Improved roster compliance helps Croydon Health Services save £860K in six months

The Croydon Health Services NHS Trust is a large District General Hospital employing approximately 4,500 staff in 250 units working across both hospital and community sites.

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intelligent workforce compliance

The challenge

Cutting costs and making the most of e-rostering

Croydon Health Services was struggling to achieve efficient rostering, balancing the need to cut costs with that of ensuring high-quality care to patients. NHSI Rostering Levels of Attainment (LoA) had remained static for several years, and temporary staffing spend was high.

As a result, the Trust was looking to kick start a transformation in its rostering practices to cut costs, increase regulatory compliance, and maximise its return on investment (ROI) in e-rostering – without reducing headcount or compromising the quality of care.
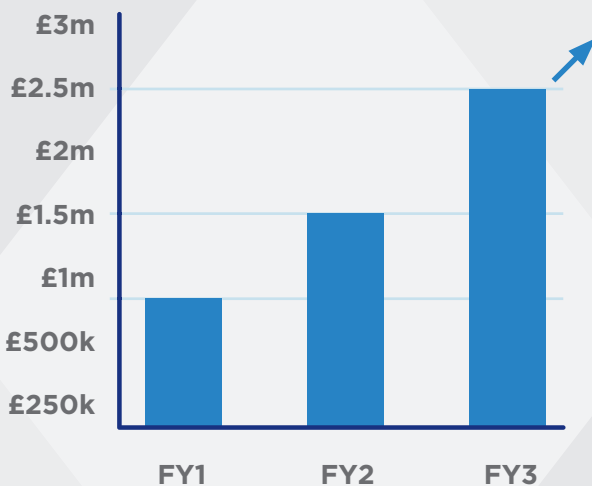
To help them identify and deliver best practices to achieve these goals, the Trust approached Oceansblue.

Goals

- Reducing temporary staffing spend
- Increasing regulatory compliance
- Maximising ROI in e-rostering

Savings made and predicted

£3m	
£2.5m	
£2m	
£1.5m	
£1m	
£500k	
£250k	

FY1 FY2 FY3

Driving operational change with Ward Guardian

The first step to act on our plan was to implement Ward Guardian, Oceansblue's automated "Compliance as a Service" solution.

Ward Guardian is highly customisable and complements existing systems used by the Trust. It's also quick and non-disruptive to implement. Powered by AI and Nudge Theory, this fully automated solution ensures that every unit can benefit from having a virtual rostering assistant on site, offering best practice advice that is in line with the Trust's policy.
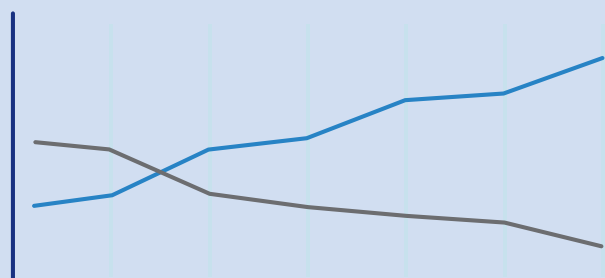
> "
>
> Ward Guardian gives me a structure against which I can review my rosters. Everything is in one place, and the heatmaps help me spot the 'needle in the haystack' that we could spend hours trying to find.
>
> **Croydon Health Services Unit Manager**
>
> "

- Increased fill rates

- Decreased temporary staffing costs

- Evidenced savings: **£860K** in six months

- An approved target of **£1.5M** in savings for the coming FY

- A more engaged set of unit managers and rostering team members

- A clear overview of how units plan and where support is needed

Project results

— **Agency % of Temporary**
— **Temporary Fill Rates**

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