



## CUSTOMER STORY

# North Devon Hospice

Introducing Loop to the entire organisation, including clinical, non-clinical support and retail employees.



# NORTH DEVON HOSPICE

North Devon Hospice offers care and support to local people who are affected by a life-limiting illness, with their main hospice location covering the entire North Devon area.

They care for around 3,000 people every year, offering specialist care to patients at home and at the hospice, whilst supporting the whole family throughout these tough times.

North Devon Hospice has been using Allocate Optima (aka HealthRoster) for around 3 years for their nursing staff. As of now they have recently introduced Allocate Loop to their clinical, non-clinical support and retail employees they have.

To find out more about their rollout, we sat down and caught up with **Lucy Symes, HR Advisor**, from North Devon Hospice.



3000 Patients  
cared for a year



160 Staff  
members



12 Retail  
shops

# WHAT BENEFITS HAVE NORTH DEVON HOSPICE SEEN FROM INTRODUCING LOOP?

## View rosters from anywhere

*"Our staff no longer need to write down what shifts they are working. They always have the up-to-date roster and they have the ability to request changes far in advance"*

*"We open our rosters 2 months ahead for requests and publish them 6 weeks ahead, allowing more flexibility with when we want to work and requesting changes"*

## A more flexible offering for staff

## Convenient and easy to use

*"At first some staff were worried about new technology, but once they were set up, they have found it very user friendly"*

*"Before we could only book leave when on site, so it's now much more convenient for staff, especially our shift workers"*

## Booking leave from anywhere

## WHAT THE FUTURE HOLDS

*"Now we have all staff groups using Loop, including staff members that work remotely in our retail outlets. We plan to use the communication features on Loop, such as the Newsfeed, so we can communicate and engage with staff that we previously couldn't easily reach".*

*"Our aim is to help make staff feel more involved and up to date with the latest news here at the Hospice, creating a unified team that all feel closer to the organisation".*



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