



Case Study



A Home Manager's move from paper-based methods to using Syncurio and how it has revolutionised their experience of Care Management



Syncurio Case Study: A Home Manager's move from paper-based methods to using Syncurio and how it has revolutionised their experience of Care Management

When Debra Mclean-Bentley, stepped into her role as the manager at Sandiacre Court Care Centre, she brought with her a rich tapestry of experience, primarily rooted in environments reliant on traditional, paper-based management systems. This background was instrumental in shaping her perspective on the operational challenges inherent in such systems. At her previous care homes, she had navigated the complexities of manual processes, from staff sickness tracking to cumbersome compliance checks. These experiences underscored the inefficiencies and limitations of paper-based methods, particularly in an industry that demands agility and precision. As Debra transitioned to Sandiacre Court, she carried with her the resolve to move beyond these traditional barriers and the insight to shift to a more efficient, digitally streamlined future for care home management.



While Sandiacre itself had not been entrenched in paper-based systems, the contrast between Debra's previous experiences and the potential at her new role was stark. She recognised an opportunity to revolutionise the Centre's operational framework, leveraging her firsthand knowledge of the pitfalls associated with outdated practices. The decision to implement Syncurio's Care Home Management software had already been taken, driven by a vision to overhaul the Centre's approach to staff management, rostering, resident billing and compliance. This was not merely a change in systems; it was a strategic move towards redefining the standards of care home administration, aligning with the modern needs of efficient, compliant, and resident-focused care.

Paper Based Challenges

In her previous roles, Debra Mclean-Bentley faced a multitude of challenges that were symptomatic of the traditional, paper-based systems in use:

- **Rostering Issues:** The task of manually creating staff rosters was an arduous and time-consuming endeavor. Without the aid of digital tools, the home had to navigate the complexities of aligning staff availability with the care home's operational needs. This process was inherently prone to human error, often leading to scheduling conflicts and staff shortages. The lack of an efficient rostering system not only strained resources but also affected the delivery of consistent care to residents, as last-minute staffing changes and gaps became a frequent occurrence.
- **Timekeeping and Fraud Risks:** The absence of a digital clocking system presented a significant challenge in accurately tracking staff attendance. Reliance on manual timesheets or verbal confirmations left the system vulnerable to timekeeping inaccuracies and potential fraud. This lack of precise timekeeping made it challenging to verify actual hours worked, leading to discrepancies in payroll and fostering an environment where timekeeping fraud could easily go undetected.
- **Annual Leave Accuracies:** Managing annual leave with paper-based records was a complex and error-prone process. The home had to meticulously track leave balances, often resulting in confusion among staff and management. This manual system made it difficult to maintain an accurate account of leave taken versus accrued, leading to potential disputes and dissatisfaction among staff, and sometimes even unintentional non-compliance with employment regulations.
- **Right-to-Work Compliance:** In an environment where compliance with right-to-work regulations is critical, the manual systems significantly heightened the risk of oversight. Keeping track of employees' legal work statuses through manual diaries was cumbersome and error prone. Missing a compliance check could lead to serious legal ramifications and put the business at risk of non-compliance issues with the UK Border Agency, a scenario that any care home would strive to avoid.
- **Manual Cross-Referencing:** The additional task of manually cross-referencing timesheet entries with staff fob access records compounded the administrative burden. This process, necessary to ensure the accuracy of attendance records, added another layer of complexity and inefficiency to the already strained administrative processes.



Each of these challenges significantly impeded the ability of the care homes to provide consistent, high-quality care. They placed a considerable strain on administrative resources, diverting attention away from the core focus of resident care and staff welfare. Debra's experiences with these cumbersome and inefficient practices ultimately shaped her enthusiasm for Syncurio's digital solutions at Sandiacre Court Care Centre, seeking to mitigate these issues and enhance the overall operational effectiveness of the care home.



The Syncurio Solution: A Gateway to Modern Management

Discovering that Syncurio had been implemented at Sandiacre Court Care Centre, where Debra Mclean-Bentley assumed her managerial role, was a revelation for her. Syncurio's comprehensive suite of features was expertly crafted to address and rectify the myriad of challenges commonly found in care home management, drawing on the industry itself in their design and implantation.

Streamlined Staff Sickness Management

One of the key differences that Debra notices was overhaul of the staff sickness management systems. The software introduced an efficient digital method for tracking absenteeism, replacing the erstwhile cumbersome manual processes. This feature allowed for real-time monitoring and analysis of staff absences, enabling proactive management of these occurrences. The ability to promptly address absenteeism not only reduced its impact on daily operations but also facilitated better planning and resource allocation, ensuring continuity in the high standard of care provided to residents.

Revolutionised Rostering Process

Syncurio's rostering tool was a game-changer in staff scheduling. It significantly reduced the time and effort previously expended on manual rostering, transforming this task into a more streamlined and error-free process. The intuitive design of the tool allowed for easy scheduling, taking into account staff availability, skillsets, and the care home's operational needs. This level of efficiency in rostering contributed to a well-managed, balanced workforce, directly enhancing the quality of service and staff satisfaction.



Digital Clocking System

The integration of a digital clocking system within Syncurio addressed the critical issue of timekeeping accuracy. This feature was instrumental in mitigating risks associated with timekeeping fraud, ensuring a transparent and reliable record of staff attendance. By providing accurate and verifiable data on staff working hours, the system not only upheld the integrity of payroll processes but also reinforced a culture of accountability and fairness within the workplace.

Automated Annual Leave Tracking

Managing annual leave became significantly less burdensome with Syncurio's automated tracking system. This feature maintained up-to-date records of leave balances, streamlining the approval process and ensuring accuracy. During her transition into Sandiacre, Debra noticed that the reduction in administrative workload afforded by this automation meant that more time and resources could be devoted to other critical areas of care home management, enhancing overall operational effectiveness.

Simplified Right-to-Work Compliance

The automated right-to-work management was a further area that Debra really felt the benefits of Syncurio over her previous paper-based processes. This tool simplified the complex procedure of validating every employee's legal status to work, maintaining continuous compliance with regulatory requirements. With this system in place, the care home could effortlessly stay on top of compliance, significantly reducing the risk of legal issues and easing the burden of constant manual checks.

Syncurio at Sandiacre Court Care Centre, therefore, marked not just a technological upgrade but a comprehensive operational transformation in the way that Debra worked. By addressing specific challenges with tailored digital solutions, Syncurio enhanced the efficiency, compliance, and overall management quality of the care home, aligning it with the best practices in contemporary care home administration.

Debra Mclean-Bentley commented:

"With Syncurio, I find myself spending significantly less time on administrative tasks. This shift has allowed me to focus more on what truly matters – our residents and staff. I can confidently say that Syncurio has made me happier in my work, knowing that our processes are streamlined and effective."

Conclusion

Debra Mclean-Bentley's transition to Sandiacre Court Care Centre, where Syncurio's software was already an integral part of the management system, offered her a unique perspective on the profound impact of digital transformation in care home management. Coming from a background steeped in traditional, paper-based systems, the contrast she experienced was stark and enlightening. This case study encapsulates her journey of adapting to and embracing the advanced functionalities of Syncurio, a journey marked by significant revelations and adaptations. The shift from manual, labor-intensive methods to a streamlined, digital approach underscored the vast potential and benefits of modern technology in enhancing operational efficiency, improving care quality, and creating a more fulfilling work environment.

The experience at Sandiacre Court Care Centre, illuminated by Mclean-Bentley's insights, serves as a compelling narrative for the care home industry. It demonstrates that the integration of technology like Syncurio can revolutionize the way care homes operate, setting a new benchmark in efficiency and care delivery. For Mclean-Bentley, the comparison between her past and present roles highlighted not just the challenges of outdated systems but also the opportunities that lie in digital adoption. This case study, therefore, is not just a testament to the successes at Sandiacre Court but also a guiding light for other care homes. It exemplifies how embracing technological advancements, as seen with Syncurio, can lead to a more efficient, compliant, and resident-centered care home environment, offering profound benefits to staff and residents alike.