Why did you start looking for a solution like Planday?

In the past when staff members had to clock in, they used a fob and placed it over a machine in the foyer which would clock them in or out.

The weekly rota was previously done manually, then a printed copy of the schedule would go into each department’s folder every week. Employees had to track down that folder to find out which shift they were on.

What’s been your employees’ reaction to Planday?

Planday is light years ahead of the old system. Everybody loves it and can really see the benefits.

Employees can request shifts or change and swap them. It’s night and day compared to the last system where nothing was digitised. Everybody likes the simplicity of Planday. We’re all used to Facebook and apps nowadays, so it’s quite user-friendly from that perspective.

“Everybody likes the simplicity of Planday”

There are also benefits from a managerial level. The management team has more transparency, because everything can be done quicker from a desktop, so it saves them time.

We use a weekly template, which makes planning very quick, since many of the shifts remain the same from week to week. If someone is on holiday or sick, Planday won’t allow you to put them on the schedule—so there are no planning mix ups.
How has the management team changed with the rollout of Planday at Avondale?

We usually sit down with each care home manager and walk through a schedule that must be adhered to from a care perspective. For example, if you have a floor in a care home with 20 residents, there should be one nurse, one senior carer and three carers between 7AM and 8PM.

I can now be involved in putting together the template that has the right roles and number of employees for each day. At a glance, I can see which departments have extra staff and why.

For managers, Planday makes scheduling easier because they can see how many roles are scheduled at any one time. If there are extra staff on the schedule, we can see why. For example, there might be two extra staff on Wednesday, but I can see they were there for training. I can see if and why we’re over staffing, so we can stick to budgetary restraints.

What unexpected benefits has Planday brought to your team?

One of the best benefits has been the ability to communicate with the staff, either in groups or individuals. We can now communicate something with them and have them confirm they’ve read something. That has been a huge bonus for the staff.

The care home sector requires a lot of documentation. Care inspectors will come in and notice we have changed a policy. In the past, we had to print the policy out, hand it to all members of staff, have them physically come to the office and sign to confirm they read it. Now we can send it out as an attachment in Planday and have them confirm they’ve read it through the system.
We now have a paper trail that we can instantly show inspectors. It avoids situations where a member of staff might say, ‘Nobody ever showed me that.’

We have many staff members who work the night shift, which means they don’t see their managers very often. Through Planday, they can communicate on a regular basis with management despite that.

We’re quite forward thinking as a company in terms of tech. It won’t be long before electronic documentation is a necessity, rather than a ‘nicety’ for modern-day business.

“One of the best benefits has been the ability to communicate with the staff, either in groups or individuals.”