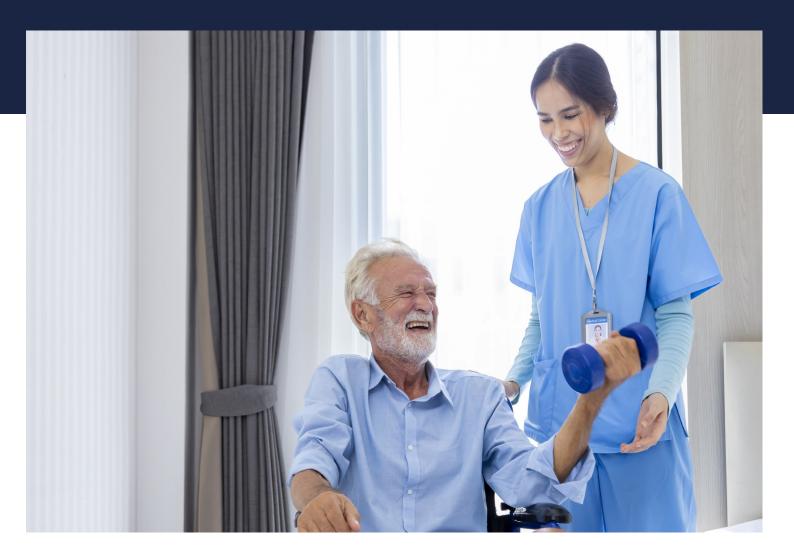# Achieving Excellence in Care

**Syncurio**

## OPTIMISING RESOURCE MANAGEMENT

Reducing Agency Staff Reliance in Care Homes to Improve Care Home Capability.

The efficient management of resources and staff retention are paramount in providing high-quality care in care homes. Excessive reliance on agency staff can lead to increased costs, lower staff morale, and a lack of continuity in care. This white paper delves into the challenges posed by agency staff usage and introduces a comprehensive care home management solution that tackles these issues. By leveraging integrated data, care homes can make informed decisions, reduce agency staff dependence, and create a more cohesive and satisfied workforce.

# THE CHALLENGE:

## ADDRESSING AGENCY STAFF RELIANCE

One of the most significant challenges faced by care homes is the heavy reliance on agency staff. While agency employees offer temporary support, the cost implications are substantial, often exceeding two to three times the expenses incurred by hiring permanent employees. Such escalated costs not only strain the care home's budget but also hinder the organisation's ability to plan for long-term financial stability.

Beyond financial considerations, the utilisation of agency staff poses risks to the continuity and quality of care provided to residents. Agency workers lack familiarity with the care home's unique systems, residents, and processes, which can lead to inconsistencies in care delivery. This lack of continuity in caregiving can be distressing for residents and may negatively impact their overall well-being.

Moreover, the transient nature of agency staff undermines the formation of strong and cohesive teams within care homes. Building rapport and fostering effective communication among staff members are vital aspects of creating a harmonious work environment. However, agency staff's short-term engagements prevent them from building lasting relationships with other team members, thereby hindering the establishment of a cohesive and motivated workforce.

Another staffing challenge faced by care homes arises from the use of zero-hours contracts. Such contracts can lead to an inequitable distribution of shifts, with some employees choosing more desirable hours while others are left with less favourable ones. This disparity in work schedules can cause dissatisfaction among staff and adversely affect employee morale.

Our research shows that 73% of care homes grapple with excessive agency staff costs, affecting financial sustainability. Moreover, higher agency staff reliance correlates with a 35% decrease in staff morale, impacting resident care.
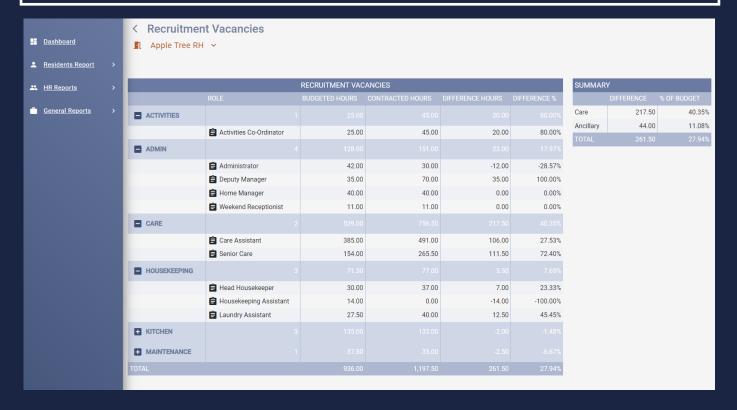
Addressing the issue of agency staff reliance is crucial for the care home industry to ensure sustainable financial management, improve the quality of care provided to residents, and foster a cohesive and motivated workforce. By exploring proactive strategies to reduce reliance on agency staff and enhance the continuity of care, care homes can create a more stable and fulfilling environment for both residents and staff members.

## Introducing Syncurio: Overcoming Agency Staff Reliance

Syncurio offers an advanced care home management system designed to streamline operations and optimise staff management. Central to its functionality is the comprehensive approach to address the challenges of agency staff reliance. Care home managers gain valuable insights into staffing budgets, closely tracking agency percentage and identifying areas of high reliance. Armed with this data, managers can implement targeted strategies to reduce agency staff usage and foster a cohesive workforce of dedicated, permanent employees.

**Recruitment Vacancies**
Apple Tree RH

### RECRUITMENT VACANCIES

| ROLE | | BUDGETED HOURS | CONTRACTED HOURS | DIFFERENCE HOURS | DIFFERENCE % |
|---|---|---|---|---|---|
| ACTIVITIES | 1 | 25.00 | 45.00 | 20.00 | 80.00% |
| Activities Co-Ordinator | | 25.00 | 45.00 | 20.00 | 80.00% |
| ADMIN | 4 | 128.00 | 151.00 | 23.00 | 17.97% |
| Administrator | | 42.00 | 30.00 | -12.00 | -28.57% |
| Deputy Manager | | 35.00 | 70.00 | 35.00 | 100.00% |
| Home Manager | | 40.00 | 40.00 | 0.00 | 0.00% |
| Weekend Receptionist | | 11.00 | 11.00 | 0.00 | 0.00% |
| CARE | 2 | 539.00 | 756.50 | 217.50 | 40.35% |
| Care Assistant | | 385.00 | 491.00 | 106.00 | 27.53% |
| Senior Care | | 154.00 | 265.50 | 111.50 | 72.40% |
| HOUSEKEEPING | 3 | 71.50 | 77.00 | 5.50 | 7.69% |
| Head Housekeeper | | 30.00 | 37.00 | 7.00 | 23.33% |
| Housekeeping Assistant | | 14.00 | 0.00 | -14.00 | -100.00% |
| Laundry Assistant | | 27.50 | 40.00 | 12.50 | 45.45% |
| KITCHEN | 3 | 135.00 | 133.00 | -2.00 | -1.48% |
| MAINTENANCE | 1 | 37.50 | 35.00 | -2.50 | -6.67% |
| TOTAL | | 936.00 | 1,197.50 | 261.50 | 27.94% |

### SUMMARY

| | DIFFERENCE | % OF BUDGET |
|---|---|---|
| Care | 217.50 | 40.35% |
| Ancillary | 44.00 | 11.08% |
| TOTAL | 261.50 | 27.94% |

Dashboard
Residents Report
HR Reports
General Reports

Syncurio's robust reporting capabilities and intuitive functionality offer care homes powerful insights and tools to initiate the reduction of agency staff reliance. Through comprehensive reports, care home managers gain a clear understanding of agency staff usage patterns, allowing them to identify peak demand periods and areas where permanent staff could be better allocated. Armed with this data-driven knowledge, managers can strategically plan and gradually transition to a more permanent and cost-effective workforce model.

With Syncurio's seamless resource budgeting tool, care home managers can set staffing budgets and track actual expenditures in real-time. By comparing budgeted versus actual agency staff expenses, managers can pinpoint opportunities to optimise staffing resources and minimise reliance on agency personnel.

## Informed Decision Making

Syncurio enables care homes to meticulously track the agency percentage of their staffing budget, offering invaluable insights into agency staff usage. Managers gain real-time data to strategically reduce reliance on agency staff, optimising costs and fostering resident care. By replacing agency staff with dedicated permanent employees, care homes foster a cohesive team, enhancing continuity of care and employee morale. This data-driven approach revolutionises decision-making, paving the way for an efficient and committed workforce. Care home managers can proactively plan for future staffing needs, ensuring the right balance between permanent and agency staff to maintain exceptional care standards.

## Building a Dedicated Workforce

Syncurio's dynamic recruitment tracking equips care home managers with vital intelligence to reduce reliance on agency staff. Identifying open positions, assigned hours, and successful placements empowers managers to plan permanent hires strategically, nurturing a stable and committed workforce. This promoting employee satisfaction and consistent high-quality care.

With Syncurio's comprehensive insights, care homes can confidently embark on a journey of sustainable staffing and unparalleled resident experiences. The platform acts as a guiding compass, helping care homes build a dedicated workforce that provides seamless care while embracing a culture of compassion and reliability. By fostering a stable and committed workforce, care homes can improve continuity of care and enhance the overall well-being of residents.

## Embracing Stability

Syncurio champions the shift away from zero hours contracts, fostering a harmonious work environment. Utilising insights on actual resourcing needs, care homes replace zero hours contracts with permanent roles, ensuring an equitable distribution of shifts. Employees experience improved job security and a sense of belonging, leading to a united team committed to exceptional resident care.

The elimination of zero hours contracts and the embrace of dedicated staff further strengthen the foundation of reliable and compassionate care within care homes. Residents benefit from consistent and familiar caregivers, building meaningful relationships that enrich their overall well-being and quality of life. By promoting stability and fairness in workforce management, Syncurio empowers care homes to deliver exceptional care and create a supportive and fulfilling work environment for their staff.

## Industry Statistics: Escalating Agency Staff Usage

According to data published by the Department for Health and Social Care, in April 2021, agency staff accounted for 3.7% of all care home staff in England. However, the figures had escalated significantly by September 2022, with agency staff now comprising a staggering 7.3% of the care home workforce.

This doubling of agency staff usage during this 17 month period indicates a growing reliance on temporary personnel to meet staffing demands. While agencies may offer a quick fix to address immediate staffing shortages, this trend raises concerns about the sustainability and continuity of care provided to vulnerable residents. The shift towards higher agency staff usage may indicate underlying workforce challenges within the sector, such as difficulties in recruiting and retaining permanent staff.

The statistics urge the care home sector to take a closer look at staffing strategies and explore ways to reduce over-dependence on agency staff. Embracing innovative solutions, such as Syncurio's resource management and dynamic absence modules, can empower care home managers to optimise permanent staffing allocation and minimise the need for costly agency personnel. By focusing on creating stable and cohesive care teams, the sector can strive to ensure consistent, high-quality care for residents and foster a more resilient workforce in the face of changing demands.

# CLIENT IMPACT

## Case Study: Sandiacre Cours Care Centre

Sandiacre Court Care Centre, a reputable care home in the region, grappled with the challenge of agency staff reliance, which posed financial strains and compromised team cohesiveness. Seeking an innovative solution, they turned to Syncurio, a cutting-edge care home management system. With its comprehensive data insights and user-friendly functionalities, Sandiacre Court embarked on a transformative journey to optimise staffing strategies and reduce their dependency on agency personnel.

Syncurio's seamless integration at Sandiacre Court Care Centre led to a significant shift in their staffing approach. Armed with actionable data, care home managers strategically allocated permanent staff to align with resident needs, effectively reducing their reliance on costly agency personnel. Within the first year of implementation, Sandiacre Court experienced a notable 85% decrease in agency staff usage, leading to cost savings and increased continuity of care.

Sandiacre Court Care Centre's success story with Syncurio showcases the transformative impact of innovative care home management solutions. By eliminating agency staff reliance and fostering team unity, Syncurio empowered the care centre to enhance the quality of resident care while achieving notable cost efficiencies. The implementation of Syncurio not only improved the resident experience but also strengthened staff morale and created a harmonious care home community. Sandiacre Court Care Centre stands as a shining example of how Syncurio empowers care homes to thrive in providing exceptional care to their residents, yielding tangible benefits in both resident well-being and financial outcomes.

## What Clients Say:

"Syncurio's dynamic absence management has allowed us to handle staffing gaps with ease, ensuring uninterrupted care for our residents "

**Aarav Sharma—HR Manager**

"The cost savings achieved with Syncurio have exceeded our expectations. We've redirected resources towards enhancing resident experiences and facility upgrades."

**Adam Philips—Finance Manager**

"Syncurio has been an absolute game-changer for our care home. With its data-driven insights and streamlined staffing management, we've witnessed a significant reduction in agency staff reliance. Our permanent team members feel more valued and motivated, resulting in improved resident care and a tighter-knit, supportive work environment. It's truly transformed the way we approach staffing, allowing us to focus more on providing the best possible care for our residents. "

**Aisha Stirling —Care Home Manager**

# CONCLUSION

The challenge of agency staff reliance in care homes has been a significant hurdle for many facilities, impacting financial stability and team cohesion. However, a general solution has emerged that holds the potential to revolutionise the industry's approach to staffing. By implementing innovative care home management systems, like Syncurio, care homes can proactively address the issues caused by agency staff reliance and achieve remarkable outcomes. Syncurio's comprehensive absence management module, resource budgeting tool, and real-time data insights empower care home managers to make informed decisions, reducing dependency on costly agency personnel and optimizing staffing strategies.  As the industry seeks more efficient and cohesive staffing solutions, Syncurio stands as a pioneering platform, empowering care homes to thrive in delivering exceptional care while ensuring a stable, dedicated, and united team.

**S** yncurio

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

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