

## **Penns Mount Residential Care Home saved approx. £1,721 for each new starter**

This case study describes how using online assessments has achieved significant time and cost savings and has strengthened the team resulting in improved quality and consistency of care.

### **Highlights**

- **Save approx. £1,721 for each new starter**
- £1,161 yearly Fire Refresher savings
- **More robust evidence of competence**
- Significantly less disruption to rotas
- **Increased confidence in recruitment**
- Improved quality & consistency of care
- **Training budget goes further**
- Minimises disruption to our residents
- **Improving well-being for everyone**
- 2 not 6 weeks to ascertain competence
- **Identifies IT skills issues**
- Faster identification of knowledge gaps
- **Motivated and valued staff**

### **About Penns Mount Residential Home**

Penns Mount Residential Care Home for the Elderly is an attractive Edwardian house situated on a hill overlooking the Teign Estuary with stunning 360 degree views including the sea at Shaldon, Newton Abbot Racecourse and Dartmoor. We are CQC commended as “A Home of Excellence”.

We cater for elderly, people with physical disabilities, and dementia regardless of gender, religion or race. We provide a safe, caring and homely environment (home from home!) in which our residents can maintain their individuality and independence, enjoying a lifestyle which is as close as possible to that which they might enjoy in their own homes.

Our Care and Management Teams are highly qualified and have many years of care experience at the front line. We have 17 staff and are fully committed to staff education, skills development, encouraging qualification achievement at all levels of care. We invest in further specialist tuition in areas relevant to our residents' needs.



## New Starter Case Study Example

In July 2012, we employed JJ who scored 90% on the summary assessment during her interview. JJ had been working in our industry for over a year and had not previously completed any of the Common Induction Standards. JJ joined us aware that we try to do things properly and was asked to complete as many assessments as possible while we waited for the CRB and reference checks.

Because JJ already had most of the knowledge required, she also scored very highly on the more detailed assessments and upon joining we undertook observations of her practice and she completed our “home specific” induction. We were quickly able to identify and address specific issues highlighted through the assessment results and sign off induction much quicker but with more comprehensive evidence and confidence.

JJ enjoyed the learning process so much, she completed the full assessment over a weekend doing some sections several times to confirm understanding and out of personal pride. JJ was so pleased with her achievement, she rang me to let me know about her results. She did this in her own time.

We saved approx. 80% in staff time, cover time, management time and approx. 80% of the cost compared to our previous induction method.



## What challenges did the assessments create?

Not all potential care staff have access to computers or the skills needed. Whilst this information itself is helpful in assessing potential employees because we use digital record keeping systems, it has meant we have needed to install an old PC to act as a training computer. This was no real hardship!

## How do you use CIS Assessment?

As described in the example above, applicants take the summary assessment as part of the job interview to check their knowledge base. We use the assessments and results as part of induction learning planning and as evidence towards induction completion alongside work based observation, coaching and shadowing.

We use the fire awareness assessments to check the knowledge of our staff instead of taking them out of the workplace to repeat training courses. It now takes approx. 1 hour for each person to undertake a Fire Awareness assessment including checking the results and dealing with any knowledge gaps that arise. We save approx. £1,161 per year but more importantly, we save ourselves a huge inconvenience to rotas and potential reductions in care quality whilst feeling more confident our staff know what to do in a fire emergency.

The assessments support supervision, observations and appraisal because it is now possible to quickly identify knowledge gaps or where people have forgotten things they previously learnt. By revisiting the specific induction areas, we were able to acquire evidence of the true knowledge level in any areas of concern and highlight further learning needs. This takes hardly any time and usually ends up with the staff member working with increased confidence.

We are looking forward to incorporating additional areas of training and to more advanced levels as they become available to us.

## How did you induct staff prior to using CIS Assessment?

We used CDs and created reams of paperwork which took hours of management time to assess and mark.

CDs were £200 each. They did not always stay onsite and went out of date quickly so we had to replace them quite often.

It took about 6 weeks to ascertain if staff were capable of doing the job. This slowed down the process of induction meaning our existing staff continued to be stretched with the additional need for more expensive agency staff to cover and inevitable reduction in care quality over this period.

Because of the commitment in time and money, this often meant we kept staff who failed to fully meet the high standards we aim for.

## How much did induction previously cost?

24 hours for each care worker, 2 weeks of staff cover, 1 week of management time, contribution towards CDs, 20 pages printing time, paper & ink =

**Approx. £2,122 for each new starter**



## How much does induction cost now?

We are fortunate that the assessments are currently funded by Devon Care Training / Devon County Council.

Staff take assessments before they join us and while we are waiting for CRB check and references. We pay them a couple of hours for this which costs approx £19 per person. Plus staff cover and mgmt time =

**Approx. £399 for each new starter**



## How much money have you saved?

**Approx. £1,723 for each new starter**

According to Skills for Care it costs around £3,684 to recruit and train the average care worker. Each time we make the right decision, we are saving this amount.

Plus doing the Fire Awareness Refresher online with 17 staff achieves

**PLUS savings of approx. £1,161 per year**



## What benefits has using CIS Assessment brought?

- It now takes about 2 weeks instead of 6 to ascertain if someone is capable of doing the job. It is much quicker and cheaper.
- Faster identification of knowledge gaps and skills gaps so we can address these quickly.
- Staff can be signed off more quickly thus ensuring that the team remains strong.
- Increased confidence in our recruitment and selection procedures
- More robust evidence that people have the knowledge to meet the required Standards
- Peace of mind that as legislation and good practice changes over time that we are not training using out of date information.
- Significantly less disruption to rotas.

## How has this improved outcomes for the people you support and care for?

- Improved consistency of care through stable workforce.
- Improved quality of care by checking people are right for the role and competent.
- A less stretched workforce
- Our training budget has been able to go further as a result of using this system, meaning we can purchase more specific training.
- Underlines our commitment to staff and residents.
- Minimised disruption to our residents and staff and is improving the well-being for everyone.



## Have you been inspected by CQC recently?

Not since the introduction of the new system, although we are more confident of the outcomes of a visit since we started to use CIS Assessment.

**For more information about this case study**

Email: [info@cis-assessment.co.uk](mailto:info@cis-assessment.co.uk) or call: 0845 873 0373

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