

Extra Hands increases efficiency, streamlines processes and improves reporting using Staffplan

Providing real time data, solid evidence of time savings and being easy to use, Staffplan is helping Extra Hands provide the best care possible to their service users.



Background

At Extra Hands, based in Norfolk, we have been using Staffplan for several years now, after replacing a manual-based rostering system. Established in 1993, we are an award-winning care provider in our region, having over 25 years' experience in providing exceptional care to individuals with a wide range of needs. Working both privately and with the local authorities, our teams support people in their own homes, helping them to stay independent for longer.

Ease of use

We had been using a home-built solution that we knew couldn't continue to grow with our needs. We therefore went to look at the market for an easy to use, simple solution that could evolve with us as we started taking on additional contracts and expanding our team. Our Director, James Back, comments: "We evaluated three solutions, and we just loved the look of the Staffplan software. We felt it was a lot more user friendly and a great way to allocate care - and we've never looked back since."

One integrated solution

Staffplan works seamlessly to automate the running of our care businesses, minimising data entry and providing an instant and up-to-date view of the performance of our care services.

The software brings together workforce management, care planning and delivery, as well as invoicing functionality into one solution. Providing streamlined processes around rostering, invoice calculation and disputes, it also gives greater visibility of data to our management team.

Missed bookings monitoring

A key issue for care organisations is that of missed bookings. Staffplan, used alongside Advanced's iConnect solution, ensures we always have a good record when it comes to the levels of missed bookings. It provides the office team with live data that assists them with monitoring the appointments. James adds: "Staffplan and iConnect absolutely help with the management of missed bookings. It is a robust solution and we use the real-time data back in the office to keep on top of things."

Solid evidence of time savings

All care organisations are now being encouraged to keep clear and accessible records that can be referenced if necessary to settle any invoicing disputes or to be used in evidencing for CQC purposes. Staffplan has helped us with this by delivering accurate data in regards to all visits, using timings. James comments: "Staffplan has reduced the queries we have as it provides us

Client >

Extra Hands

Sector >

Domiciliary Care

James Back, Director "Staffplan is such a user-friendly system. It's more than just figures on a screen. It provides us a visual image of what each day looks like and that helps us all immensely. Care co-ordinators can spot gaps and it gives us much more control."

Extra Hands Home Care

with information on definite times and activities". This has saved our team time in dealing with disputes, and means they are free to focus on valuable and strategic tasks."

On top of this, Staffplan has provided us with the capability to utilise team members in the most effective way – perhaps in different roles - due to the time they save through the solution. James adds: "We used to send out all our time sheets in the post and receive them the same way. With Staffplan we can now save one or maybe one and half full-time employees that can be redirected elsewhere in the team, it's been fantastic."

Staff and service user engagement

With all new technology implementations, there is some level of apprehension. This was the case when we introduced iConnect as some of the care team had reservations to begin with. However, with the correct training and information, these worries soon disappeared. James concludes: "After the first few days of using it the team all started to feel happier and if anything more secure knowing they have the information at their fingertips. It also helped them to feel more involved as part of the team. The solutions from Advanced are an essential part of our daily working life, providing a visual image of what each day looks like - and that helps us all immensely."

Want to know more?

Visit our website <https://www.oneadvanced.com/solutions/Staffplan> for more information about Staffplan and how you can get in touch with us.

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