

Calderstones NHS Trust

Saves time and reduces costs with Workforce Management solutions from SMART.



Learning Disability Trust streamlines working hours for 1600 staff giving better visibility to managers, better work/life balance to staff and better care to patients.

Calderstones Partnership NHS Foundation Trust, formed in 1993, was authorised as the first Learning Disabilities NHS Foundation Trust in April 2009. Based in the Ribble Valley, Lancashire, the trust provides a specialist service to people with learning disabilities including in-patient assessment and treatment and community based services across the North West.

During 2009 Calderstones Partnership undertook a detailed evaluation of five systems via a tender process to streamline its workforce management processes and procedures in order to utilise existing resources more efficiently. The Trust was aiming to:

- Provide visibility to Ward/Periphery Managers and Senior Management of resource utilisation
- Rationalise working patterns to make them more flexible and responsive to Service User/Client needs
- Improve Service User/Client Care by ensuring optimum skill mixes at all times
- Improve staff retention by creating a better work/life balance
- Reduce admin overheads and errors associated with paper-based systems

Integrated Workforce Management

SMART was selected to provide eRostering, Time and Attendance and Bank Management. Its innovative systems were extremely user friendly, met the Trust's requirements and were good value for money. The system will eradicate the need for timesheets, SARs forms, time owing records, annual leave reports and sickness books by ensuring that information is recorded once only and then used for all purposes. The SMART system will improve accuracy levels in payroll, minimising payment errors.

Don Terry, Project Manager at Calderstones commented, *"More effective management of staffing resources will improve service delivery, ensure individuals receive appropriate and timely care, treatment and support."*

We have six Ward Areas which include 200 members of staff being paid via the electronic system; Managers from these areas can see a reduction in payroll errors and queries.

This now enables the release of management hours spent on administration, all of which will lead to longer term financial savings and, ultimately, to better Service User/Client Care".

Benefits

- **SMART selected for eRostering, Time & Attendance and Bank management**
- **800 staff in clinical areas using eRostering, with all clinical areas live by July 2011, and non-clinical roll out to follow**
- **Only Trust to run SMART T&A and SMART NHS Smartcard Reader clocking in devices with NHS Smartcards – now live for a year. Provides visibility of actual hours worked.**
- **Automated reports covering absence, staff utilisation, budgets/costings, and security, delivering pertinent and timely information to senior managers throughout the trust.**

"The Project Team at Calderstones all agree that SMART eRostering and Time and Attendance is an excellent system. The automated reports are a very powerful tool and are popular with the Senior Management."

Don Terry, Project Manager,
Calderstones NHS Trust



eRostering brings early benefits

Half way through the implementation and Calderstones are already seeing the benefits. The Trust now has approximately 800 of its 1600 staff on eRostering. By July 2011 all clinical areas will be using eRostering. The Trust is also starting to roll out eRostering to its non-clinical areas; these include HR, Clinical Nurse Managers and Senior Management. Don Terry explains, *"These areas will be much simpler to set up because staff work fixed patterns. They will be using the system for annual leave, absences and work balances. This means that the roll-out should be far quicker and smoother"*.

The Trust has 30 self rostering groups, and these will all be using SMART's Auto Roster facilities. The first 12 expected live by mid-April.

Powerful reports give visibility of Resource Utilisation

Don Terry continued, *"The Project Team at Calderstones all agree that SMART eRostering and Time and Attendance is an excellent system. The automated reports are a very powerful tool and are popular with Senior Management"*.

Calderstones has built a range of automated reports which run on a daily, weekly and monthly basis, publishing the reports and emailing them to the relevant Senior Management.

Reports are generated using a template, any criteria and fields can be selected, so that custom reports can be built easily. Calderstones provides reports to:

- Planned Rosters for Senior Management and Reception Areas; knowing who is rostered to work
- Project Annual Leave over a fortnightly basis
- Managers are alerted to unexpected absences so that they can be addressed immediately
- Planned absences, like holiday and study leave are monitored
- Finance, enabling actual hours to be monitored against budgets

Innovative Time & Attendance enables standardisation

SMART Time and Attendance is operated using the SMART NHS Smartcard Reader clocking devices. Wall mounted, staff simply touch the device with their NHS Smartcard to clock in and clock out.

Don Terry comments, *"Calderstones is the only Trust to be running the SMART T&A system with SMART NHS Smartcard Readers and the NHS Smartcard. The system has been very successful and robust. It gives us total visibility of actual hours worked and feeds enhanced hours to the payroll system via the ESR interface. This will save further admin hours as paper based systems are automated, and it will reduce payroll rekeying errors."*

Business Benefits

The SMART Workforce Management system has acted as an agent for change for the Trust. The transparency that the SMART system delivers has highlighted non-standard local practices, policies and procedures, and is enabling the trust to drive through standardisation. Staff now know that everyone is being treated the same, and can see that information in regards to TOIL (Time Owing); entitlements and generated enhancements for shifts worked are truly visible to them via the easy to use Kiosk System.

As time is saved through automated processes Managers' time is freed up and released back to Service User/Client Care. By generating more efficient rosters staff time is optimised, which helps to ensure Service User/Client Care is maintained, while making best use of staff resources.

Don Terry summarised by saying, *"We still have a way to go before we have completed the full implementation of the SMART workforce management suite, so we can't quantify savings at the moment. However, early signs are promising and we expect to see the savings when all areas fully use the interface for electronic payments. With the implementation of the Bank Management System at the latter end of the Project, we believe our largest saving will be generated in this area."*

The Helpdesk Support we have received from SMART has been very responsive, and we have even seen enhancements we have requested incorporated into the product.

We are confident that SMART eRostering, T&A and Bank will enable Calderstones to achieve its goals of achieving the right levels of skill mix and gender of staff at key times, leading to improved service, user/client and staff experience, while containing costs."

SMART

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Making People Count.