Gardiner's Nursing & Homecare

Staffplan software solutions sustain growth and improve service user care.

At Gardiner's Nursing & Homecare (Gardiner's), we needed a comprehensive home care solution to maintain the high level of service user and care worker information across the organisation.

Advanced have a suite of homecare products including our choice of the Staffplan Roster which surpassed our requirements and expectations due to the functionality, flexibility and ease of use. Thanks to Advanced, there has been a dramatic improvement in the efficiency of care. Primarily this has been achieved by the elimination of tedious and time-consuming administrative tasks. As a web-based system, Staffplan Care Portal provides real-time access to information thereby helping to build stronger communication between management, care workers, service users and their loved ones.

Background

In 1968 Dorothy Gardiner established Gardiner's. Her hard work and dedication to care for those in need resulted in her being recognised for her excellence. Dorothy was awarded an MBE for her services to nursing, particularly her outstanding contribution to implementing high standards of care in the independent nursing sector.

At Gardiner's, we specialise in the provision of experienced, reliable and trustworthy care workers and nurses to help support clients

live comfortably. We offer a variety of services ranging from urgent round the clock care to much needed companionship. Moreover, we believe it is essential for us to assist our customers in becoming familiar within and around their own homes and the Oxfordshire and Reading areas.

Reducing paper drives efficiency savings

Once Gardiner's began to expand, we began to feel restricted by the inefficiencies of paper-based processes which made accurate recording in real-time difficult. This meant that information on service user contact time and care worker attendance was delayed and potentially inaccurate. Due to the complications we were encountering, it became clear that a modern electronic solution was needed in order to eliminate the need for manual time sheets, invoicing and payroll processes. This would then allow for more time being devoted to service user care. After conducting research into various systems on the market, Gardiner's went live with Staffplan Roster in 2010 with Staffplan Monitor following in 2012 to cover all of our staff scheduling, time and attendance requirements.

John-Joe Cottam, the Owner of Gardiner's Nursing & Homecare further explained this, "We required a modern solution that was also very user-friendly as many of our staff had limited experience of using computers at that time. We

Client >
Gardiner's Nursing & Homecare

Sector >
Care Provider

Project >
Staffplan

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CASE STUDY

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evaluated five software providers but Staffplan came highly recommended to us for reasons which soon became clear. Visually the solution is very appealing, it's easy and intuitive for staff to use which was fundamental. It was also reassuring that Staffplan is a fully integrated solution with a clearly defined product roadmap supported by ongoing investment from Advanced."

By storing detailed records for service users, care workers and even suppliers within a single unified solution, Staffplan Roster has allowed faster and more informed decision making throughout Gardiner's as all information is accessible immediately. Interactive wallcharts provide powerful graphical displays of visitor schedules using a simple 'drag and drop' tool which can be used for rostering both single and multiple bookings. Mileage expenses are also calculated automatically with Bing Maps functionality. This has reduced administration and ensured accurate payments.

Cottam says, "Staffplan Roster has transformed us into a modern and highly efficient organisation. We have been able to move from employing lots of part-time staff to having a smaller but more productive team of full-time employees, which has made a significant difference to our bottom line through a reduction in recruitment and training fees. "We were also able to initially downsize the amount of office space we required as we no longer needed to have filing cabinets crammed full of paper records, resulting in further cost savings."

Making every second count

For us at Gardiner's, Staffplan Monitor is a low cost, electronic call monitoring solution. Upon arrival, care workers dial a free-phone number from their service user's phone and enter their unique PIN. This same process is repeated when leaving to confirm the finish time of the booking. All calls are processed in real-time by Staffplan Monitor which matches them to service users via the Caller Line Identification (CLI) and aligns them with visits in the Staffplan Roster.

Cottam says, "The integration between Staffplan Monitor and Staffplan Roster

ensures all planned visits are automatically confirmed, eliminating the need to manually reconcile timesheets which has been another major benefit. With the invoicing and payroll processing now automated through the system, administration time has been notably cut.

"The solution also helps us to prevent missed calls by automatically sending a late text alert to care workers if they are behind schedule. Similarly, we receive an additional alert if the assigned employee has failed to turn up after 30 minutes so we can quickly arrange for another care worker to visit. It helps to protect the client's safety and maintain our reputation which is paramount."

69% of organisations fail to use technology to make processes more efficient. With the help of Advanced we are safeguarding our success by utilising the best software solution available, thereby increasing the productivity and efficiency of the company.

Improving communication and transparency

In October 2014, we at Gardiner's participated in the trial of the Advanced Staffplan Care Portal solution with the intention to reduce email communication as this can now be shared across the Care Portal.

Staffplan Care Portal has been designed to give care providers a competitive edge by offering transparency to service users. The web-based system allows our service users to view details of their care delivery with ease and care workers can view detailed rosters showing who they are going to visit and what tasks need to be completed remotely via a secure connection.

With 70% of patients agreeing that a secure web portal is a convenient way to communicate with medical professionals, it is a clear sign that access to two way communication via portals is the way forward.

Cottam says, "We want to increase communication between service users, relatives and care workers. Staffplan Care Portal is a logical next step to reduce the volume of email

"As a longstanding customer it is satisfying to know that Advanced will continue to innovate."

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Owner >
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queries we receive while improving information governance to enhance our service offering. The challenge now is to get more care workers to take advantage of the solution."

"The initial feedback from care workers and clients' relatives has been very positive. Care workers can check their scheduled visits whenever they like which will free-up our office-based staff to perform more value-added tasks instead of answering queries. The Portal also reassures clients, and their relatives, that visits are planned along with the identity of the care worker with full documentation detailing the care they are receiving."

A long term relationship built on trust
Advanced regularly involve their customers in trialling new software and their feedback helps to shape the future of the product.

Cottam concludes by explaining, "We have enjoyed a long-term relationship with Advanced. The Advanced teams are quick to respond and resolve any issues and we have added peace of mind that an experienced supplier is securely hosting our software.

"The organisation is also good at listening to its clients' needs and is committed to developing systems to meet demand. As a longstanding customer it is satisfying to know that Advanced will continue to innovate."

Advanced provide a range of software solutions to suit all sizes of home care providers and are designed specifically to be flexible enough to grow with your organisation.

More information

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