

Gloucestershire Care Services rolls out Patient-Centred Workforce Management to Community Workers

Gloucestershire Care Services (GCS) provides a range of primary care and community based services to a population of approximately 600,000 people.



GCS is working towards full integration with Gloucester Social Services. Services provided include community nursing, therapy services (occupational, physiotherapy, speech and language, and podiatry), and community hospital services.

Covering such a wide area with 3,500 substantive staff, it is important for GCS that these precious staff resources are used as efficiently as possible to provide the best possible patient care. An internal audit of staff resourcing uncovered the requirement for better workforce management, which will empower managers and optimise bank and agency usage.

As a result GCS is implementing integrated SMART Workforce Management solutions from Kronos.

The Challenge

Before the SMART system, GCS was using paper-based rosters which were prepared by the ward managers or the Band 6 leaders for the community teams. This took value time from highly qualified and experienced staff, which is now released back to supporting their teams and delivering patient care.

Local working practices and term-time shift agreements meant that many staff chose the hours they worked to suit their own circumstances. Ward managers and team leaders now have the evidence allowing them to realign services to best meet patient requirements.

The Solution

The SMART Workforce Management solution was selected for its fully integrated nature incorporating rostering, bank management and automated links to ESR for payroll. SMART was able to provide a solution that would encompass the whole of the County of Gloucestershire – the system will cover GCS, the Mental Health Trust, the Acute Trust and Social Services.

SMART is being used at the Winchcombe Unit which provides a variety of intermediate care, rehabilitation, sub-acute care and end of life care; at Cirencester Hospital; Vale Hospital; and across the North and South Cotswolds Community by district nurses.

District nurses receive their rotas in a more timely manner, and are able to view them from any location either on a smart phone while in the field, or via a secure Citrix link from a desktop or laptop computer.

“By rolling out the eRostering solution we have been able to standardise shift patterns, and ensure that shift policies are adhered to in all locations, ensuring that our patients receive the best possible care.”

Sue Hewlett, Staff Rostering Manager (e-Rostering)
for the Workforce Management roll-out at
Gloucestershire Care Services

Benefits

Transparency

The new solution provides a much more transparent system, so that everyone can see that they are being treated fairly. Staff receive details of their shifts in advance, enabling them to plan their home lives around work commitments. They are able to view their outstanding holiday, time off in lieu (TOIL), and study leave balances, and they are able to request time off and holidays online.

Better planning

Managers are able to see any gaps in the roster much sooner, and can book bank staff that much earlier. This has been proven to reduce the amount of expensive agency staff required.

Continuity of Care

Patients see more continuity in staff, which is easier to ensure when rostering is used, improving patient care.

Full Utilisation of Resources

SMART is ensuring that staff work the hours they are contracted for. Staff can see that they are being fairly paid, GCS ensures that contracted hours are completed, and annual leave is managed accurately. Automated links to ESR will ensure that there are fewer payroll errors, saving time for payroll administrators.

Management Change

Sue Hewlett said; *"The SMART Workforce Management solution from Kronos has acted as an agent for change. It has enabled us to examine our local rostering practices and re-evaluate our policies accordingly. It provides a central repository for all staff data relating to hours and skills, and provides an excellent planning tool.*

"SMART is empowering managers to drive cultural change within the organisation, and provide the proof that we are making these changes in a fair and equitable manner for all staff. This will lead to more efficient use of staff, resulting in cost savings for Gloucestershire Care Services, and leading to better services for patients."

Fast Facts

- **SMART Workforce Management will be rolled out to 3500 staff across Community and Social Services in Gloucestershire**
- **SMART has empowered GCS to move to a more patient centred approach to service provision**
- **SMART provides an excellent planning tool for managers as they are faced with standardising and rationalising services**
- **Bank and agency staff usage is optimised**
- **Payroll will be more efficient due to the automated links to ESR**

SMART is a workforce management solution widely used by the UK's NHS across England, Scotland, Wales, and Northern Ireland. SMART enables NHS and other health organisations to meet their patient quality care objectives, including the Quality, Innovation, Productivity, and Prevention (QIPP) agenda in England, by optimising staff and ensuring that quality patient care is delivered as efficiently as possible. To learn more about the SMART solution, visit www.smart-rostering.co.uk.

Kronos acquired SMART in April 2012.

About Kronos Incorporated

Kronos is the global leader in delivering workforce management solutions in the cloud. Tens of thousands of organisations in more than 100 countries – including more than half of the Fortune 1000® – use Kronos to control labour costs, minimise compliance risk, and improve workforce productivity. Learn more about Kronos industry-specific time and attendance, scheduling, absence management, HR and payroll, hiring, and labour analytics applications at www.kronos.com

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