Rota

Review

Date	Version	Reviewed By	Comments
21/05/2020	V1.5_draft	Michaela Regan	Draft created
28/02/2020	V1.5.1_draft	Mike Heckman	Suggestions and format changes
28/05/2020	1.5.2	Andrew Barnes	Suggested changes
30/10/2020	1.5.3	Sam Reynolds	Updated changes
16/12/2020	1.5.4	Sam Reynolds	Updated to reflect changes in v4.4.19

coolcare

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Rota Introduction

The concept of building a Rota is to create a schedule from which you can assign staff to shifts. The shifts will reflect your requirements at the Home to operate within the CQC guidelines for the number of residents or patients you have on-site. This the base plan. In addition, some Homes make plans to include additional staff for such eventualities of staff absence or feel that the 'bare minimum' is not enough staff to provide suitable care for their resident's needs. Each Home will adopt an approach that works for them and their residents and create a base plan.

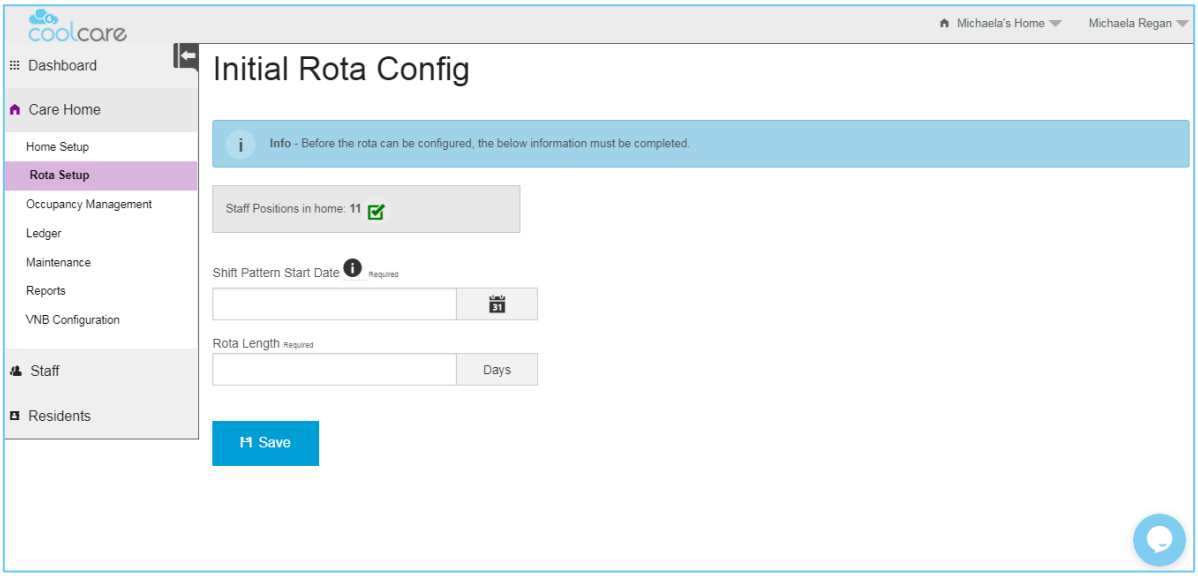
The base plan (or Rota draft) is the start of the Rota journey. It also enables the ability to track those required shifts from the plan and form a 'budget'. Often, the Finance department or Care Home Owner create reports to understand their staff cost, this is the 'budget'. The Rota enables you to keep a track of the budget.

Using the Rota is not only a powerful planning tool, it gives you financial visibility of your change in costs, highlights when your staff levels are below your minimum plan and also when you have too many staff on shift. More importantly, it is dynamic. When changes are made, they instantly update those financial totals and more importantly, staffing levels. Those changes can be communicated via the Staff Portal. Please refer to the Staff Portal guide to explore the power of this tool which enhances communication between the Home and the Staff.

The Rota Draft (Base Plan)

The Rota Setup is accessed from the left-hand menu in CoolCare4.

- Click on Care Home
- Click Rota Setup



The 'Initial Rota Config' screen is shown first.

Before starting the Rota Draft, the system requires some information to create a base plan.

- Enter in the 'Shift Pattern Start Date', the date you want your rota to start from. This is week 1, day 1 of your pattern, so if your rota usually starts on a Monday, select a date that correlates to a Monday, you can use the date picker calendar or you can type in the date.

- Enter the length of your rota, this could be seven days or more depending on how you wish to cycle your shift patterns and how far ahead in the future you wish to plan/budget for.

For example, if you create a 7-day rota and your Deputy Manager works on Monday, Wednesday and Friday – every week thereafter, those same shifts will appear on the same days for the same position.

Another example, your Carers work a 2 on, 2 off pattern and your Rota starts on a Monday. Define a 28-day rota for this pattern to cycle and restart at the correct point in the calendar. With this definition, those shifts will cycle in the same pattern thereafter.

- Click Save

Creating the Draft

As described, the draft is the area where you will now begin to create your planned rota and budget.

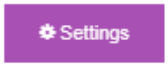
Having set the rota length and start date, you will now have a blank rota that you can design.

If you have made an error and wish to alter the length of your rota or want to change the start date, this is the last point you can amend these settings without a detrimental impact to the rota that would require re-setting up the rota from the beginning,

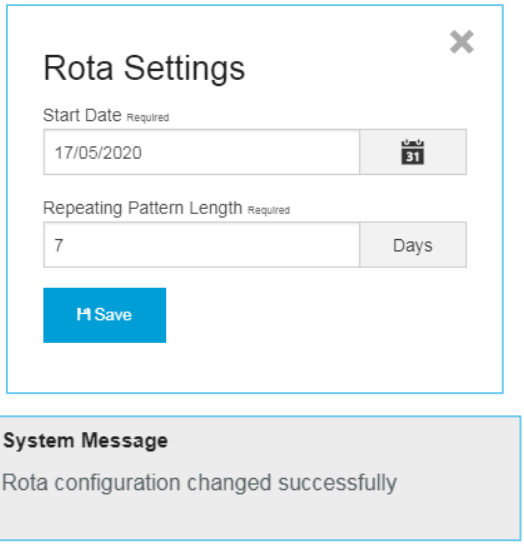
Changing the Rota Settings

If you wish to amend the rota start date or change the length of the rota

- Click the 'Settings' button



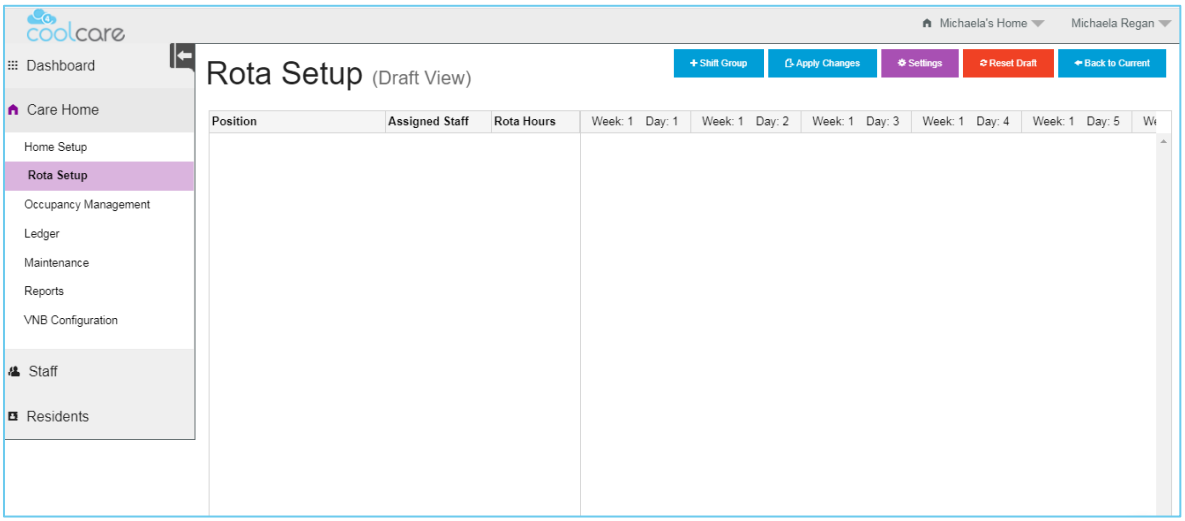
- Amend the start date or rota length



Building the Rota

Once you have created your base plan, you now need to add in shift groups. Shift groups give you the ability to group together shifts that you will assign to staff members.

Examples may be Carer – Days, Carer – Nights, Floor 1, Unit B. Your shift group design will impact how reports are produced and also create totals for those such shift groups. Planning ahead and discussing with your Finance team and Home Manager will help you achieve the correct design for your Home.

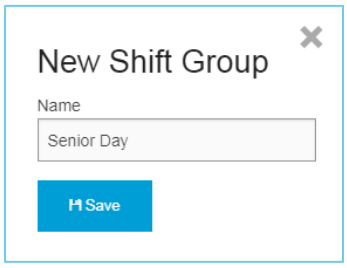


Adding Shift Groups

- Click the 'Shift Group' button
- Enter a Name for the group
- Click Save

You will now see the shift group added to the display. Repeat the steps to add further groups until you have completed your design.

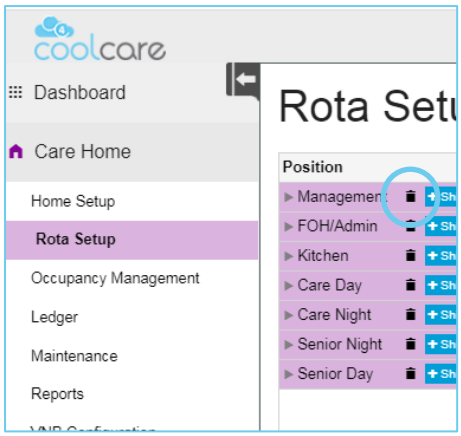
Don't worry if you have not added the Groups in the correct order, you can amend that later.



Deleting Shift Groups

If you wish to remove a shift group from the draft, click the 'bin' icon.

A message will be displayed to confirm the Group has been deleted and your draft design will be updated to show the Group is removed.

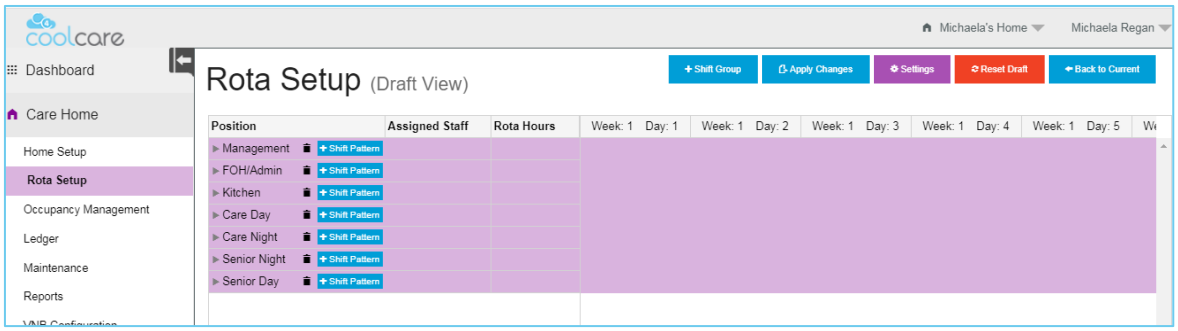


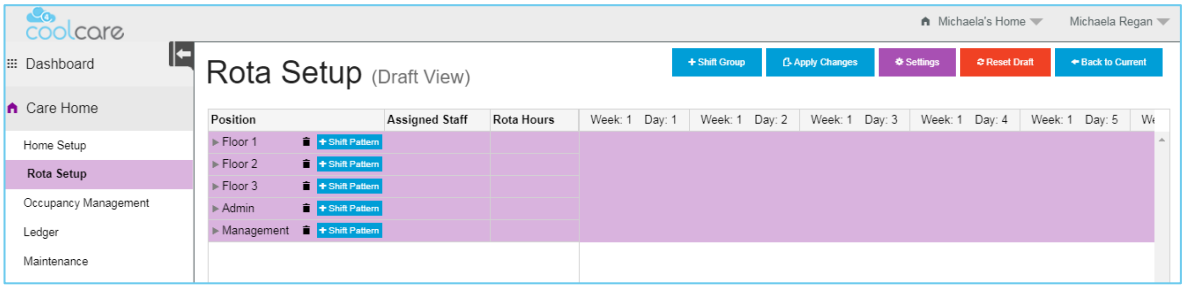
Note you cannot rename a shift group at this stage. If you wish to change the name of a group, delete and re-add it with the correct name.

Once your rota is 'applied', you can then rename a shift group.

Example Shift Groups

Here are some examples of how you may set up shift groups that reflect your Home.





Creating Shifts

After you have completed creating your shift groups, you now need to assign your shifts to the group.

Shifts can be added in two ways:

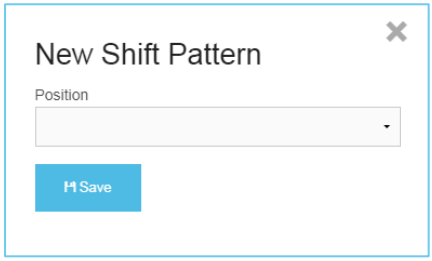
- Rolling shift pattern – for example two on, two off where the pattern does not change
- Unassigned Shifts – for example you know how many staff you need each day and which position but the staff members differ each day.

Applying a Rolling Pattern

Using the table below, you are able to define a rolling shift pattern that can you assign to staff members who regularly perform the same shifts each week. This example is for a 7-day rota.

Staff Name	Position	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Mary Smith	Carer	LD	LD			LD		
Peter Turner	Carer			LD	LD		LD	
Jean Rogers	Carer	LD		LD				LD
Julia Smith	Carer		LD		LD	LD		
Nina Frank	Carer						LD	LD
Jean Connors	Senior	LD	LD	LD				LD
Wendy Taylor	Senior				LD	LD	LD	

- Add the shift groups of
    - Carer
    - Senior
- Click the '+ Shift Pattern' on the Carer Group



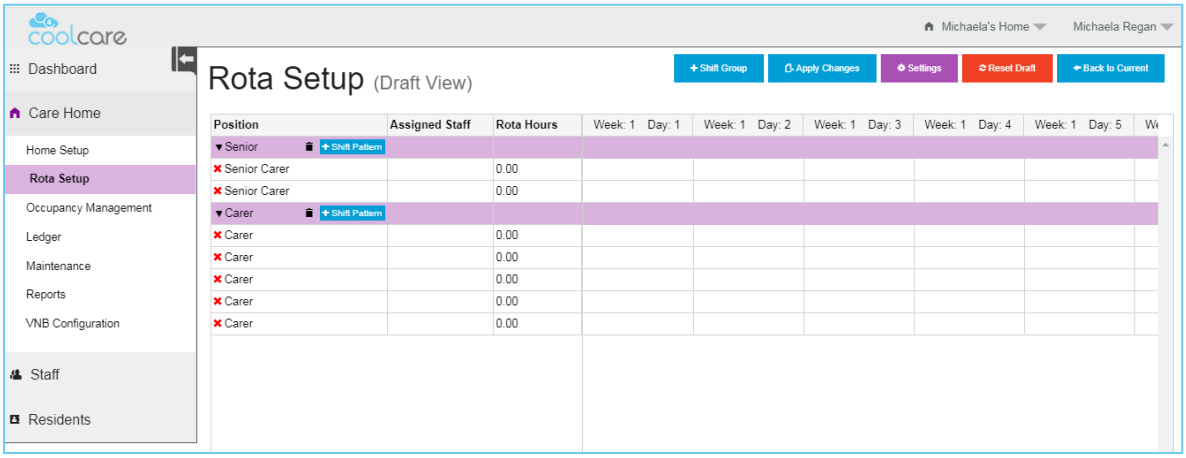
- Choose the associated position for this shift group from the drop-down list

Note. The positions are created when setting up CoolCare, refer to the Setup Guide for further guidance.

- Click Save

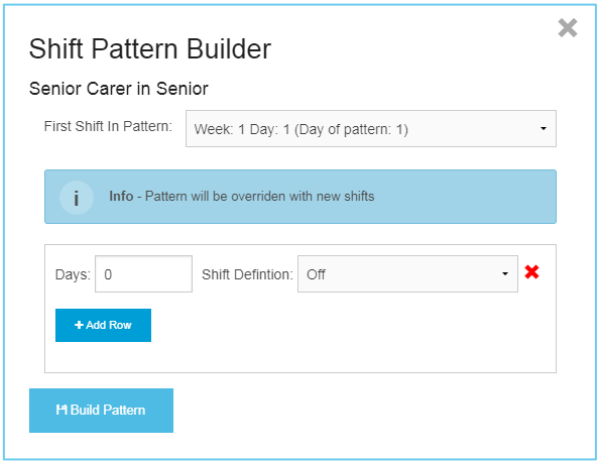
Your shift group will now be expanded and the first row of 'Carer' is shown.

Once you have added a 'row' for each of your staff and their position, your draft displays this:



Using the example above of Rolling Rota, you can now create those shift patterns for each of your staff members.

- In the row where you want to assign a shift pattern, click the column for Rota Setup. In this example the top-most row for 'Senior Carer' is selected.
- The 'Shift Pattern Builder' window is shown



- From the example, create a shift pattern for 'Jean Connors' who is a Senior Carer at the Home.

The pattern is applied from Week 1, Day 1 of the Rota. Jean's working pattern is seven days. Create the pattern for the full seven days.

Jean works a Long Day shift of 12 hours on Monday, Tuesday, Wednesday and Sunday

Using the Shift Pattern Builder, add in the rows required to create the worked days for this Staff Member.

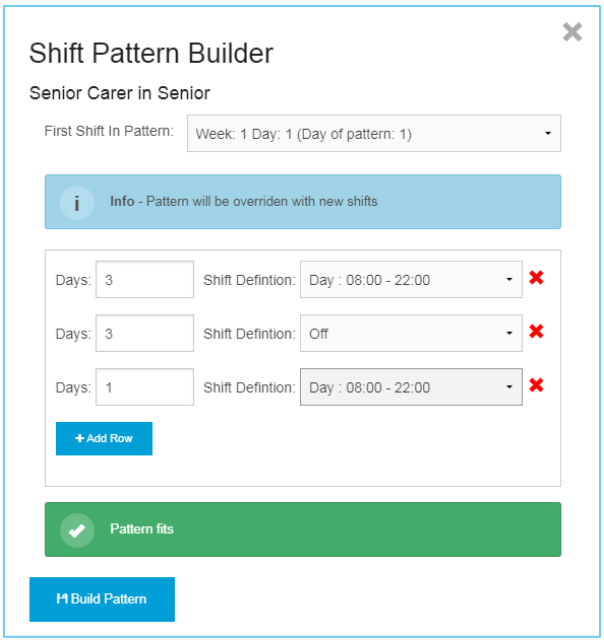
Change the 'Days' field to 3 (Mon/Tues/Wed) where those days are consecutive, use the 'Days' counter to apply the shift across that number of days in one setting to avoid extra keying.

Choose the 'Shift' from the drop-down menu.

Shifts are defined on the Staff Position record, refer to the Staff Guide for more information on how to create shifts.

Where the staff member has time off between shifts click the +Add Row button to set the number of consecutive days the staff member does not work during this pattern.

This is a completed Shift Pattern for Jean Connors



Where you have correctly defined the number of shifts for this rota, the message '**Pattern Fits'** is displayed.

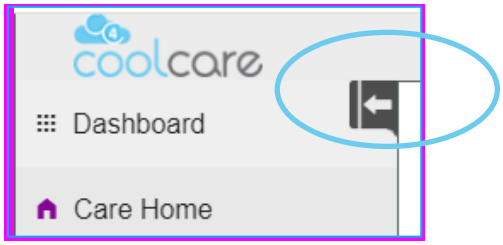
This is a 7-day rota pattern

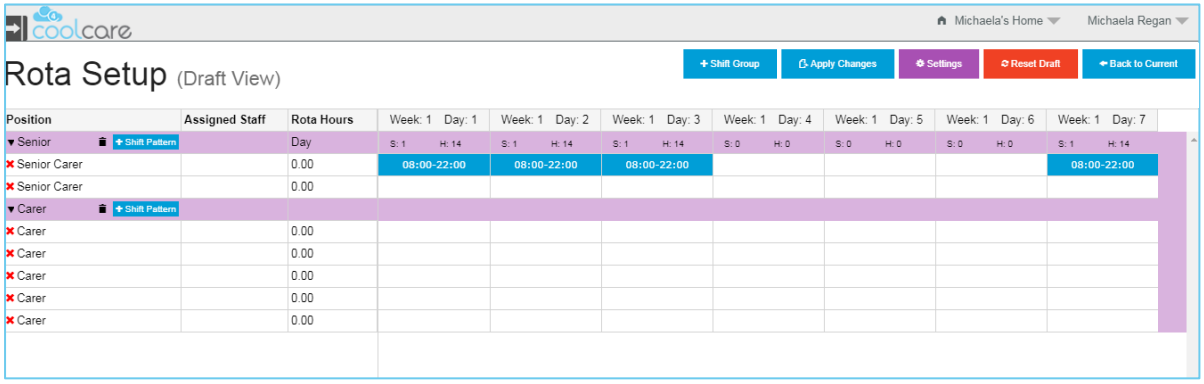
- Click 'Build Pattern' to apply those shifts to the draft rota

You will now see a shift pattern based on Jean's usual working pattern shown on the Rota.

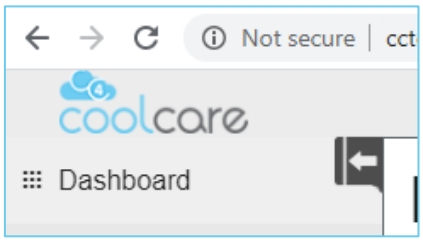
Note – Jean Connors is not yet assigned to the pattern

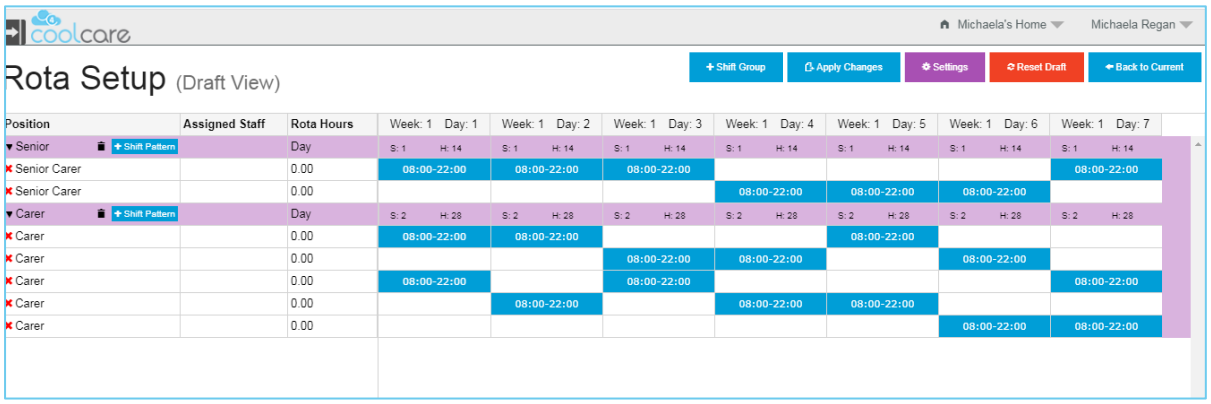
The view has been expanded to show the full view of the window, click the arrow button to 'Hide Main Menu' arrow to widen the screen.





To return to the main view and menu shown, click the arrow again

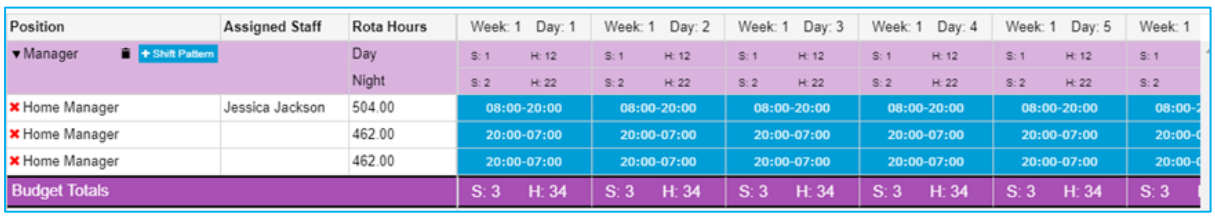




To complete the rota, add in the shift patterns for the remaining staff members from the example:

Viewing Overall Rota Budget Totals

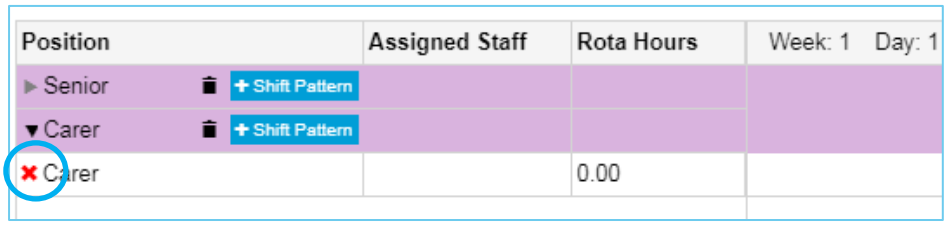
The bottom row of the rota setup will show the Budget Totals, which allows you to see overall how many shifts and hours you've planned to be in a home for each day.

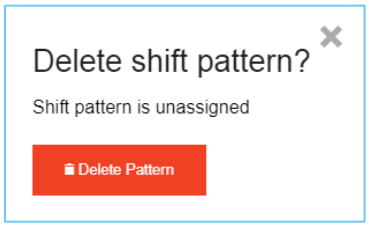


Deleting a Shift Pattern

If you have added a shift pattern to a shift group and wish to delete it, click the red X button next to the position name.

- Click 'Delete Pattern' to confirm

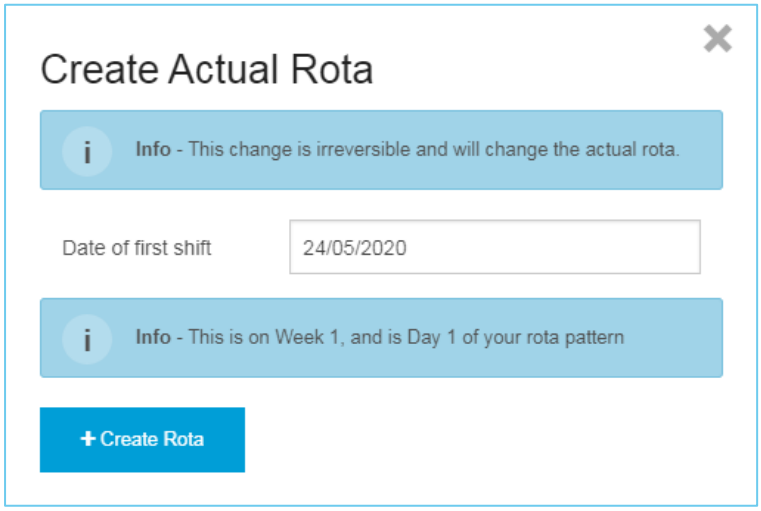




Apply Changes

The budget of 2 x Carers and 1 x Senior Carer is now created.

- Click 'Apply Changes' to complete the rota draft and create the 'Actual Rota'
- Enter the date this draft will apply from, in the example set **24/05/2020**



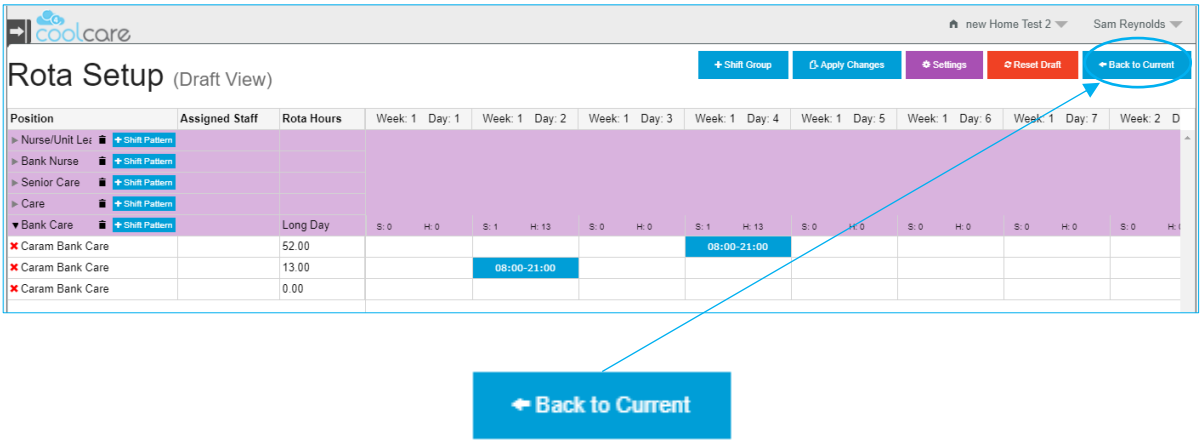
- Click '+Create Rota'

Note the 'Loading' screen may temporarily display whilst the system is generating the rota pattern.

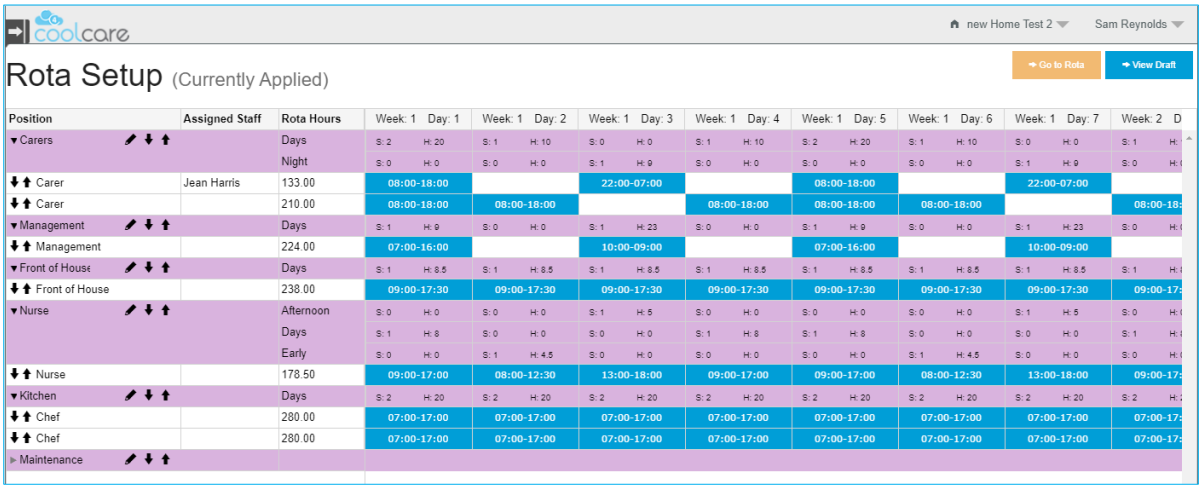
Comparing Draft Rota to Current Rota

If you are amending your rota setup and wish to compare it to the rota that is currently applied, you are able to do so using the 'Back to Current' button on the Rota Setup page.

- Click the 'Back to Current' button in the top-right corner of the screen.



After clicking that button, the screen will change to 'Rota Setup (Currently Applied). This shows how the live rota is currently set up, including any extra shifts added directly from the staff rota screen.



- From this screen, you can also jump straight to the current live rota using the 'Go to Rota' button.

- You can amend each row's position in the rota, moving them up or down the screen using the arrow buttons next to each position, or you can rename a shift group using the pencil button.

- If you wish to go back to the draft rota, you can press the 'View Draft' button.

Actual Rota

As described, the concept of a Draft Rota is a plan on which to build. You have defined the basis of shift patterns for your staff and a budget.

The 'Actual Rota' is used to now assign staff members to the shifts. Here you can change staff members assigned to shifts in the event someone is absent perhaps or you require additional cover for an event at the Home.

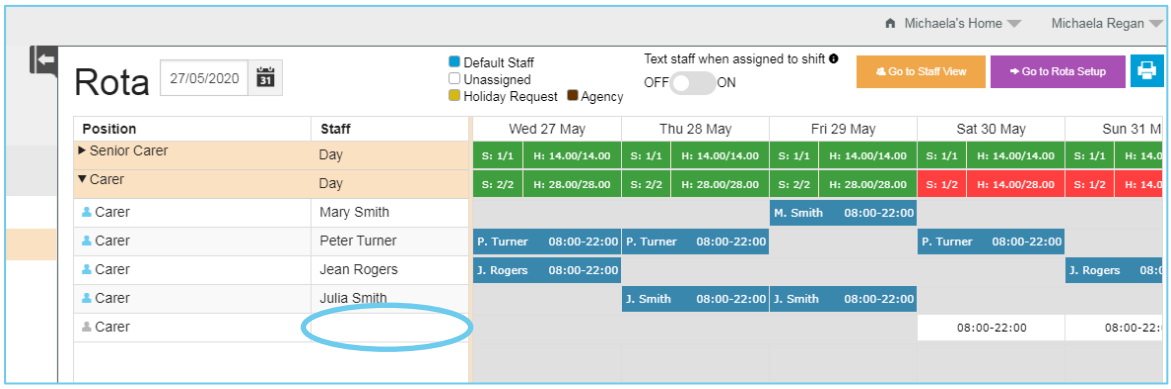
This part of the rota is your 'work' area here you can (if necessary) deviate from the plan and make staffing changes.

Assigning Shift Patterns

In the example, the staff at this Home have a rolling 7-day pattern that has been defined to accommodate the Home requirement of 1 x Senior Carers and 2 x Carers each day.

On the draft, shift patterns are created, now you can assign the pattern to the Staff member to which it applies.

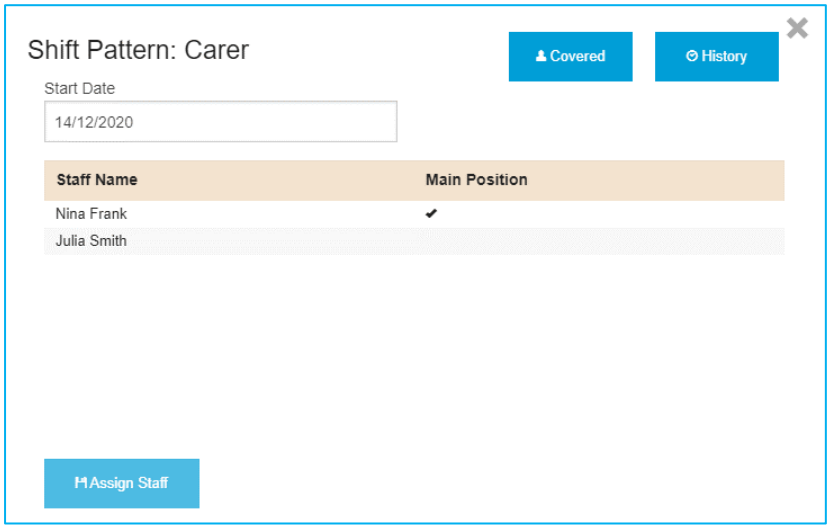
		M	T	W	Th	F	S	Su
Mary Smith	Carer	LD	LD			LD		
Peter Turner	Carer			LD	LD		LD	
Jean Rogers	Carer	LD		LD				LD
Julia Smith	Carer		LD		LD	LD		
Nina Frank	Carer						LD	LD
Jean Connors	Senior	LD	LD	LD				LD
Wendy Taylor	Senior				LD	LD	LD	



Using the example shift rota in the table above, you can see the pattern transposed in to CoolCare.

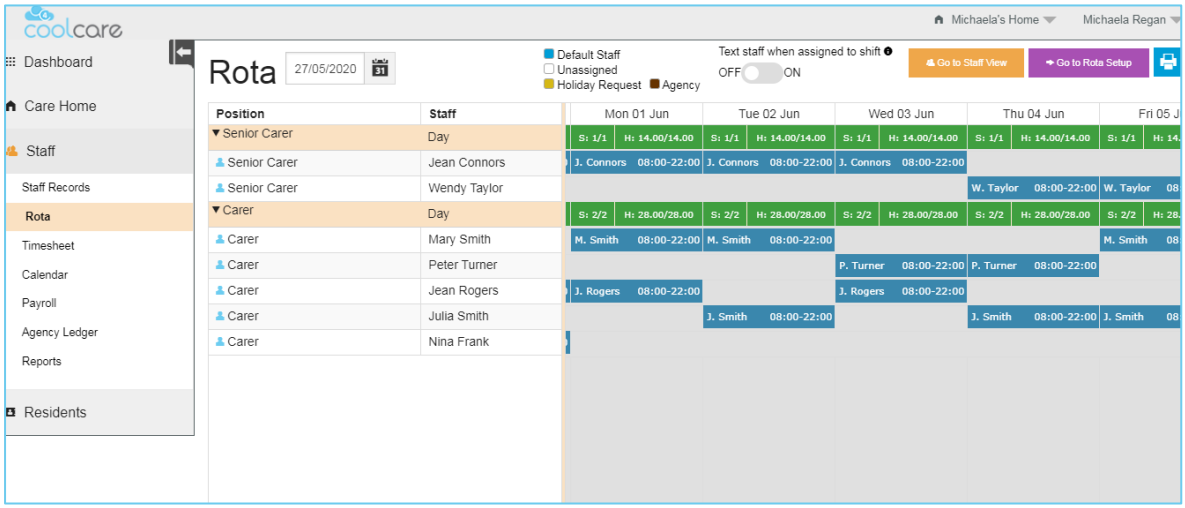
To assign the shift pattern, click in the blank cell under the 'Staff' column. From the example, the remaining shift pattern belongs to 'Nina Frank'.

The shift pattern window will now display. Enter the date that you want the shift pattern to be assigned from. It doesn't have to be the start of the rota; you may have a staff member joining later in the month or a change in position. Once you have chosen the start date, the available staff who have the position as their main or an extra position and are available will show in the display. Staff with the position as their main will have tick in the Main Position column, whereas staff with the position as an extra do not.



- Click the Staff Name
- Click the Assign Staff button

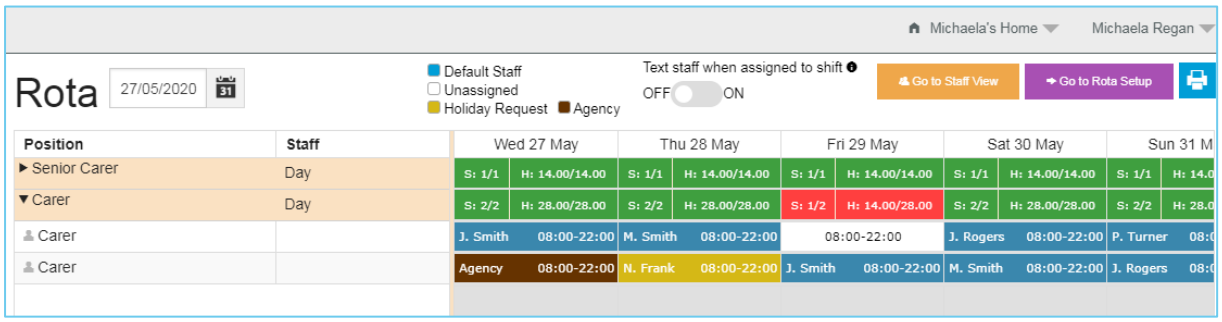
All shifts are now correctly assigned to the rota and the appropriate staff member:



Identifying Assigned Shifts

There are visual indicators to help the management of the rota. Colour coding denotes where shifts are assigned. The key at the top of the page describes the shift colour that is being shown.

Note where a holiday request is approved, the shift will become unassigned.



Assigning an Agency Shift

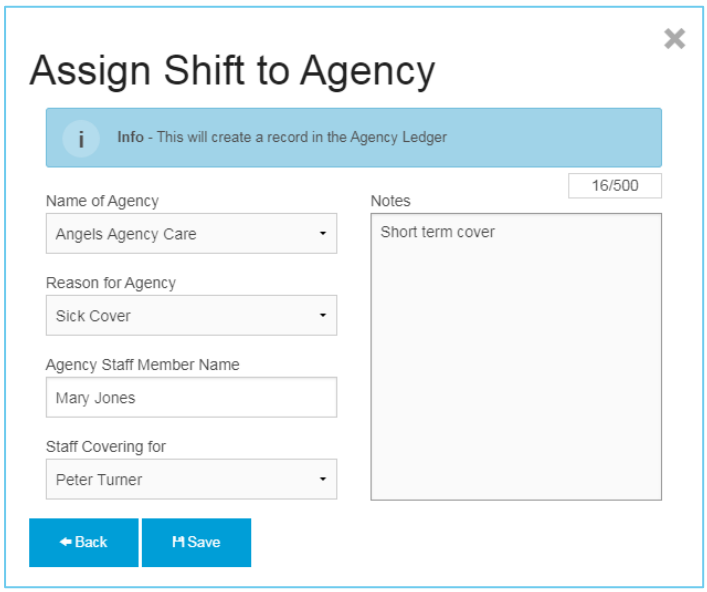
Agency staff can be added via the rota to support staffing levels.

- Click to assign the shift
- Click 'Covered by Agency' button

- Complete the required fields
- Click Save

The shift will now be colour coded on the roster to denote type 'Agency'

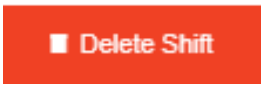
Please refer to the Agency Ledger for setup and reporting information on Agency staffing.



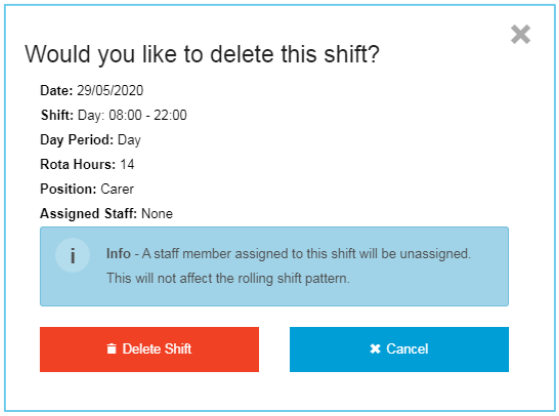
Deleting a Shift

You can delete a shift from rota, an example may be that your requirement for this week has reduced and you do not need as many staff as planned.

- Click on the shift to open the Shift Details
- Click the 'Delete Shift' button



A warning message is displayed.

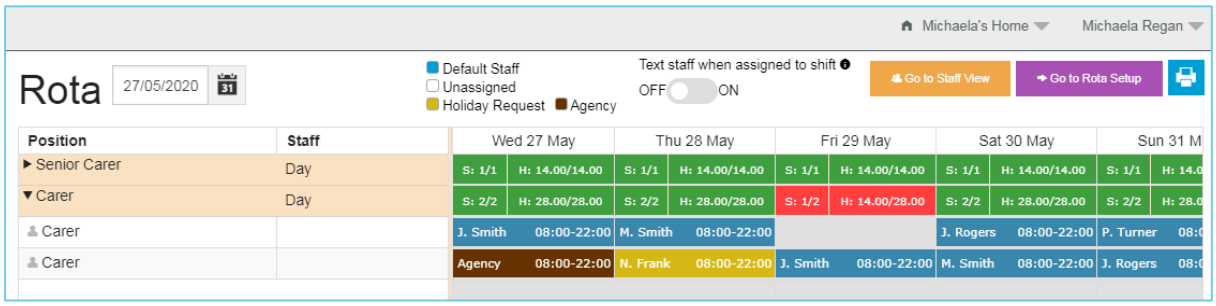


- Click 'Delete Shift' to continue
- Click 'Cancel' to prevent the change

Note, the warning message confirmed any assigned staff member will be removed and the rolling pattern will not be affected. If your staff levels have changed going forward, change the rota draft (plan) to reflect the staffing changes, this will update the budget.

The shift totals are updated and highlighted **Red**. The original plan is changed and therefore you're under budget against the preferred plan (draft).

From a financial perspective, money is saved on unnecessary staffing costs but against the budget you're understaffed.



Rota Budgets & Totals

Based on the rota draft information you created (the budget), the required number of staff members are correctly assigned for each day. This information is visible on the daily totals that you see at the top of each shift group. The totals are also broken down to a period of the day that you assigned when you created the shifts on the staff position. These are 'Day', 'Morning', 'Afternoon' and 'Night'.

Refer to the setup guide for more information on shift definitions and positions

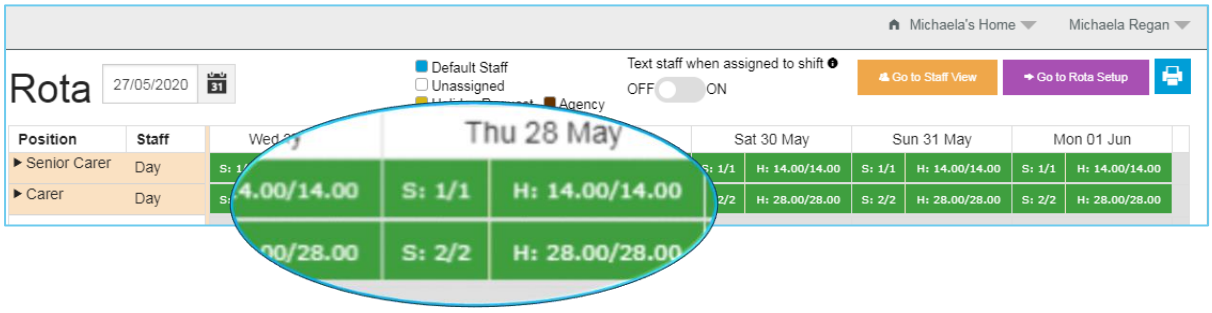
Green – On budget, all shifts assigned

Red – Under budget, you have a staff shortage

Blue – Over budget, you have more staff on shift that you planned for

You now have an immediate view where your budget is impacted by staffing levels.

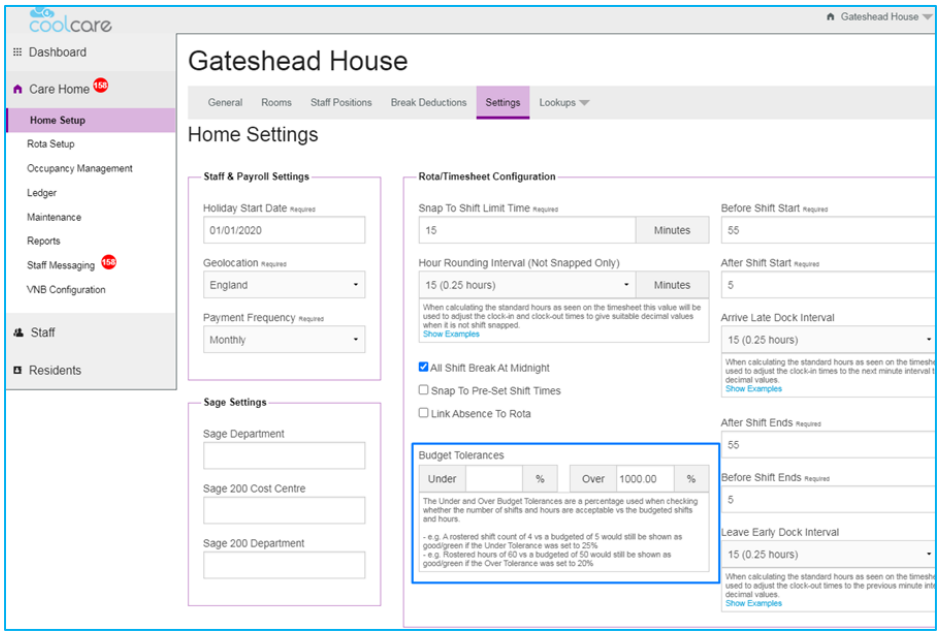
In addition to the colour guide, the totals will include the budgeted number of hours and shifts expected each day.



Specify your own Budget Tolerances

You are able to specify your own budget tolerances to amend what CoolCare thinks is acceptable hours versus the budgeted shifts and hours, changing what amounts count as Green, Red, and Blue on the rota.

Budget tolerances are specified in **Home Setup - Settings**, where you can set the Under and Over budget tolerances. They define what variances from the budget will still show as green, and are set as percentages.



Changes to the Rota

You may be required to change the rota to adapt to day-to-day requirements at the Home, for example if a staff member calls in sick or is on holiday.

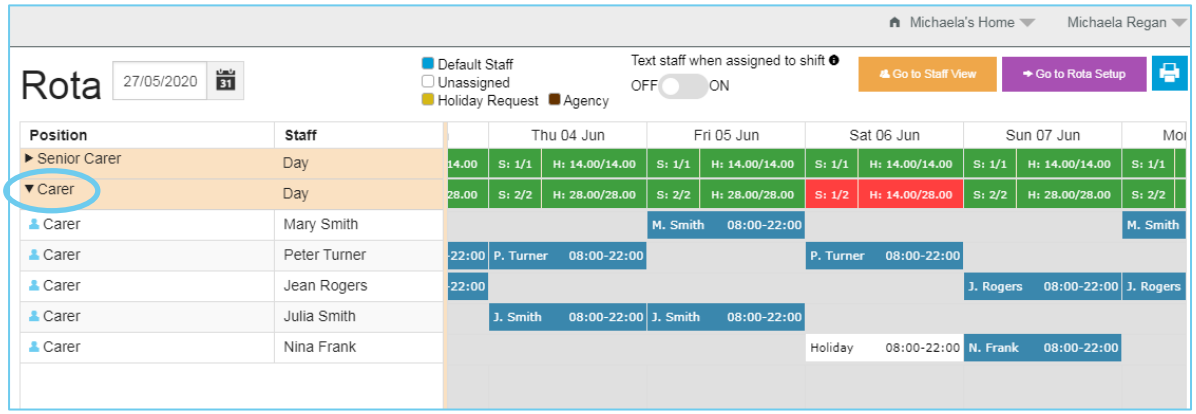
All absence is recorded in the Staff Calendar. Refer to the guide for further information on how to record absence and holiday.

Shifts that are unassigned as a result of a change from the Calendar are displayed.

An immediate indicator is the shift total will appear **Red** – under budget.

Use the arrow to expand the shift group where you can resolve the unassigned shift.

Here you see information from the Calendar, in the example Nina Frank is on Holiday and the shift is shown as unassigned (white).

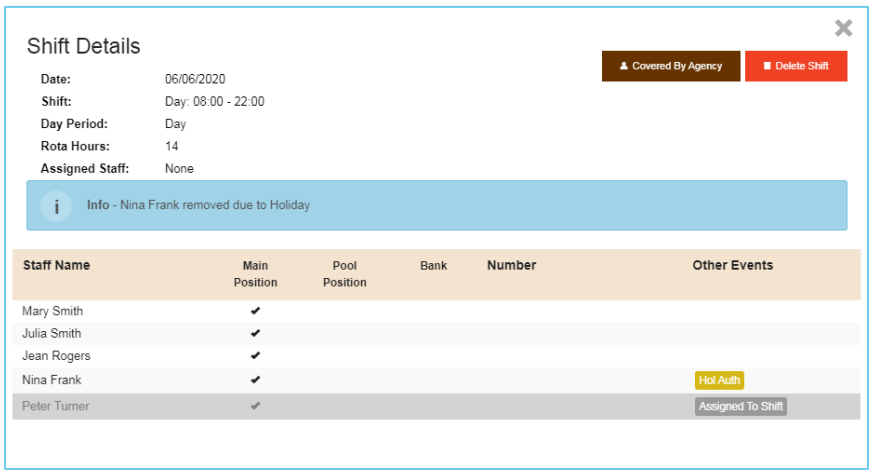


To reassign the shift to another staff member.

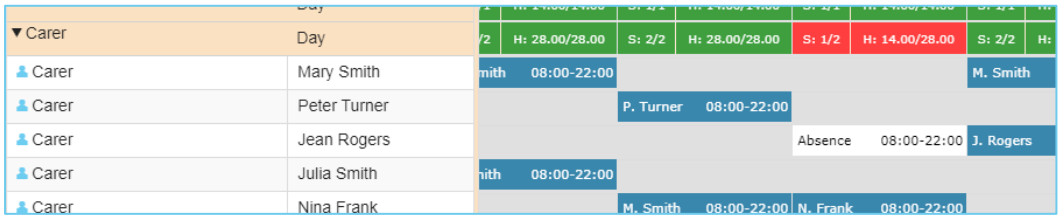
- Click the unassigned shift

Only staff that are not already assigned to a shift and have the appropriate position against their record will be shown.

- Click to highlight the staff member you wish to reallocate the shift to. In this example Mary Smith is now covering for Nina Frank and the rota is updated.



Staff recorded as absent on the Calendar will display similarly, only the description will reflect the reason for the unassigned shift.



Extra Shifts

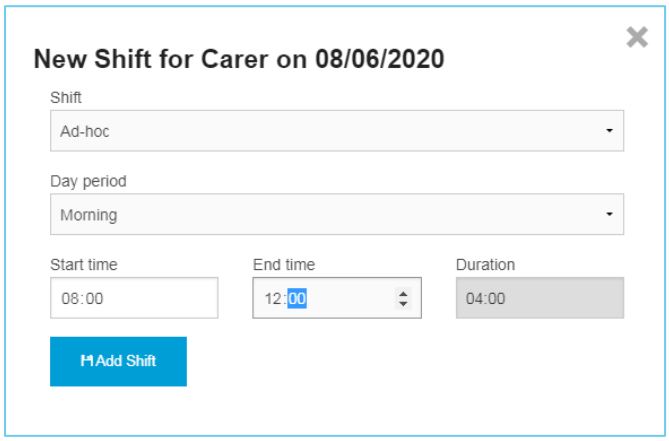
You may require to add extra shifts to the rota when reacting to operational changes at the Home, for example you if you are running an open day event and require extra staff.

In this example, Julia Smith and Peter Turner are rostered on Monday 8th June, the open day event.

Following the row where Peter is currently assigned

- Click on the grey space for 08/06/2020
- The new shift window will appear.
- Choose a pre-defined shift pattern (created on the staff position) or add an 'Ad-Hoc' shift where you can define the time.

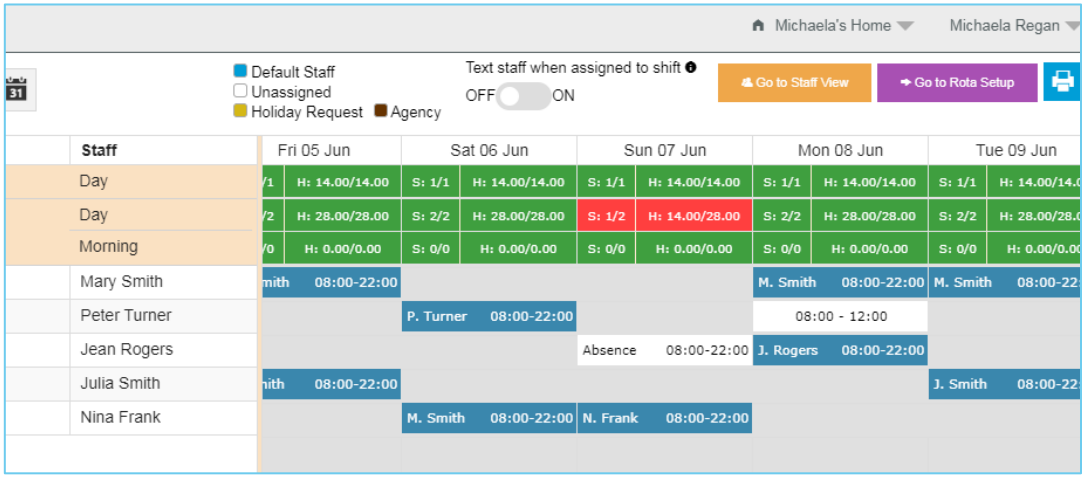
In the example, Peter Turner is working the morning and Julia Smith is working the afternoon



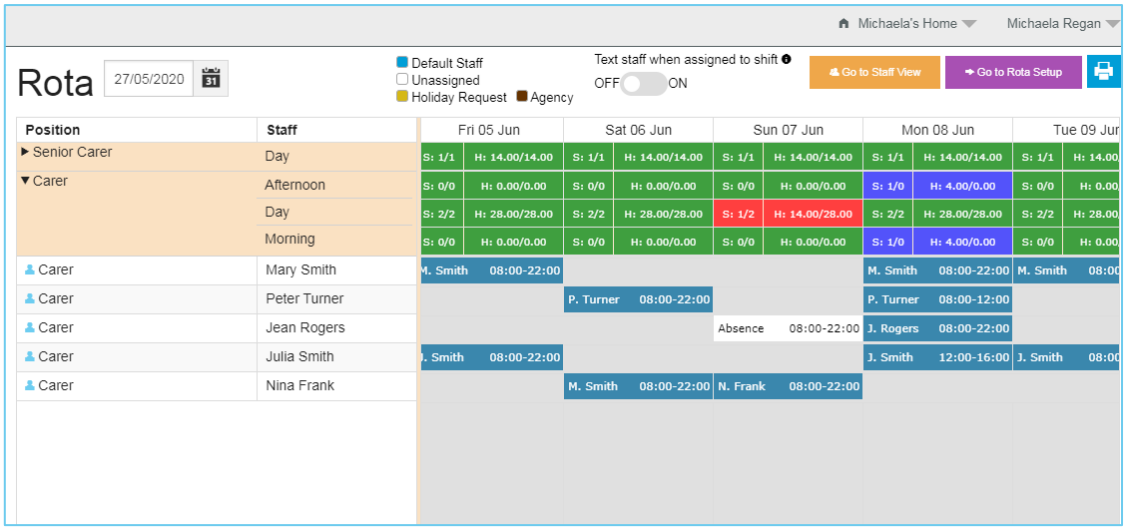
- Click the 'Add Shift' button
- The rota will now be updated with the unassigned shift shown

Note how the budget total as not yet updated to **Blue** (over budget). Only when the shift is assigned to a staff member will the total be updated.

- Click in the shift to assign to Peter Turner



Note the changes to the rota view. Assigned shifts now update the daily totals and the day periods are updated to reflect the newly created shifts:



Autonomous Shift Rostering

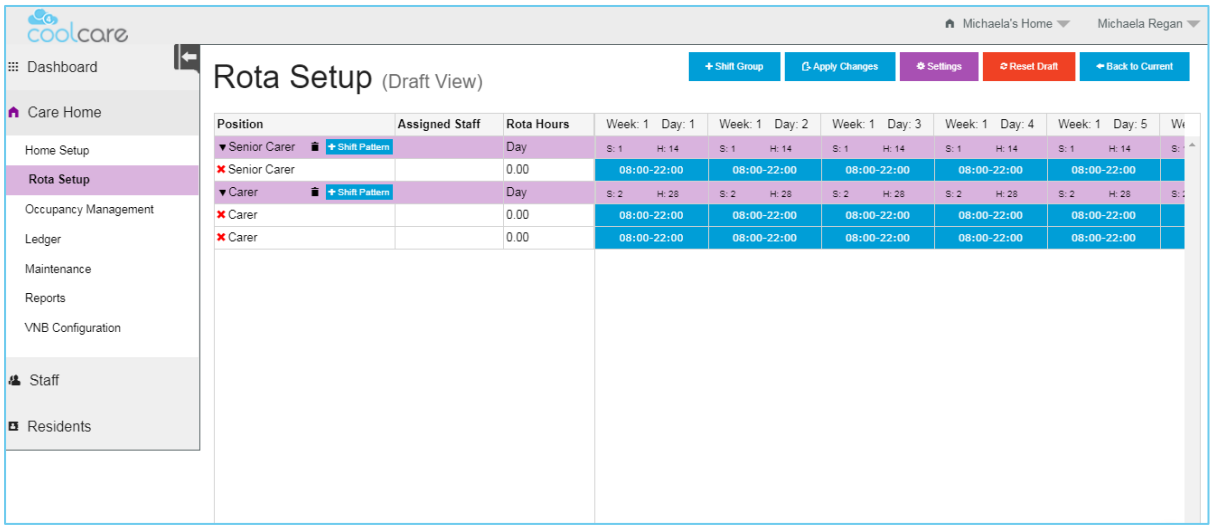
Some Homes do not operate a rolling pattern and allocate shifts based on staff availability.

It is still possible to create a budget and assign shifts on this basis within the Rota functionality.

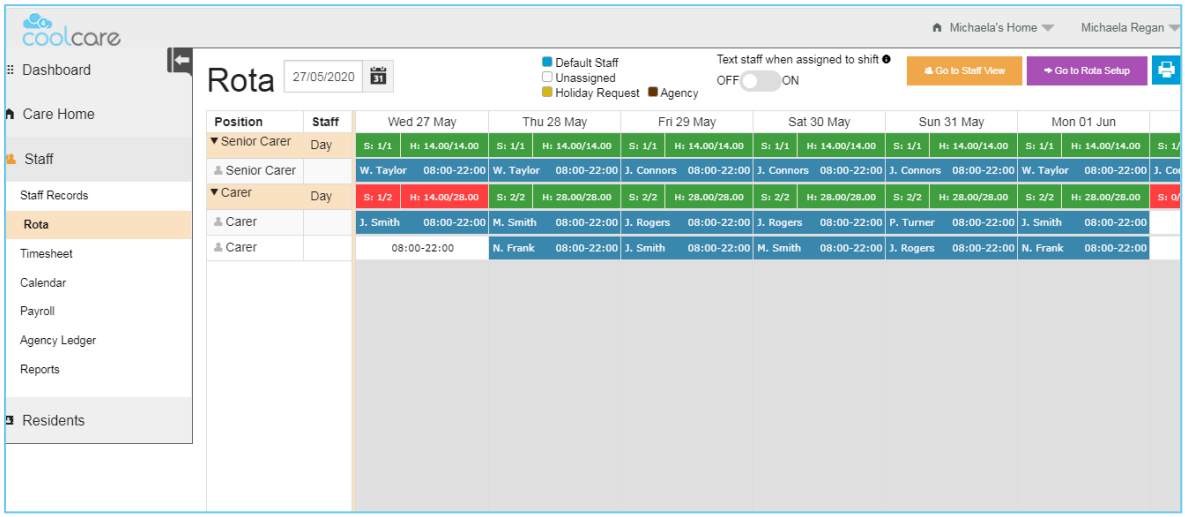
Using the same example where 1 x Senior Carer and 2 x Carers are required for the Home to operate each day, the example below defines how this can be created and continue to support a staffing budget.

The budget remains the same as the previous example.

Follow the previously described steps to apply the changes and create the Actual Rota.



- Assign the shifts as required to achieve the required staffing levels (budget).



Note the shift totals are updated when a shift is assigned to a staff member.

This is a simpler setup but requires more keying of information since no shifts are assigned.

It is possible to accommodate a rolling rota and an autonomous rota in the same budget

Shift Swapping, Changing staff and Unassign a Shift

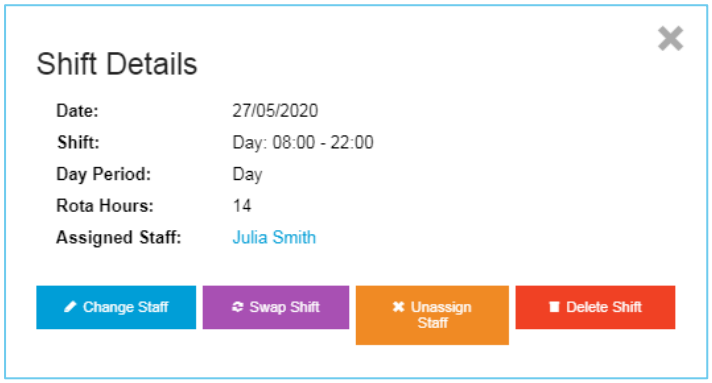
When staff members agree to swap a shift, update the rota to reflect this change.

In this example, Julie Smith will exchange shifts with Nina Frank.

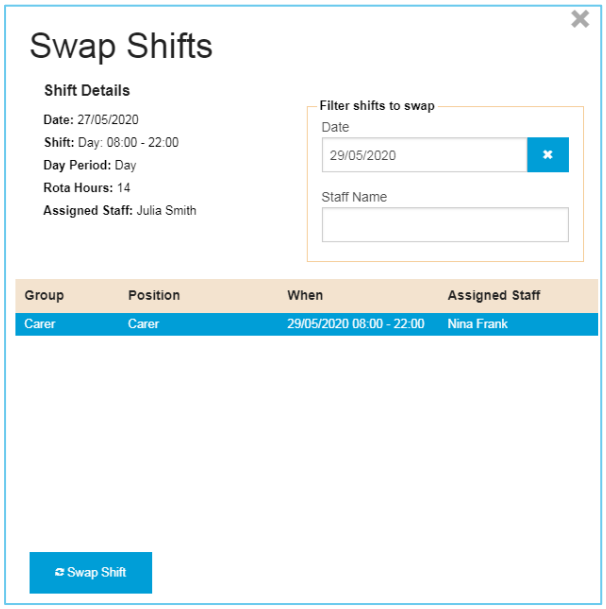
Julia rostered 27/05/2020

Nina rostered 29/052020

- Click the shift assigned to Julia on 27/05/2020
- Click the 'Swap Shift' button



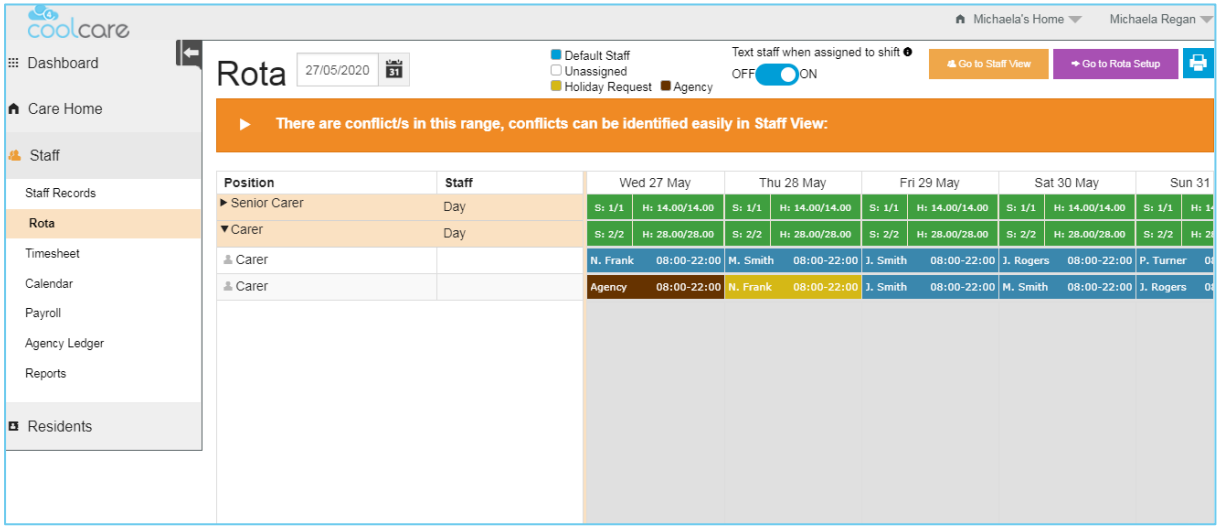
- Use the 'Date Picker' to select the date of the shift to change to, alternatively type in the Staff name if you know who the two staff members swapping their assigned shifts.



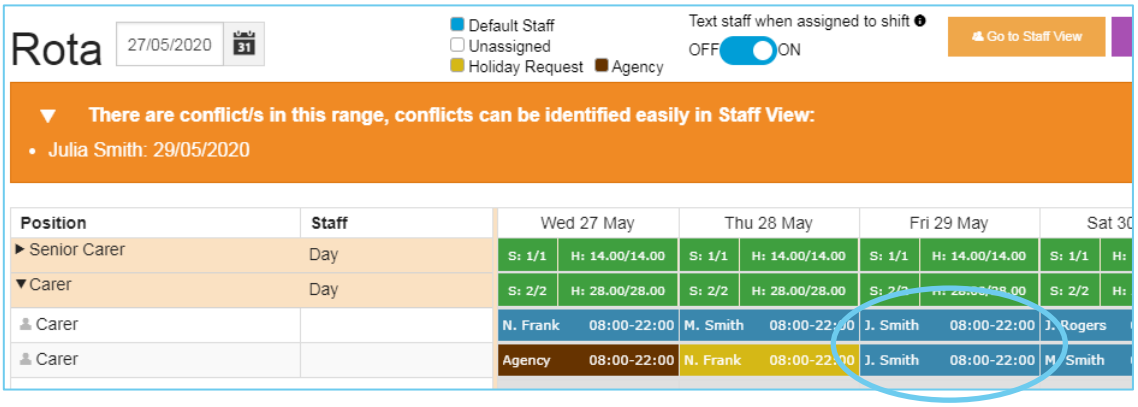
- Click the 'Swap Shift' button
- A message is displayed to confirm the change and the rota is now updated.

Note the warning message at the top of the rota page, making the shift swap change has created a conflict on the rota.

Click the arrow to obtain more information and make adjustments to resolve the conflict



In the example shown, Julia Smith is now rostered for the same shift times.



Change Staff

Use the Change Staff button to resolve the shift conflict.

- Click on the shift you wish to change
- Click the 'Change Staff' button
- Select an alternative Staff member to cover the shift
- The rota is now updated and the conflict is resolved.

Unassign Shift

To unassign a shift from a Staff member

- Click on the shift you wish to unassign
- Click the 'Unassign Staff' button

The rota is now updated, the shift is unassigned (white) and the shift totals are updated to reflect the requirement for a staff member.

Managing the Rota – Staff Availability

The power of the rota combined with the use of the Staff Portal enables electronic two-way communication between the rota manager and the staff member. In addition to receiving information on those shifts already rostered, staff members can indicate on the Staff Portal that they are available to cover other shifts.

This information is helpful to the rota manager, giving them confidence to assign shifts where the staff member has indicated they are available without a call or email exchange. The rota manager is able to quickly fill a staffing need and maintain the required levels for the Home.

Please refer to the guide on the use of the Staff Portal for setup and staff use.

Availability & Shift Cover

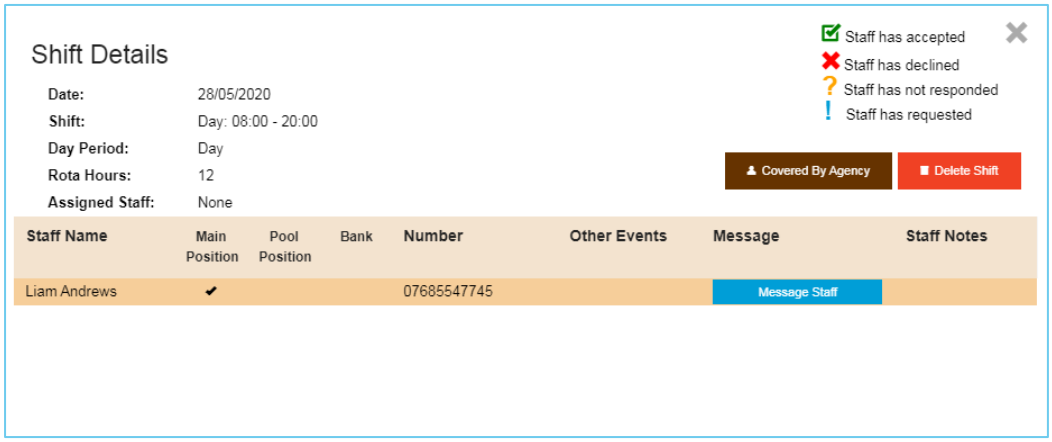
When managing exceptions from within the rota, the rota manager is able to identify information regarding a staff member's availability. The staff member has indicated via the Staff Portal if they are able to cover a shift or if they are available on dates to cover extra shifts that they are not normally rostered for.

To do this, start by 'Assigning' an unallocated shift, as described previously

If there are no indicators to identify a staff member from the Shift Details window, the rota manager can request for a staff member to cover a shift using the Message Staff feature.

Where the staff member(s) have a mobile phone number stored on the staff record, you can message the staff member(s) if there are multiple staff available to cover a shift from here.

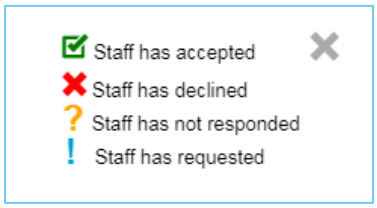
- Click the 'Message Staff' button



The message is sent in SMS format and also to the Staff Portal.

The staff member will receive a text messages and a link to the Staff Portal software. From the Staff Portal, they are able to respond to the message.

- When the staff member responds, an indicator will display in the Shift Details window enabling the rota manager to make an informed decision and assign the shift.



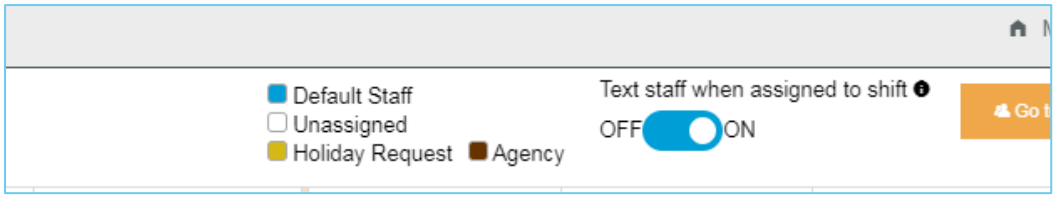
The rota will be updated and the Staff Portal will be updated to reflect the newly assigned shift.

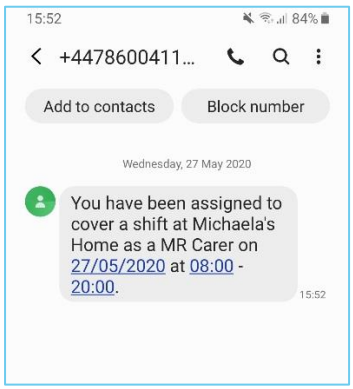
Messaging

CoolCare has functionality to SMS (text) staff when shifts are assigned to them.

Enable the facility by moving the button slider to 'On'

Where staff have a mobile phone number defined on their staff record, an SMS message will be sent when the shift is assigned.

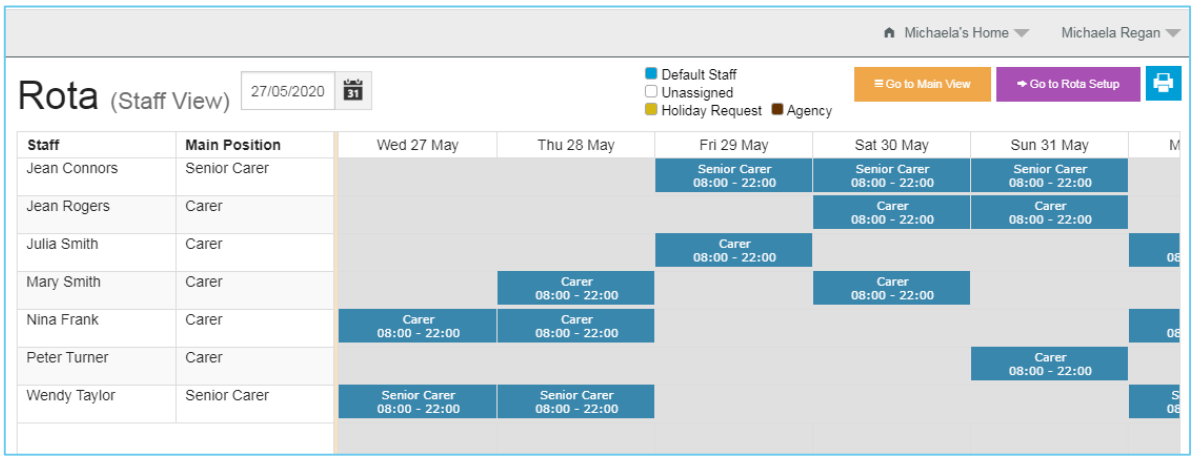




Staff View

This dynamic view of the rota is available to CoolCare users, this is a simpler view where staff who do not have access to the Staff Portal can check their assigned shifts with the rota manager or if they have access to CoolCare.

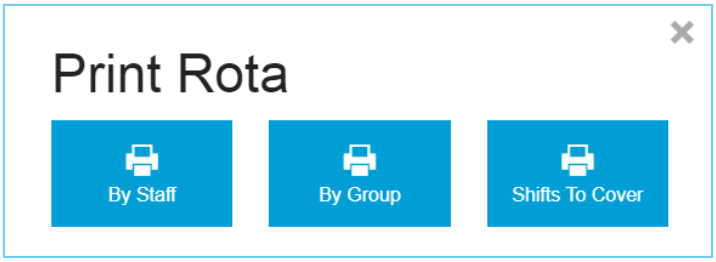
This view removes all unassigned shifts and presents a simple view of the rota in first name order.



Printing the Rota

Whilst the software version of the rota is dynamic and therefore up to date with the last rota changes, it is possible to print the rota.

- Click the print button from the rota view

- Choose the report output type you require

The results will be displayed in a new window which you can print if required