

In
Focus
January 2010



Automatic schedule optimisation cuts costs at Derbyshire County Council

Advanced Health & Care is a leading supplier of rostering, administration and monitoring systems to the homecare industry. Our UK clients include 30+ local authorities, PCTs, national chains and hundreds of independent care providers.



Improving life for local people

Derbyshire County Council runs the largest local authority homecare service in the UK, employing 1,400 staff delivering 22,500 hours of care to 4,300 service users every week. Derbyshire looked to implement a new homecare scheduling system that would improve efficiency (cutting down on travel time and mileage) while matching service user needs with the appropriate staffing skills.

A key factor in the decision was StaffPlan Roster's unique optimisation tool, Auto Allocation. This advanced algorithm focuses on the real-life considerations of care managers, and a fine level of control ensures that the desired balance between minimising hard costs and maximising continuity of care can be achieved.

Pilot study

After a seven month pilot, Derbyshire tested to see whether their vision of maximising staff resources whilst maintaining a quality service had been realised. By comparing 'before' and 'after' data, they were able to identify significant improvements:

- A decrease of 84% in costs for staff working on their designated days off when using StaffPlan Roster (compared with 27% for the whole county)
- A 72% reduction in costs for staff working over contract hours (compared with 6%)
- Travel time down by 14% (compared with 4%)

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StaffPlan Roster's optimisation tools played a major part in significantly reducing our unit cost.

- David Gurney
Derbyshire County Council
Head of Efficiency and Performance
Management for Adult Social Services

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To ensure the quality of service was maintained, several surveys were conducted, including interviews with service users. Key results showed that they were either 'quite satisfied' or 'very satisfied' with the service and highly rated the suitability of visit times, having regular staff and adherence to the planned work programme.

Derbyshire Council has now rolled out StaffPlan Roster across the county and reports even better results than the pilot, forecasting savings of £500,000 per annum.

In 2009, Derbyshire County Council were nominated for the 'IT Innovator of the Year' crown at the Ceretas National Home Care Awards for their implementation of StaffPlan Roster.

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Derbyshire went through a thorough procurement process before deciding that Advanced Health & Care offered the best prospects for us both in terms of the product itself and a high quality working relationship. We were particularly impressed with the company's understanding of the homecare sector and the look and feel of the software, as well as its functionality.

- David Gurney

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For more information

About Advanced Health & Care

Advanced Health & Care is a leading supplier of IT management systems for urgent & unplanned care, homecare, residential care, hospices, mobile information for community care workers and back-office management systems for NHS trusts, local authorities and care providers.

Working with partners in the NHS, local government and the private sector, Advanced Health & Care is delivering IT solutions in support of safe, efficient care delivery with integrated management information. Advanced's unique proposition is its range of integrated care solutions offering visibility of information for both the commissioner and care provider.

The Advanced Health & Care suite of products includes: Adastra, iNurse, Crosscare, eFinancials Smart Business Suite, Saturn & StaffPlan.

Contact us

Unit 4 Eurogate Business Park | Ashford | Kent | TN24 8SB **t:** +44 (0)1233 722 700 **f:** +44 (0)1233 722 701
e: ahcmarketing@advancedcomputersoftware.com **www:** www.advancedcomputersoftware.com/ahc

Legal information

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