



Organisation: Merseycare NHS



Overview: Mersey Care NHS Trust was established on 1 April 2001 to provide specialist mental health and learning disability services for the people of Sefton, Liverpool and Kirkby. Mersey Care NHS Trust is one of only three trusts nationally, providing the entire range of specialist mental health services, from community care through to the most specialist high secure forensic services. This provides a major opportunity for the trust to improve the experience of service users and carers across the whole spectrum of care and for staff to share and develop their expertise.

Number of Employees: 4,800

Core Modules in Place: CoreRoster

Implementation Date of CoreRoster: 2005

Challenge: To provide a strategic employee rostering solution catering for the specific staff cover rules and health and safety requirements of this busy healthcare service.

Solution: Core provided a state of the art employee rostering solution which had the ability to cater for an organisation such as Merseycare NHS that operates 24 hours a day, 7 days a week in a highly pressurised critical environment.

Benefits:

- Since the implementation of CoreRoster staff costs have substantially reduced as overtime and agency staff have been replaced by flexible employees. Pools and prioritised staff lists are now utilised to eliminate wasteful scheduling processes saving the trust money in expensive out of hours work.
- The current shortages in qualified healthcare professionals means that no healthcare organisation can afford to take their employees for granted. Due to CoreRoster, Merseycare NHS have been able to implement more employee friendly patterns and grant more requested leave than before, all without compromising their patients care. Merseycare NHS have now optimised their workforce resulting in more efficient, happier and effective staff. Ultimately this has resulted in a better level of care for their patients.
- Supervisors can view all available employees at all times and can draft in the correct on call or emergency staff members at a moments notice.