automatic filing rules; limits; exceptions; retained originals.

THE ACCOUNTANT

Permissions; casework; evidence requests; ledger; opening balances; trial balance; journals; fixed assets; period review; year-end packs; exports.

HMRC & TAX

VAT/MTD; obligations; Income Tax preparation; relevant CIS/PAYE working records; tax review; connection status; final approval; original receipts.

REPORTS & PLANNING

Revenue; profit and loss; balance-sheet working; cash forecasts; aged debtors and creditors; WIP; margins; budget versus actual.

DOCUMENTS & COMMUNICATION

Versioned files; library; tags; search; messages; correspondence; forms; questionnaires; approved sharing; retention and change history.

TEAM & ACCESS

Book-specific roles; invitations; passkeys; paired devices; separate books; permissions; activity history; controlled accountant access.

ASSISTANCE & AUTOMATION

Ask Lila; source-linked answers; reviewed actions; reusable rules; recurring work; reminders; batch actions; workflow exceptions.

PRIVACY & PORTABILITY

UK AWS storage; AI on/off; local-model options; no-training terms; access controls; exports; backups and recovery.

GROW & ORGANISE

Enquiries; contact follow-up; proposals; internal projects; marketing and consent controls where the relevant module is enabled.