



## Staff.Care Case Study - Saint Catherine's

**Saint Catherine's** was founded in 1985 and cares for individuals with terminal illnesses and their families, not only onsite in Scarborough but also through community services in people's homes covering more than 1600 square miles in North Yorkshire.

Offering services to over 3000 patients a year and employing over 200 staff, Saint Catherine's are keen as an organisation to explore more innovative ways of working and developing efficient and robust IT systems and infrastructure to support their organisation and look at replacing labour intensive, paper-based processes and drive efficiencies.

Having heard about Staff.Care from other hospices they decided to speak to SMI.



### The Project & Key Directives

The initial focus for the project was eRostering, with a view to providing much more efficient planning and usage of staff, as well as providing an electronic payroll processing resource whilst ensuring greater accuracy. Following the demonstration, the management realised that Staff.Care could provide all the HR functionality required for an organisation of their size, meaning they could effectively have **two systems for the price of one** and also replace their labour intensive paper-based HR system too. "Our HR team have found the system comprehensive but not bewildering. An organisation of our size did not need a vast amount of functionality offered by dedicated HR systems, costing more than Staff.Care, it would have been a wasted investment. We are still a small organisation in terms of resource to implement IT systems, so Staff.Care was the perfect fit in the feature set it offered being an 'all in one' product".

The driving force behind the implementation included:

- Inefficient rostering leading to excessive use of bank staff.
- Removal of HR paper-based system.
- Paper Timesheets required manual checking and often had errors/anomalies.
- Holiday records were error-prone and not always accurately updated to reflect contract changes.
- A requirement for more efficient and accurate processing of payroll.
- Ensuring fairness for all staff.
- The need for accurate rota planning.
- More robust tracking and recording of staff related data.

"Staff.Care gave us the best fit in terms of meeting all our needs for one system, it has replaced inefficient paper processes for rotas/timesheets as well as giving us a more comprehensive HR database"

**says Rob Webb, IT Manager**



## Time and Cost Savings

Within the first 12 months, Saint Catherine's are already benefitting from both time and cost savings across the whole organisation. Hours of administration time has been saved by replacing out-dated HR paper systems and their rota management planning and monitoring has also seen significant time savings. **Nearly £14K has been saved by replacing paper timesheets alone!**

## The Payroll Interface with Sage

By SMI providing a Payroll Interface for the hospice, much more than time savings were achieved, but mostly around ensuring correct payments and streamlining spend. This was achieved by:

- Removal of confusing and messy timesheets.
- Unifying payments for all clinical staff.
- Improved handling of hours paid over FTE.
- Improved handling of staff working multiple contracts on different ranks/grade/pay scales.
- Improved payments for bank staff WTD/holiday uplift.
- Improved handling of hours paid over FTE in terms of pensionable/non-pensionable status.

**"Help and support from SMI was invaluable here, highlighting where human errors or inaccuracies had occurred previously so going forward they will not be repeated".**

## Supporting Workforce Change

SMI have supported Saint Catherine's way beyond just providing the tools for the job, offering experienced Consultants to advise on better practices means each customer receives many more benefits. **"Discussions have often led to further thought on making changes or improvements as part of the project. This has led to a better overall outcome than just mirroring existing processes on Staff.Care".**

SMI and Staff.Care has supported the following:

- Rationalisation of Leave Policy and consistency of implementation.
- More robust recording and reporting of absences.
- Development of TOIL Policy and robust tracking.
- Fair system of day off and shift requests in Clinical Teams.
- Developing a new Rostering Policy.

**"Staff.Care has a bonus of two systems for the price of one and we were confident the system has met all our requirements"**



**The overall aims of implementing the Payroll Interface were met, these being:**

- **Saving time processing timesheets and payroll calculations.**
- **Ensuring all necessary regulations regarding pay are being adhered to.**
- **Introducing cost efficiencies in our handling of overtime and holiday payments.**
- **Resolving inaccuracies with annual leave and sickness payments.**
- **Automatic Payroll Calculations.**

**"The Support Team are always friendly, responsive and knowledgeable. Queries have always been resolved or suitable alternative solutions offered. Much better than experiences with many other IT suppliers!"**



## Human Resources

Our HR team have found Staff.Care comprehensive but not bewildering. They have replaced lots of paper/manual processes and provide a central store for all HR information, including event records, training and scanned documents.

The experience of the SMI team have helped improve policies and systems in place too.

## Staff Reactions

One of the leading apprehensions of implementing *something new* is staff reaction to change but Saint Catherine's anticipated this and engaged staff from the onset of the project. One of the challenges was training staff to use the Self Service Portal who have limited IT skills, however this had a positive side-effect in that the training increased staff ability to access other IT systems within the organisation.

SMI software is marketed as being 'user friendly' and we constantly encourage feedback from customers. "Some resistance mainly from users who oppose the idea of using IT systems generally, others saw that loopholes may be closed but generally changes were widely embraced".

The My Staff.Care Self Service Portal is a key area within Staff.Care to help improve efficiency of workforce management. Staff can view rotas, check alerts, request annual leave and/or add Availability requests. Saint Catherine's confirmed that only basic training was sufficient with many staff, most just using the initial fact sheets for guidance and also fed back:

- End User functions are very easy to use.
- Great support from SMI to implement a single sign on for their on-premise systems, allowing users to have just one user name and password for all internal systems.
- Rota planning is straightforward given the availability of functionality on offer, having teams using simple rotas/work patterns and others for complex clinical rotas which required a little more training, however this was all well covered by SMI in initial training and implementation.
- Admin functions for HR/IT have a reasonable learning curve but are second nature once embedded.

Another key benefit is that Staff.Care promotes fairness for staff and Rob agreed, "Absolutely, this resulted in some staff resistance but mainly on the basis that consistency and fairness had removed the 'perks' they previously enjoyed! Many others were very pleased that the system now treats everyone the same".

**"Staff.Care provides a consistent and fair system in all areas of HR, Rostering and Payroll"**



## Saint Catherine's recommendations to other organisations.

"The SMI team will be flexible and adaptable to the needs and skills available within your organisation, while it is beneficial, in my opinion, to have someone in an IT role who can 'bridge the gap' between clinicians/HR in terms of knowledge of systems, I would have confidence recommending Staff.Care to organisations where this resource is not available, knowing SMI would be able to provide the necessary additional support to ensure implementation was successful".

**says Rob Webb, IT Manager.**

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