SMI

Staff.Care Case Study - Bolton Hospice

Bolton Hospice has been providing care services for nearly 25 years for residents living in the Bolton Metropolitan Borough. Their services include an Inpatient Unit, Hospice at Home, Day Care, consultant led Outpatient Clinics and support for families and carers. Employing over 120 staff, the Hospice has an excellent dedicated team providing a free specialist service.

The Hospice is located within a mile from the centre of Bolton with 18 private bedrooms. In the adjacent Support Services building dedicated areas are provided for clinic appointments, treatment rooms, complementary therapy rooms, hairdressing and a creative therapy area. Visitors are welcome 24 hours a day.

The Project & Key Directives

Bolton Hospice were looking to invest in an eRostering solution for their clinical team whilst updating their outdated HR software. Having been an SMI customer since 1996 using iCare for their patient information records, Bolton Hospice knew the quality of service from SMI and therefore, following a thorough investigation of the marketplace, purchased Staff.Care, SMI's workforce management solution.

A Cloud Hosted Solution was recognised as a requirement by the Hospice. Their IT department was small but the Data and IT Manager, Julie McArthur has been a Staff.Care champion from the start and continues to enforce the development of the implementation. SMI therefore provide the server, back-up routines, IT support and help desk support. All the Hospice needed was a web (URL) link providing, allowing all staff to log onto Staff.Care from anywhere, from any device.

Bolton Hospice purchased Staff.Care in 2011 but for a number of years used Staff.Care in a fairly basic capacity. Julie McArthur, Data and IT Manager says "Whilst recognising the benefits of Staff.Care we struggled with total commitment to its roll-out from some of our colleagues and the time to undertake new initiatives wasn't always available". Having initially purchased Staff.Care for the clinical team, the service was quickly implemented across all staff to enable the HR facility within Staff.Care to manage staff seamlessly within one software solution. Primarily benefits were still realised as staff were rostered and leaves were managed electronically without the need for Annual Leave Holiday Cards. Julie says "One big gain was in the requesting, authorisation and management of annual leave, particularly at year end whereby **many** 'man hours' had previously been spent in the reconciliation of annual leave". Sickness recording and the development of a Return to Work eForm enabled documentation to be recorded directly within on-line staff records.

In mid 2016 the Hospice decided the time was right to take Staff.Care on board across the whole Hospice, having already realised the benefits of the system even when used in a 'basic' capacity. The Hospice also wanted to introduce the Payroll Interface (T&A) to enable the automatic calculation of enhancements.

"We were looking to invest in an eRostering system for the management of nursing rotas together with a bespoke HR programme. Staff.Care provided both of our needs, together with the added factor that we have been an SMI customer since 1996 and know they provide an excellent service "

says Julie McArthur, Data & IT Manager

Time & Attendance (T&A) Payroll Interface

Since the inception of the Staff.Care project, Bolton Hospice have always planned to fully implement the software to its fullest potential, so when they finally decided to take the plunge with the Payroll Interface, SMI were delighted. The T&A really emphasises the wins of Staff.Care. The fundamental success of the T&A is ensuring that Staff.Care is managed correctly and the data inputted is accurate. The T&A drives each organisation to go electronic, supporting the removal of ALL paper systems.

The interface between Staff.Care and Sage forced a number of actions by the hospice :

- To look at existing payroll and rostering policies.

- Change internal payroll practices such as timesheets sign-off via the Staff.Care Self Service Portal.

- Ensure all staff understood the importance of Staff.Care for payroll and internal monitoring purposes.

- Ensure consistent payments were made across the organisation.

The Results

The timing was right for Bolton Hospice to move forward with Staff.Care and implement the Payroll Interface. By informing staff that Staff.Care was being linked directly to their wages had the desired effect and staff now ensure all recording is accurate and kept up to date. Hours have been saved by double checking timesheets and manually calculating payroll enhancements. A number of historic instances of incorrect or overlooked practices were highlighted and rectified. "Despite complicated scenarios within our enhancement rules, dedication to detailed rule composition has enabled all instances to be addressed and applied within the final T&A Interface".

Julie McArthur, Data & IT Manager at Bolton Hospice was the initial project lead and continues to be committed to the project. "The payroll submission took a good number of man hours to prepare, it was recognised that all the data was already recorded in Staff.Care which could be checked at both Manager and individual level, it was foolish to have a programme which could undertake this exercise for us and not use it. We decided to move forward with the T&A implementation". When asked if she thought Staff.Care bought fairness to the hospice she said "Most Certainly. Staff.Care works to the rules provided and therefore inconsistencies no longer occur. Now all the rules are established, an accurate and reliable payroll run is able to be delivered instantly". The reduction in the duplication of paper records, ease of access and consistent, accurate documentation management are some of the benefits the development of Staff.Care have brought and will bring to Bolton Hospice.

"Staff.Care is an all-round HR and eRostering tool which would benefit any organisation"

The project from SMI's point of view:

"Bolton Hospice have been a valued customer for many years and whom we have an excellent working relationship.
Since purchasing Staff.Care the end goal was to fully utilise all the functionality including the T&A interface. We are delighted that the T&A is finally completed and that the hospice are reaping the many anticipated benefits"

says Nicola Waite,
Sales & Operations Manager

"ICT is becoming essential in all walks of life to provide robust, bespoke, accurate and reliable online programmes. Staff.Care is enabling us to develop ours"

says Bolton Hospice