



Friends of the Elderly selects Softworks Employee Rostering and Time & Attendance Software for its Care Homes

Testimonial

Friends of the Elderly has been supporting and caring for older people since 1905. Their Care Homes provide residential, dementia, nursing and respite care dedicated to providing quality care with dignity. The organisation is passionate about its work and strives to provide quality care while continually evolving. As part of this ethos the organisation went to market looking for a solution to help transform and improve Employee Time, Attendance, Rostering and Skills Management within their network of Care Homes and after an extensive selection process selected Softworks.

Commenting on the selection Sharon Nunn, Group Financial Controller of Friends of the Elderly said

“ Last Summer we identified that implementing a Workforce Management System to manage our employee Time, Attendance, Rostering and Skills would bring significant improvements to the everyday running of our Care Homes. We were using spreadsheets to manage key areas such as hours worked rosters, leave, absences, holiday requests and skills and this was becoming very complex and labour intensive. ”

“ We knew streamlining and automating processes in these areas and removing time consuming paper based admin would give both Managers and Healthcare Staff better oversight and more time to focus on the provision of excellent care within our Care Homes. ”

“ After meeting with a number of solution providers we chose Softworks because they really understood our requirements as a Care Home provider. They had a proven track record and were ready, willing and able to configure their system to our specific requirements rather than us needing to alter our work practices to fit in with their system. ”

“ Aside from this we were impressed by the extensive functionality offered by the Softworks Workforce Management Software such as the complete HR module, Skills, Training and Expense Management modules, Compliance, Employee Self-Service and Payroll Integration. ”

Commenting on the project, Paresh Vadukul, Healthcare Relationship Manager, Softworks UK said:

“ Friends of the Elderly focus on their residents first and we do the same. Our primary concern is enabling Care Homes to deliver the best level of care they can. Our Software makes sure they have the right person with the right skillset rostered at the right time no matter the circumstances and removes that admin burden from employee management. We were very honoured to be selected by such a respected organisation as Friends of the Elderly. ”

Samantha Corfield, Regional Director, Friends of the Elderly continued

“ Covid-19 has turned all our world's upside down, we are working through a very trying time while supporting our residents, staff and visitors. We are more convinced than ever that selecting Softworks to manage employee Time and Attendance, Rostering, Skills and Training is the right move and will bring huge benefits across our network of Care Homes. Due to Covid-19 the project will also incorporate new elements such as Contactless Fever recognition terminals from Softworks to provide an additional layer of security and safety for staff, visitors and residents. ”