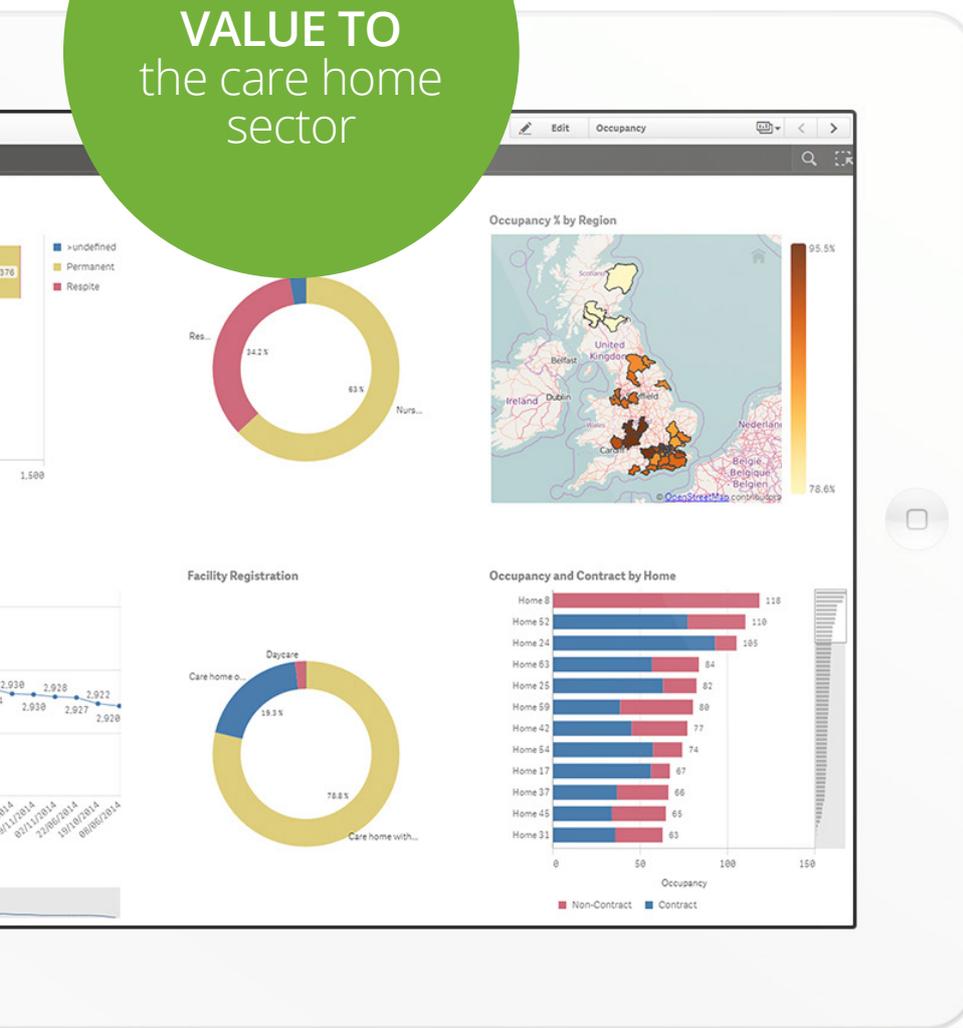


CASE STUDY: CARE HOMES

ORGANISATION-WIDE ACCESS TO DATA

ADDING REAL
VALUE TO
the care home
sector



Falling levels of care home funding from local authorities, combined with rising costs are challenging a sector that already has pressure on its tight margins.

With an aging population the sector should be seeing new opportunities, but instead many care homes face closure.

This case study looks at how QlickiT have supported one major UK care home organisation to minimise costs and capitalise on opportunity.

ISSUES:

HIGH STAFF COSTS

Permanent staff costs increased partly due to increases in the living wage. When combined with an increasing reliance on expensive agency staff to plug rota gaps it meant that this major cost area was having a significant impact on already challenged margins.

MAINTAINING CARE QUALITY

It was difficult to quickly and confidently assess the care standards of the best performing homes, something essential to identify the best practices of the organisation's flagship sites. There was also no way to rapidly identify homes that may be at risk of quality falling. This was essential to further enhance and maintain overall care quality.

NOT MAXIMISING REVENUE

Homes were not being filled to capacity. It was difficult to understand at a glance

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“QlickiT’s solution makes our data accessible and our users love it.

They have helped us drive change and increase quality”

PROVIDING FULL VISIBILITY
to support tangible change

the difference between contract and non-contract occupancy, making it challenging to ensure beds were being filled. There were also gaps in understanding the current status of appointments and enquiries with potential customers, limiting the ability to chart the future revenue potential of the business

SOLUTION:
ORGANISATION-WIDE MANAGEMENT DASHBOARDS

Dashboards to manage quality, occupancy and staffing were created by QlickiT using the powerful Qlik business intelligence platform.

The dashboards provide a single point from which all senior management as well as individual care home

managers and administrators, can get access to a live view on current and historic performance using the latest data.

Not only is all the data current and automatically updated, but it is also connected, meaning an unparalleled ability to detect trends and see the whole story in their data.

OUTCOMES:

MINIMISED STAFF COSTS

Using the QlickiT dashboards the business was able to easily identify and monitor the homes that were over reliant on agency staff. With this information they were able to make decisions on rota management that helped significantly reduce agency spend.

Additionally, by clearly understanding the ratios of staffing ratios they were able to identify homes or particular time periods that were under or overstaffed. This visibility enabled them to minimise staffing costs whilst ensuring safe and quality care.

IMPROVED CARE QUALITY

The additional visibility of resident’s assessments and reviews provided by the QlickiT dashboard meant that quality levels are now at an even higher level than before.

This information is now in the hands of home managers allows them to proactively manage assessment requirements.

INCREASED UTILISATION

Since having the full visibility and understanding that the QlickiT dashboard provides them, beds are occupied more often, leading to an increase in revenue.

This was achieved by having a clearer view on both financial occupancy and actual occupancy thus identifying the true utilisation rate. Additionally, by having total visibility of the customer pipeline it was possible to highlight under or over utilisation rates before they became an issue.

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