

ARRIVE IN STYLE...

Before I set up the company...

I listened, questioned and investigated what the market was like, what problems the care home managers were facing and the solutions I could offer.

Similar comments from the care homes kept coming up, but the main issue they faced was...

“Agency staff are always late blaming public transport, couldn’t find you, my taxi was late, the dog ate my bus pass etc”

When I dug deeper, it became clearer that as one shift is nearing its finishing time, the anxiety levels of that team are at a high - anxiously waiting for the next staff to arrive so that they can have a good unrushed handover and leave on time for home after a long eventful 12 hour shift.

Lots of our care homes are in beautiful rural areas, sometimes off the Sat Nav grid, but mostly with erratic public transport service, especially at weekends, late nights, and very early mornings.

The solution was to provide a staff shuttle service. We collect agency staff from their homes and take them directly to their care home assignment and bring them home when they have finished.

The benefits of our staff shuttle service:

Comfort of employees:

Employees who use the shuttle service can make sure their daily routine is running smoothly. It gives them time to answer personal messages on their phones and even catch up with social media

Increased productivity

A timely pick-up and drop out ensures the increased productivity of agency staff. Everyone hates the fuss in public transport and the traffic disturbance and planning a new route.

Punctuality

Being on time is the most important factor, this reduces the stress levels all round. It has been seen that late-coming is one of the reasons that can create hindrance in productivity and employer-employee relationship.

Environmentally friendly

The other benefit that occurs from utilizing a shuttle service is environmental friendliness. We are contributing our bit to the betterment of the environment. With a carbon footprint in mind, the more people that use the staff shuttle, the better for the environment.

We also made our staff shuttle that bit special with the drivers in uniform, free mints and bottled water, mirrors and reading lights, even free deodorant!

In each vehicle there is the staff shuttle manual, full of interesting information about the company and its clients.

It is crucial that we all turn up on time to our assignments – A great start to the shift will help us all have a great time helping our client’s residents, keeps our permanent colleagues happy, and takes the “travel to work” stress away.

Priscilla Holmes, owner Number 1 Healthcare Ltd

