

AllocateAwards Case Study

Whittington Health NHS Trust

The goal of the evolving care settings award is for the operational deployment of staff in community and social care to be as advanced as any industry where staff visit homes.

Whittington Health NHS Trust's district nursing service provides 24-hour expert care to housebound adults over the age of 16 across Haringey and Islington. The team offers a vast range of services to patients, including expert specialist care when people are at the end of life and working with other community services to prevent unnecessary hospital admissions.

Previously, it was identified that patients were not being visited by staff with the right skills to care for them. They found that the daily demand faced by the team exceeded their capacity, which led to patients' appointments being changed multiple times, discharge dates not being met and nurses having to walk long distances between visits.

The trust was instrumental in the design of Allocate's eCommunity; an innovative capacity and demand management system created specifically for district nursing, which supports trusts to align patients' needs with available resource. The team hoped to use eCommunity to help deliver a complete training needs analysis based on identified skills deficits; reduce staff sickness and stress by managing workloads more effectively; and improving both capacity and demand, ensuring that all patients are seen on time and with no visits unallocated.

The trust predicts the system will have saved more than £300,000 in 2016/17 by releasing 6.45 staff from administration and co-ordination duties. Since the implementation of eCommunity, positive changes to the coordination of staff are clear:

- Patients know who is turning up and when.
- Travel time for the nurses has been significantly reduced.
- Plans consider patient needs and employee skills.
- When plans go awry on the day, everyone is aware and visits are easily re-planned.

The team at Whittington Health said:

“One of the biggest challenges in district nursing is the lack of visibility of staff activity. Implementing eCommunity has provided clear visibility of productivity, capacity and demand information. This information is crucial in driving continuous improvement to service delivery.”