

# Customer case studies

## St Barnabas House

St Barnabas House is a local independent charitable hospice which opened in 1973. It offers palliative care for patients with advanced cancer and other advanced life-limiting diseases. It also encompasses Chestnut Tree House, which is the only children's hospice in Sussex.

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David Gayler  
St Barnabas House



Industry	Not for profit
Geographic	West Sussex
Employees	1000 including volunteers
Turnover	£11m
Solution	SelectHR
Modules	Self-service

St Barnabas House is rightly proud of its service to patients which includes a 16 bed inpatient ward, a day hospice, a community team, a family services team and an education department. Its children's hospice, Chestnut Tree House, cares for children and young adults of 0-19 years of age.

The team at St Barnabas House consists of nurses, doctors, social workers, counsellors, a chaplain, physiotherapists, complementary therapists, an artist-in-residence and volunteers, all of whom combine to help families cope at a difficult time in their lives.

Back in 2005, the HR team at St Barnabas House recognised that their HR system was not capable of providing the kind of management

information that they needed to help move the business forward. David Gayler, Head of HR, explains. “St Barnabas House recognised that the existing HR system was essentially just a simple database that was not fulfilling the business and HR needs. It was cumbersome and very difficult to report on, and a cost effective solution was needed that would grow with the organisation and be essentially future-proof.”

With staff and volunteer numbers over 1000, the need for a replacement became a priority. The process of searching for a new HR solution began and after a lengthy investigation into the options available, St Barnabas House decided to purchase the SelectHR suite of products. The system in place, David highlights the key benefits achieved so far...

### **Benefits of Self-service**

“Our managers are really starting to see the benefits of using such technology – not only with absence monitoring but accessing general management information like names and addresses. This speeds everything up!” says David. “I am continually promoting Self-service to the management team to increase their knowledge of SelectHR.”

### **Getting the Self-service message across**

There are management meetings once a month where David hosts “tool box talks” on various HR topics, including using SelectHR.

“SelectHR is discussed regularly and I encourage managers to use the facilities available to them. It takes away the hassle of everyday general admin from HR and frees up managers’ and the HR team’s time considerably.”

### **Absence monitoring**

“One particular area that I focused on after joining St Barnabas was sickness absence which was running at just over 4%,” David explains. “We operate from two sites with two very different cultures due to the nature of the work and it was very easy to miss the odd absence. Using the functionality within Select and training the managers I have reduced this to just over 2% and in the process have saved around £26,000 per annum in direct sickness costs. We will also be moving to electronic holiday records shortly, away from the old time consuming card system.”

### **SelectHR in the not for profit sector**

SelectHR can also offer the not-for-profit sector facilities like CRB monitoring and checking and skills searches, which David is very keen on using.

“We keep volunteers’ information on SelectHR too – these people have a wealth of experience and skills that if we know about, we can use! For example, we recently had an ex-City volunteer who was very knowledgeable about project management, health and IT. She is now using this experience to help with a project on electronic patient records.

SelectHR’s skills search would identify her immediately and I am keen to get this up and running. It will save St Barnabas House time and money – one of the original objectives back in 2006!”

### **SelectHR and business management information**

“There are many benefits of SelectHR from a strategic business viewpoint – information for succession planning, tackling resource shortages using skills searches, staff turnover reports, etc.

It is essential to look down at the organisation and not get caught up in the day to day minutiae,” advises David. “A ‘helicopter view’ is required from the Board or Management Team to keep the whole process on track. We are still developing the system in a structured way, for example changing recruitment processes from paper to online. We are looking to put our appraisal system online to reduce our paperwork and streamline the process

– and I am looking forward to the next User Group meeting to attend a workshop on exactly that!”

### **Other services**

Lastly, David’s experience of post-sales service at Select has also been very positive. “I couldn’t speak more highly of the helpdesk,” he says. “They are helpful, friendly and understanding – very impressive to deal with. I have found working with Access Select a real bonus and it really makes a difference to the efficiency of the HR department and the organisation.”

### **Who we are**

Access will give you the advice, tools and clarity you need to make effective decisions, quickly and with certainty. As both a business-focused consultancy and a specialist software developer, we combine our innovative software with practical experience to deliver a solution that’s exactly right for you and your business.

We believe your solution must be ready for the future, as well as right for today. Because your business will constantly evolve, we provide a software solution that grows with you. Our modular software covers a complete range of business, financial and administration processes and can be flexed to give you the precise view of your business that you need at any time.

With Access, you can be sure you’ve got the clarity you need to reach your business goals.

### **Further information**

For further information on this, or any other Access Select case studies, please contact the Sales Department on 01227 780440, email [hrsales@theaccessgroup.com](mailto:hrsales@theaccessgroup.com) or visit our website at [www.access-select.co.uk](http://www.access-select.co.uk).