Achieving Excellence in Care

Syncurio

STREAMLINED STAFFING AND ENHANCED CARE QUALITY

Empowering Care Homes for Success through Efficient Staffing and improved operational efficiency.

In the UK care home industry, effective management of staffing levels is crucial for ensuring optimal care provision and maintaining financial stability. Care homes often face the challenge of high levels of absenteeism, resulting in increased reliance on agency workers, compromised care quality, and financial strain. This white paper explores how Syncurio, a comprehensive care home management system, addresses this challenge by providing absence management functionality and leveraging the Bradford score to mitigate absenteeism.

THE CHALLENGE:

ABSENTEEISM AND ITS IMPACT

Absenteeism remains a persistent challenge for care homes, with significant implications for both care quality and financial performance. According to industry reports, the average absenteeism rate in the care sector is estimated to be around 7.4% (Source: Care Quality Commission, 2021). This translates to approximately 55,000 care staff being absent on any given day across the UK.

The impact of absenteeism extends beyond the immediate disruption caused by staff shortages. It often leads to increased recruitment and agency staffing costs, which can consume a substantial portion of care home budgets. Moreover, higher levels of absenteeism are associated with lower staff morale, increased workload for remaining employees, and ultimately, compromised care provision for residents.
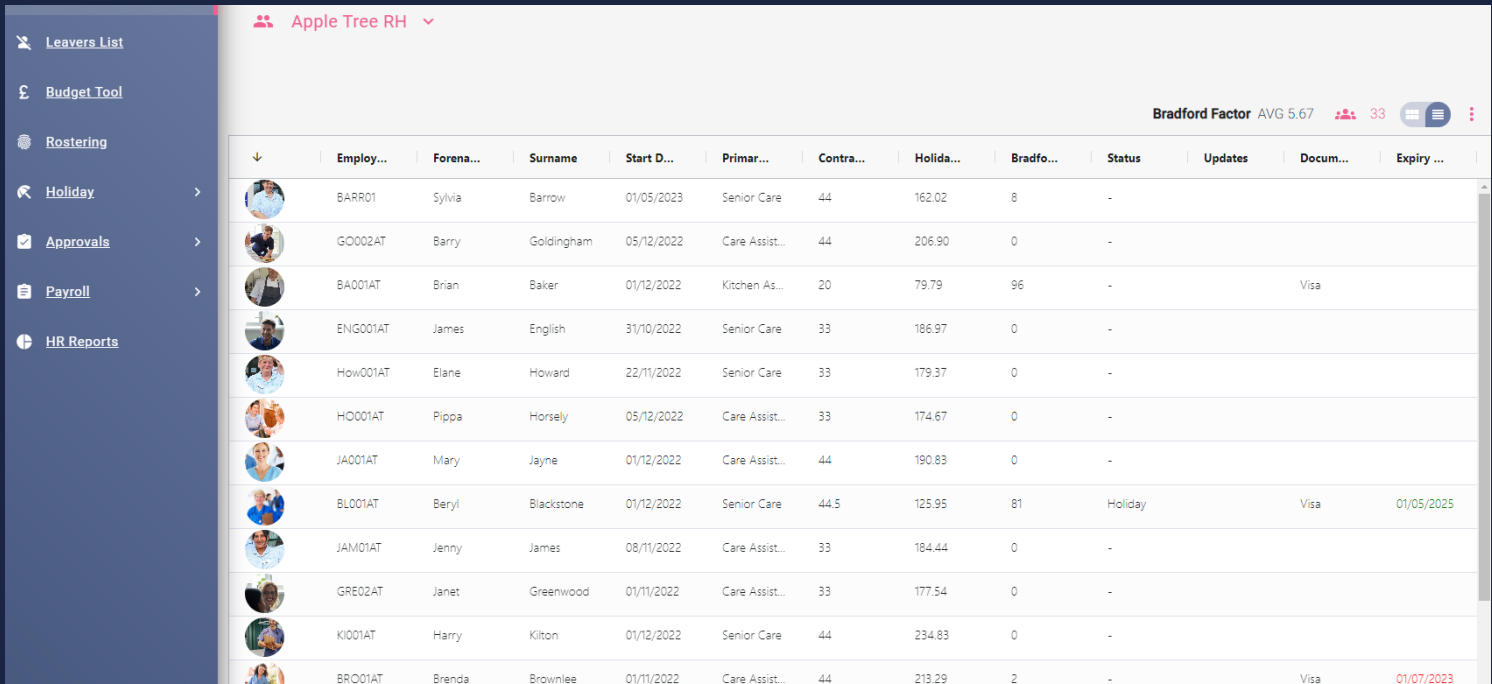
Our research shows that the results of absenteeism within the care home industry typically lead to the following issues within a business:

- Higher costs associated with agency and bank staff compared to regular employees.

- Lack of familiarity with residents' needs and preferences.

- Limited continuity of care due to rotating staff members.

- Increased risk of communication breakdowns and mismanagement of information.

- Increased potential for errors and gaps in care due to unfamiliarity with care home processes.

- Potential for inconsistent care standards and practices.

- Challenges in building trust and rapport with residents.

- Reduced staff morale due to reliance on temporary workers.

- Difficulty in maintaining consistent staffing levels and schedules.

- Increased administrative burden in managing contracts and schedules for agency and bank staff.

Introducing Syncurio: Streamlining Absence Management

Syncurio is an advanced care home management system designed to streamline operations and optimise staff management. At the core of its functionality is a comprehensive absence management module that empowers care home managers to gain accurate and timely insights into staff absences. When an employee fails to turn up for work, Syncurio promptly notifies the manager, enabling them to record the absence and maintain up-to-date data.

LEVERAGING THE BRADFORD SCORE:

A COMPREHENSIVE ASSESSMENT OF ABSENTEEISM

Syncurio goes beyond simply recording absences. It leverages the Bradford score, a well-established methodology for assessing absenteeism patterns and identifying trends. The Bradford score takes into account the frequency and duration of absences, providing a comprehensive overview of an employee's attendance record.

Syncurio presents the Bradford score on an intuitive employee list, allowing managers to identify individuals with high levels of absence at a glance. This data-driven approach equips managers with the information needed to intervene proactively and provide targeted support to improve attendance and reduce absenteeism rates.

Enhanced Visibility and Transparency

Syncurio's strength lies in its ability to provide enhanced visibility and transparency across the organisation. Managers can not only track the total Bradford score for their care home but also compare average scores from week to week. This enables them to identify trends and take necessary actions to address absenteeism effectively.

Additionally, Syncurio enables group-level analysis of absenteeism, allowing care home companies to assess performance and trends across multiple locations. The system's drill-down capabilities empower managers to analyse absenteeism data at various levels, from regional clusters to individual employees. This comprehensive visibility fosters a proactive culture of accountability and drives improved attendance.

Empowering Staff Engagement

Syncurio recognises that improving attendance requires the active engagement and participation of staff members. The system allows employees to view their own Bradford scores when they log in. This transparency fosters self-awareness and empowers individuals to take ownership of their attendance record.

To further incentivise improved attendance, Syncurio enables care home companies to set four attendance thresholds. These thresholds, such as warnings or potential disciplinary actions, are displayed to employees, clearly communicating the consequences and expectations related to attendance. By promoting staff engagement and accountability, Syncurio helps create a supportive environment where attendance is valued and actively managed.

Industry Statistics: The Cost of Absenteeism in Care Homes

The financial impact of absenteeism in care homes cannot be overlooked. Statistics compiled by Knight Frank showed that that on average, care homes in the UK spend 9.6% of their staff costs (rising to 10.5% for nursing homes) on agency staff. This is largely due to absenteeism-related issues. This represents a significant drain on financial resources, limiting investment in other areas crucial for improving care quality and resident experience.

By effectively managing absenteeism with Syncurio, care homes can reduce agency staff dependency, minimise recruitment costs, and allocate resources more efficiently. The resulting cost savings can be reinvested in staff training, resident activities, and facility enhancements, further enhancing the overall care home experience.

CLIENT IMPACT

Case Study: Transforming Staffing Efficiency at Hudson Healthcare

Hudson Healthcare, a care home provider, faced operational challenges due to high levels of absenteeism among their staff. The impact was felt in terms of care quality and increased costs associated with agency staff.

Upon implementing Syncurio, Hudson Healthcare experienced a substantial improvement in their staffing efficiency. Through the system's absence management functionality, the management team gained clear visibility into absenteeism patterns and trends. Armed with this data, they implemented targeted strategies, such as enhanced support programs and flexible scheduling, to reduce absenteeism rates.

Over time, absenteeism significantly decreased from Bradford Scores in the hundreds to being in the low 20s across the group. This resulted in improved care provision, higher staff morale, and substantial financial savings. Hudson Healthcare exemplifies how Syncurio can be instrumental in transforming staffing efficiency, driving positive outcomes for both residents and care home operators.

What Clients Say:

"Syncurio has been a game-changer for our care home management. The Bradford score feature, coupled with its user-friendly interface, has allowed us to track and manage absenteeism like never before. We now have a clearer picture of our staffing situation and can make informed decisions to ensure uninterrupted care delivery."

Samuel —MD

"I have been amazed by the impact Syncurio has had on our ability to manage staffing levels effectively. The transparency and visibility it provides are unparalleled, enabling us to identify and address absenteeism proactively. Our staff engagement and attendance have improved significantly, resulting in better care provision and financial stability."

Philip — Operations Director,

CONCLUSION

Absenteeism poses significant challenges for care homes, impacting both care quality and financial stability. Syncurio offers a comprehensive solution to address these challenges effectively. By providing absence management functionality and leveraging the power of the Bradford score, Syncurio empowers care home managers to streamline staffing, reduce absenteeism rates, and optimise resource allocation. The system's enhanced visibility, transparency, and staff engagement features create a culture of accountability and drive improvements in care provision and financial performance. With Syncurio, care homes can transform their staffing efficiency and deliver exceptional care experiences to residents while ensuring long-term sustainability.

Syncurio

Get in touch today to find out how Syncurio can help your care home.

www.syncurio.co.uk

sales@syncurio.co.uk