

**Company:**

St. Barnabas House

**Profile:**

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.

**Sector:**

Charities & Not-For-Profit Organisations

**Select Products:**

Select HR Insight  
Select HR Clearvision  
(self service)

**Purchase Factors:**

- ✓ Availability of self service for all employees
- ✓ Advanced business management information available to managers via self service
- ✓ Enhanced absence management facilities
- ✓ CRB monitoring and checking for all relevant members of staff
- ✓ Reduction of HR administration & paperwork



## David Gayler, Head of HR at St. Barnabas House explains how implementing Select HR has improved his department's service

St. Barnabas House is an independent charitable hospice based in Worthing, West Sussex and offers palliative care for patients with life-limiting diseases. 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. St Barnabas House also encompasses Chestnut Tree House, which is the only children's hospice in Sussex and cares for children and young adults from 0-19 years of age.

The team at St Barnabas 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. With staff and volunteer numbers over 1000, the need for a replacement was becoming a priority. The process of searching for a new HR solution began and after a lengthy investigation into the options available, St Barnabas decided to purchase the Select HR suite of products in June 2006. Following the purchase there were a

number of staff changes in HR which meant that implementation was delayed for a while. However, David Gayler, joined St Barnabas as Head of HR, in May last year. "St Barnabas recognised that the original system that was used for HR was essentially just a simple database that was not fulfilling the business and HR needs," David explains. "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."

"It was unfortunate that due to employee changes implementation was initially delayed," says David, "which meant that the selfservice module of Select HR was only launched in December last year. However, I think it is a brilliant system! So good, in fact, I have recommended it to other hospices in the area."

**The 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! I am continually promoting self service to the management team to increase their knowledge of Select HR." ➡



"There are many benefits of Select HR from a strategic business viewpoint – information for succession planning, tackling resource shortages using skills searches, staff turnover reports etc. Select HR takes away the hassle of everyday general admin from HR and frees up managers' and the HR team's time considerably."

**David Gayler**, Head of HR  
St Barnabas

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#### 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 Select HR. “Select HR 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

“Absence is much easier to keep track of using Select HR,” 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. We will also be moving to electronic holiday records shortly, away from the old time consuming card system.”

#### Features of Select in the Not-For-Profit Sector

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

#### Select HR and Business Management Information

“There are many benefits of Select HR 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. Although we are probably using between 75-80% of the functionality available in Select HR, 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 at Select Software”, he says. “They are helpful, friendly and understanding – very impressive to deal with. I should know – I used to manage an IT helpdesk for the NHS!” On the whole I am very happy with Select HR – it gives us everything we need and I can see it evolving with us into the future.”

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