Allocate**Awards** Case Study

Royal Cornwall Hospitals NHS Trust

For the Royal Cornwall Hospital Trust, implementing Allocate's HealthRoster, BankStaff, EmployeeOnline, RosterPerform and SafeCare systems has had a significant impact across the organisation. Adopting these systems and implementing processes has improved patient experience, staff engagement and has enabled a culture of integration and flexibility.

Being the sole acute trust in the county of Cornwall, the trust had challenges with recruitment and therefore high levels of agency spend. The internal bank team was low on resource and the roster team had poor knowledge of the work involved with temporary staffing solutions. Staff displayed a lack of awareness of the HealthRoster systems and the impact that effective rostering could have on the organisation's objectives. There weren't any controls for additional duty creations or agency requests and because of this, roster templates were being amended without going through the standard authorisation process.

Allocate software was used to create a SafeCare Standard Operating Procedure (SOP) which included chair rules for SafeCare meetings, in accordance with the National Institute for Health and Care Excellence (NICE). Staff then became involved in Allocate user groups to increase their understanding. Using various aspects of the software, the trust was able to implement processes around requesting annual leave, additional duties and agency requests. Part of this included setting a violation rule in the HealthRoster system to prevent annual leave within the trust being authorised above 18 per cent, unless agreed by the chief nurse. The team was also able to reduce agency spend by creating a process to send shifts to agency on a tiered process according to cost.

Speaking on behalf of the team, e-roster manager Michelle Robertson said:

> "The roll out of the systems provided by Allocate software has enabled the trust to teach staff to analyse realtime patient acuity and dependency, staffing levels and skill mix to effectively redeploy staff each shift. Bank staff now undergo an effective appraisal system and are processed to ensure they are competent in skills for the roles they are deployed to."

As a result of this, the trust has been able to run an out-of-hours service to meet the needs of patients. The trust also provides a robust coaching programme for internal teams to support the new plans and engage staff.