



Case Study



How one care home removed agency spend, increased care quality and stopped staff absenteeism



Syncurio Case Study: How one care home removed agency spend, increased care quality and stopped staff absenteeism



Executive Summary

In a significant transformation led by manager Wayne Price, Harbour Care Centre in Portishead, England, adopted Syncurio's Care Home Management software to address challenges of staff absenteeism. This case study explores the implementation of Syncurio, with a focus on the Bradford Factor, to showcase its impact on enhancing staff management, financial efficiency, and care quality.

'These challenges created a complex environment at Harbour Care Centre, where addressing staff absenteeism and improving operational efficiency became crucial.'

Introduction

Harbour Care Centre, specialising in elderly care, faced challenges with high staff absenteeism, leading to increased agency staff use and inconsistent care quality. To address these issues, the Centre implemented Syncurio, a comprehensive Care Home Management software solution.



Navigating Staff Management Complexities at Harbour Care Centre

Before the implementation of Syncurio, Harbour Care Centre in Portishead, England, was confronted with a series of intricate challenges in staff management that significantly impacted its operational efficiency and the quality of care provided to its residents. The core issues that the Centre grappled with included:

- **High Rates of Staff Absenteeism**
- **Over-Reliance on Agency Staff**
- **Operational Inefficiencies and Increased Costs**
- **Impacted Quality of Care**
- **Staff Morale and Team Dynamics**

These challenges created a complex environment at Harbour Care Centre, where addressing staff absenteeism and improving operational efficiency became crucial. The decision to implement Syncurio was driven by the need to find a comprehensive solution that could not only manage these issues effectively but also pave the way for a more stable and efficient operational environment.

A technological solution

Syncurio's introduction at Harbour Care Centre was a strategic decision aimed at tackling the challenges of high staff absenteeism and its cascading effects on care quality and operational efficiency. The software's integration was marked by a clear understanding of its capabilities and a vision for how it could transform the Centre's staff management practices.

At the core of Syncurio's solution was the implementation of the Bradford Factor scoring system. This system, designed to measure the impact of absenteeism, calculates a score based on the frequency and duration of absences.



By highlighting the disruption caused by frequent short-term absences, the Bradford Factor provided a clear, quantifiable metric that the home used to address absenteeism more systematically.

The Bradford Factor is a formula used to measure the impact of absenteeism on an organization. It is calculated as:

$$B = S^2 \times D$$

Where **B** is the Bradford score, **S** is the total number of separate absence spells, and **D** is the total number of days of absence. This scoring system, developed at the Bradford University School of Management, emphasises the disruptive nature of short, frequent absences over fewer prolonged absences.



Understanding the importance of staff buy-in for the successful adoption of any new system, Wayne led a series of detailed training sessions. These sessions were designed to educate the staff on how Syncurio, especially its Bradford Factor component, would be used in their day-to-day operations. He emphasized the system's role in promoting fairness and transparency in managing absenteeism, which was crucial in mitigating any apprehensions and resistance from the staff. A pivotal step in the implementation process was the integration of the previous 12 months of sickness records into Syncurio. This historical analysis was instrumental in establishing a baseline for absenteeism at the Centre.

It provided valuable insights into patterns and trends, which were previously obscured by the outdated, manual record-keeping system. It shows that the Bradford score was alarmingly high with an average score of 188 and three employees with a score of over 1,000.

A significant feature of Syncurio's implementation was the visibility of the Bradford Factor scores. These scores along with what they mean in terms of the disciplinary process are displayed on the clocking-in machine and the employee portal, making them readily accessible to the staff. This visibility was not just about monitoring; it was about fostering a culture of accountability and self-awareness among the staff regarding their attendance patterns.

Wayne instituted regular review meetings and feedback sessions where the staff's Bradford Factor scores and their implications were discussed. These sessions were not only for addressing high absenteeism cases but also for acknowledging improvements and maintaining a dialogue about the Centre's attendance policies. This built trust and a strong relationship between the Care Home and employees.



Identifying staff with consistently high Bradford Factor scores was a critical outcome of Syncurio's implementation. Wayne proactively worked with these individuals, offering support and creating tailored plans to help them improve their attendance. In cases where no improvement was seen, Wayne had to make the difficult decision to escalate HR sanctions, up to and including dismissal, to maintain the standards of care and operational efficiency.

An interesting and motivating aspect of Wayne's strategy was the introduction of a group-level competition, where the Bradford scores of different homes were shared weekly. This initiative created a healthy competitive spirit among the homes, driving them to lower their scores and improve attendance.

By integrating Syncurio and effectively utilising the Bradford Factor, Wayne Price led Harbour Care Centre to a significant reduction in staff absenteeism, enhanced operational efficiency, and improved quality of care. This holistic approach highlighted the Centre's commitment to providing the best possible care through effective staff management and technological advancement.



Outcomes

The implementation of Syncurio at Harbour Care Centre resulted in profound improvements in staff management and operational efficiency. A key metric underscoring this success was the dramatic reduction in the average Bradford Factor score, from 187.74 to just 12.58, signifying a significant decrease in staff absenteeism. Additionally, the Centre achieved a noteworthy financial milestone by reducing agency staff costs to zero, aligning operations within its budget and enhancing profitability. The software's impact extended to operational efficiencies as well, with a notable increase in staff requesting additional shifts and a reduction in the administrative burden due to the transition from manual to digital record-keeping. The quality of care and team dynamics at the Centre also improved markedly. The continuity of care was enhanced due to the consistent presence of familiar staff, fostering stronger relationships between residents and caregivers. Staff morale and team cohesion saw a positive shift, driven by the transparent and accountable environment created by Syncurio's implementation. This cultural shift, along with the positive staff feedback on the fairness and transparency of the system, illustrates Syncurio's effectiveness in not only optimizing operational processes but also in cultivating a more engaged and motivated workforce, pivotal in the care home setting.

Reflecting on the impact, Wayne Price stated, "Implementing Syncurio and utilizing the Bradford Factor transformed our staff management approach, fostering a culture of responsibility and improving our overall care quality."

Conclusion

In conclusion, the implementation of Syncurio at Harbour Care Centre represents a transformative success, showcasing the software's profound impact on reducing staff absenteeism, enhancing operational efficiency, and improving the quality of care. The dramatic decrease in the Bradford Factor scores and the elimination of agency costs are testaments to Syncurio's efficacy in optimizing staff management and fostering a financially stable care environment. Moreover, the improved continuity of care and enhanced staff-resident relationships highlight the software's role in elevating the standard of care provided.

This case study serves as a compelling illustration of how embracing innovative technology like Syncurio can address key challenges in the care home sector. For care homes facing similar issues, Syncurio presents a proven solution, offering not just a software system, but a pathway to transformative change. We encourage care home managers and decision-makers to consider Syncurio as a strategic tool in their operations. By adopting Syncurio, other care homes can also experience the profound benefits seen at Harbour Care Centre, improving not only their operational metrics but also the overall well-being of their staff and residents. To explore how Syncurio can revolutionize your care home management, visit www.syncurio.co.uk or contact us for a detailed demonstration and consultation.

