

Meath save £11,957 in 2 months and win “Excellence in Workforce Development” Award

This case study describes how using online assessments enabled us to make significant cost reductions whilst improving the quality and quantity of evidence of staff competence in a very short space of time and with only a quarter of our workforce.

Highlights

- Reduced the cost of refreshers by £8,901 in 2 months with 24% of our staff – an average of £296 per person
- **Reduced the cost of induction training by £3,057 in 2 months with 5 staff – an average of £611 per new starter**
- Increased evidence of competence
- **Released money for specialist training**
- Minimised disruption to clients
- **Uncovered specific training needs**
- Staff feel more valued, confident and motivated
- **Blended learning suits staff better**

About The Meath Epilepsy Trust

We provide a range of services including residential care, day care and recreational activities for a group of people who are among the most vulnerable and disadvantaged in our society. A combination of severe epilepsy, learning and physical disabilities, as well as other conditions such as autism and cerebral palsy, makes an independent life out of reach for many.

The Meath functions on a simple premise. We constantly strive to provide our residents with the most professional care and support that we can in an environment as close to home as we can make it, while encouraging residents to develop as much independence as possible.

Over the years, we have built a team of highly skilled professional carers who are always ready to make use of the latest thinking and developments in epilepsy care. Many employees have been with us for more than twenty years and have built close ‘family like’ relationships with our residents. They are the reason for our success and the foundation for our future.



How do you use CIS-Assessment.co.uk?

Our Chief Executive attended a workshop on “How to manage staff development with less money and still improve quality” delivered by Alex Knapp, Managing Director of The Grey Matter Group, at the Surrey Care Association Showcase event in March 2012. In August, we purchased a package of licences for all of our staff for Common Induction Standards (CIS), Fire Awareness, Moving & Handling, Medication, Stroke, Health and Safety, Risk Assessment and Food Safety. These results are for the first 24% of our staff team, ie 30 people.

Previously inductions were signed off after people had attended our induction training courses but we didn't check or record people's knowledge and that they were putting what they had learnt into practice. Because of this, we used the online assessments to check the knowledge of the 30 staff against the CIS and the other refresher subjects.

The **results for 25 staff clearly indicated they had the knowledge they needed for their job role so there was no point repeating refresher training courses** and following 1:1 coaching and practice observations, they were able to evidence competence which was a **more effective use of our trainer resources and recognised people's achievements.**

Based on learning needs identified through the assessment results, some of these 30 staff required more in-depth coaching and 2 people also undertook some online learning using the online workbooks provided by The Grey Matter Group.



We analysed the assessment results for the group of 30 staff and uncovered significant training needs for a number of people specifically around Induction Standard 1 so we organised a training course to support these people to focus their learning in these areas.

Previously, these 30 staff would have attended all of our refresher courses, which we can now see, would not have been the best use of their time and our resources.

Additionally, 5 new staff took assessments with results indicating 2 of these required further learning. All 5 spent the first week shadowing, they received coaching, had their practice observed and consequently had their **induction signed off faster, with a more robust method of checking competence and compliance.**

This method has enabled us to make much better use of our resources, it has achieved significant cost savings and given us greater confidence that we have more robust systems in place to develop our staff and evidence competence. **Before we bought licences for CIS-Assessment.co.uk, The Grey Matter gave us a cost benefit analysis identifying estimated savings of £8k in year 1 and £11k from year 2 onwards. We exceeded this estimate achieving cost savings of £11,957 within 2 months and with only 24% of our staff. This is an average of £296 per person and £611 per new starter.**

**We saved
£8,901
for 30 staff refreshers
across a range of subjects**

**We have made huge savings
in staff time and backfill
costs in only 3 months**

**By repeating this for all staff,
we will achieve savings of
£37k each year**

**We were able to fund
specialist training**

**We saved
£3,057
for 5 new starters**

**If we recruit 30 people each year,
we will save another
£18k every year**

**We didn't previously record
evidence of knowledge and
competence**

Refresher costs using CIS-Assessment.co.uk:

30 CIS Assessment licences for CIS, Fire, M&H, Medication, Stroke, H&S & Food Safety	£861
Staff time cost to take assessments, do online learning and attend training courses where needs identified then re-take some of the assessments to include backfill costs	£1,452
Staff time for 1:1 coaching with Training Manager, backfill and Training Manager's time	£329
Trainer costs to deliver part of the Induction Standards	£150
Total Cost:	£2,792

Refresher costs using previous method:

Staff time to attend refresher training courses and backfill	£10,118
Trainer costs	£1,575
Total Cost:	£11,693

Induction costs using CIS-Assessment.co.uk:

5 CIS Assessment licences for CIS, Fire, M&H, Medication, Stroke, H&S & Food Safety	£144
Staff time cost to take assessments, do online learning and receive 1:1 training and coaching and where needs identified then re-take some of the assessments to include all backfill costs and Training Manager's time	£807
Total Cost:	£951

Induction costs using previous method:

Staff time to attend induction training courses and backfill	£3,108
Trainer costs	£900
Total Cost:	£4,008



Winner of Surrey Care Association's Award 2012

“Excellence in Workforce Development”



Michelle Plumb, the Meath's Training Manager, pictured with Jonathan Solomon and CEO Mike Keighley with their Award.

The Award was to recognise a provider who had shown enthusiasm and determination in identifying and meeting the development needs of staff.

Judges were looking for evidence of how the provider had identified workforce development needs; developed innovative training solutions to meet these needs and how the learning has been incorporated into practice in the workplace.

“We are absolutely delighted to have our work recognised by winning this Award.”

Our decision to change the way we train our staff has brought important benefits including:

- ✓ Released money for specialist training
- ✓ Minimised disruption to clients
- ✓ Blended learning suits staff's learning styles
- ✓ Reduced staff costs
- ✓ Learning focussed on identified needs
- ✓ Staff feel more valued, confident and motivated

Contact The Grey Matter Group / CIS

Email: info@tgmgroup.net

Tel: 0845 873 0373

Website: www.cis-assessment.co.uk

Contact The Meath Epilepsy Trust

Email: michellep@meath.org.uk

Tel: 07867 457050

Website: www.meath.org.uk