# SMI

# Staff.Care Case Study – Zero Three Care

**Zero Three Care** (ZTC) provides specialised residential care to people with a learning disability who also present with challenging behaviour. Many of their service users have a diagnosis of Autism, neurological difficulties and/or other complex needs. They believe in treating people as individuals and in tailoring the care they provide to meet individual needs and increase quality of life.

They have their own Clinical Psychology Team who support their service users and staff in ensuring that they find positive and non-restrictive ways of working with challenging behaviours.

Opening their doors in 2004 ZTC now employ nearly 250 staff in the Colchester area.

## The Project & Key Directives

Struggling with staffing rotas and timesheets using MS Excel, involved a lot of double entry onto an old HR system and ultimately lead to many errors. Low attendance to training sessions was also an issue as Managers would remove training from the rotas without informing HR. ZTC also wanted to improve the accuracy of our rotas and payroll, whilst streamlining internal procedures; they had a short timeframe to process their payroll; checking timesheets, correcting rotas etc and they knew they needed a better solution.

ZTC wanted ONE system to combat these and other challenges they were experiencing. They already had a good HR system in place but had no rostering capabilities (or payroll interface) which was the current requirement. Having reviewed the marketplace thoroughly, they decided to implement Staff.Care to fulfil all their workforce management needs. ZTC also wanted to improve internal procedures and policies. SMI were able to

combine both implementing Staff.Care whilst improving internal practices by:

- Implementing a clear 'Count' of staff working on care shifts in each house, to enable clear oversight from House Manager level upwards that their Skill Mix has been met.

- Clearer tracking of staffing worked hour balances.

- Unified Day Off/Shift Requests systems for Support Workers across all Houses.

- Implemented effective systems for monitoring the payments of Sleep-Ins.

- Implementing a new Training Management procedure (linking via the rotas) which vastly improved attendance.

- Implemented a Payroll Interface to reduce payroll processing time to just minutes.

"Staffing is our biggest cost and being care homes, we need to ensure our homes are properly staffed 24/7 and 365 days a year. Staff.Care has brought the rota side of our business in the 21st Century where management can ensure the house is adequately staffed and staff can see their shifts on a real time basis and anywhere in the world. Shifts are also allocated on a fair *needs* basis"

**says Tom Dixon-Ramsey, Finance Controller**

## Streamlining Training Management

SMI helped ZTC implement a new training management regime to try and overcome the issue of poor attendance to pre-arranged training sessions by the HR team. A Training Rota was set up to benefit the HR team and improve the training attendance levels. The HR team now control all the training sessions and allocate them to the rota. If a House Manager wants to remove a staff member from training, this must be authorised by the HR team to enable the delegate space to be re-allocated. Attendance has now improved significantly.

## A Payroll Interface

Another time consuming function was the company payroll processing. Two staff took a day to check the rotas for errors and calculate the pay enhancements. By implementing Staff.Care, payroll now only takes "a couple of minutes" resulting in improved accuracy and quicker overtime payments to staff. ZTC are now confident that staff are paid correctly rather than the potential for staff being over or under paid.

"We have a very short timeframe to process the payroll so we needed an interface that could take the information from Staff.Care and process it into the required format in a matter of minutes. The Payroll Interface achieves this." says Tom.

## eRostering and Automatic Rostering

Previously, Care Managers produced staffing rotas manually, not only was this time consuming but also meant entering any shift information multiple times; on the rota, on the staff members' timesheets, then amending again to record sickness, then entering sickness on the HR system. This is a familiar process across healthcare in general.

SMI implemented clear rostering based on the direct 'needs' of each house to ensure the correct staffing Skill Mix were rostered. Autofill (Automatic Rostering) has also been introduced to streamline rota publishing, freeing up more House Management time to care for their service users.

Automatic Rostering also assign staff on the 'needs' of the company and rules and can be applied to all staff so that no one person is treated differently to another and everyone is treated fairly.

The rotas now feed directly into Payroll without any manipulation by staff and therefore removing any human and double entry error aspects.

**"The support provided by SMI is a strong selling point to the system".**



**"The support provided by SMI is far superior to any other system/provider I have worked with before. Responses to queries are usually responded and fixed within an hour or two. Where an answer/fix is not known or available straight away, we are kept up to date with progress".**

**"The rostering aspects of Staff.Care are excellent, we had not seen a better system when we were looking and it's good to know that SMI are continuing to improve the HR module following feedback from their customers".**

says Tom Dixon-Ramsey, Financial Controller, Zero Three Care