Care Skillsbase: Skills Check 26

Organising Staff Rotas

Interviewer's pack
Contents

- Skills Check guidance, answers and activity
- Feedback form
- Personal development form

Summary	
Suitable for	Senior care/support worker
Skill checked	Number skills
Covers	Calculations needed to organise staff rotas, including addition, multiplication, decimals (money)
Learning for interviewer	Can the member of staff apply number skills to solve problems associated with organising staff rotas?
Learning for member of staff	How number skills are used to organise staff rotas
Approx time needed	Total: 30 minutes (15 minutes for Skills Check and 15 minutes for feedback)
How it works	Asks the person to use number skills to solve seven short problems typical of care work. Discuss the person's answers to check understanding.
Notes	The person may use a calculator but make sure they note their workings. Answers are included with the guidance overleaf.
Before you start	Read the **general guidance** in the **Skills Check** area of the Care Skillsbase website.

We welcome suggestions to improve this Skills Check. Please use the contact form on our website at www.scie.org.uk/careskillsbase

Organising Staff Rotas

Guidance

Use this Skills Check to find out if the person has the **number skills and knowledge** required for their job.

These problems offer the person an opportunity to use knowledge and skills relating to:

- four rules of arithmetic (addition, subtraction, multiplication, division)
- time (calculations involving hours and minutes)
- money (calculations involving pounds and pence)
- simple fractions (e.g. ¼ , ½ , ¾)
- decimal fractions (e.g. £1.50).

Check that the person understands that each problem offers three options:

- try to solve the problem by making calculations and arriving at an answer
- tick a box to show that they do not know how to solve the problem
- tick a box to show that they do not understand the question.

Tell the person that no overall score is awarded. The point of the Skills Check is to see how they get on with the different problems.

Point out to the person that they may use a calculator but they should still note their workings. This will help you understand their answers afterwards.

Tell the person to spend about 15 minutes on the Skills Check and not to worry if they can't do one or more of the problems. They should just move on to the next.

Tell them to let you know when they have done all that they can. If they have not finished after 15 minutes, stop them anyway and ask them to show you how they got on. Before you go through their answers (an answer sheet can be found below), ask the person what they thought of the Skills Check and if it seemed relevant to their work.

Answers

Note: The workings-out below show possible ways to arrive at correct solutions. There are other ways to solve these problems.

1. Setting up a rota

Your service users need 24-hour care, seven days a week. To give them that care, your organisation operates three 8-hour shifts: a morning shift, an afternoon shift and a night shift. For the last seven days, your organisation needed eight people on mornings, six on afternoons and three on nights every day. How many individual shifts did that add up to over the seven days altogether?

8 + 6 + 3 = 17 individual shifts per day

17 shifts x 7 days = 119 individual shifts (7 x 7 = 49, 7 x 10 = 70, 49 + 70 = 119)

Answer: 119 individual shifts

2. How many staff?

Altogether over the next seven days you need to cover 140 individual shifts. You have ten full-time staff and 19 part-timers. Over the seven days, the full-time staff will each work five 8-hour shifts. Sixteen of the part-timers will each do three shifts. Three will only work two shifts. How many shifts does that leave without cover?

10 full-time staff x 5 shifts = 50 shifts covered

16 part-time staff x 3 shifts = 48 shifts covered

3 part-time staff x 2 shifts = 6 shifts covered

50 shifts + 48 shifts + 6 shifts = 104 shifts covered

140 shifts needing cover – 104 shifts covered = 36 shifts left without cover

Answer: 36 shifts without cover

3. Short-staffed

One week you are short-staffed: seven and a half 8-hour shifts are without cover. You are allowed to offer extra hours to part-time staff and six of them will each do an extra four hours while two will each do an extra six hours.

(a) How many hours cover does that give you?

(b) Do you need to buy any agency hours? If so, how many?

6 part-time staff x 4 hours = 24 hours

2 part-time staff x 6 hours = 12 hours

24 hours + 12 hours = 36 hours covered by extra hours worked by part-time staff

Answer (a): 36 hours

7.5 shifts without cover x 8 hours = 60 hours without cover

60 hours without cover – 36 extra part-time hours = 24 hours without cover

Answer (b): Yes, you need to buy 24 agency hours

4. Cost of care staff tomorrow

Tomorrow there are 25 care staff on the rota. On the morning shift there are five full-time staff, three part-time staff and two agency staff. On the afternoon shift there are two full-time, four part-time and one agency staff. On the night shift there are two part-time and one agency staff. Each shift lasts eight hours and most staff are being paid at £5.62 per hour. However, the part-time staff on the night shift are both working overtime. Overtime is paid at the higher rate of £8.56 per hour. Agency staff cost £25 an hour.

(a) Calculate the total cost for staffing the three shifts at these hourly rates.

(b) How much could you save by replacing agency staff with normal staff on overtime?

Morning shift

5 full-time + 3 part-time staff = 8 staff working 8 hours each; 8 x 8 = 64 hours

64 hours x £5.62 = £359.68

2 agency staff = 16 hours @ £25 = £400.00

£359.68 + £400.00 = £759.68

Morning shift costs £759.68

Afternoon shift

2 full-time + 4 part-time staff = 6 staff working 8 hours each; 6 x 8 = 48 hours

48 hours x £5.62 = £269.76

1 agency staff = 8 hours @ £25 = £200.00

£269.76 + £200.00 = £469.76

Afternoon shift costs £469.76

Night shift

2 part-time staff each working 8 hours = 16 hours

16 hours x overtime rate of £8.56 = £136.96

1 agency staff = 8 hours @ £25 = £200.00

£136.96 + £200.00 = £336.96

Night shift costs £336.96

£759.68 (morning) + £469.76 (afternoon) + £336.96 (night) = £1566.40

Answer: (a) £1566.40

Total hours worked by agency staff = 32 hours (four 8-hour shifts)

32 hours @ £25 = £800.00

32 hours @ overtime rate of £8.56 = £273.92

£800.00 - £273.92 = £526.08

Answer: (b) Savings total £526.08

Understand the Job: Organising Staff Rotas

Problem-solving is an important part of health and social care work. Use this activity to learn more the problems involved in organising staff rotas and the number skills that help to solve them.

First, write your name and today's date on the line below.

(First name)   (Last name)   (Date: Day-Month-Year)

....

> **Please show your workings!** You may use a calculator to solve these problems, but please make a note of your calculations so the interviewer can understand how you solved the problem.

Example problem showing how to note your calculations
You work five days a week. You drive five miles to work and five miles back home each day. How many miles do you drive to and from work each week?

For your workings	**Answer:** *50 miles*
5 + 5 = 10 miles *10 x 5 days = 50 miles*	
or I don't know how to work this out ☐	*or* I don't understand the question ☐

Problems

1. Setting up a rota
Your service users need 24-hour care, seven days a week. To give them that care, your organisation operates three 8-hour shifts: a morning shift, an afternoon shift and a night shift. For the last seven days, your organisation needed eight people on mornings, six on afternoons and three on nights every day. How many individual shifts did that add up to over the seven days altogether?

For your workings	**Answer:**
or I don't know how to work this out ☐	*or* I don't understand the question ☐

2. How many staff?

Altogether over the next seven days you need to cover 140 individual shifts. You have ten full-time staff and 19 part-timers. Over the seven days, the full-time staff will each work five 8-hour shifts. Sixteen of the part-timers will each do three shifts. Three will only work two shifts. How many shifts does that leave without cover?

For your workings	**Answer:**
or I don't know how to work this out ☐	*or* I don't understand the question ☐

3. Short-staffed

One week you are short-staffed: seven and a half 8-hour shifts are without cover. You are allowed to offer extra hours to part-time staff and six of them will each do an extra four hours while two will each do an extra six hours.

(a) How many hours cover does that give you?

(b) Do you need to buy any agency hours? If so, how many?

For your workings	**Answer: (a) (b)**
or I don't know how to work this out ☐	*or* I don't understand the question ☐

4. Cost of care staff tomorrow

Tomorrow there are 25 care staff on the rota. On the morning shift there are five full-time staff, three part-time staff and two agency staff. On the afternoon shift there are two full-time, four part-time and one agency staff. On the night shift there are two part-time and one agency staff. Each shift lasts eight hours and most staff are being paid at £5.62 per hour. However, the part-time staff on the night shift are both working overtime. Overtime is paid at the higher rate of £8.56 per hour. Agency staff cost £25 an hour.

(a) Calculate the total cost for staffing the three shifts at these hourly rates.

(b) How much could you save by replacing agency staff with normal staff on overtime?

For your workings	Answer: (a) (b)

| *or*   I don't know how to work this out ☐ | *or*   I don't understand the question ☐ |

Feedback form	Date:
Staff member's name	
Staff member's job title	
Interviewer's name	
Interviewer's job title	

1. Interviewer's view The member of staff ...	No	Partly	Yes
a. Can solve problems related to staff rotas effectively.			
b. Can communicate effectively about typical rota problems.			

2. Interviewer's reasons The member of staff ...	No	Partly	Yes
a. Understood the questions (knowledge of key words, symbols and concepts).			
b. Used number skills and knowledge to solve the problems; did not guess the answers (knowledge of how to solve problems).			
c. Used a calculator effectively			
d. Gave the correct answer (ability to make accurate calculations).			
e. Wrote calculations and answers clearly (legibility).			
f. Completed the activity within the allocated time (ability to problem-solve quickly).			
g. Explained their answers clearly and coherently afterwards.			

3. Next steps to help develop skills and knowledge for the job	Yes	No
a. Interviewer will arrange monitoring, feedback and support from a supervisor.		
b. Interviewer and member of staff will plan personal development to improve member of staff's understanding of key social care words and ideas.		
c. Interviewer and member of staff will plan personal development to improve member of staff's number skills and knowledge.		

4. Interviewer's signature	Staff member's signature

Use the other side of this sheet for notes.

Personal development form	Date:
Staff member's name	
Staff member's job title	
Interviewer's name	
Interviewer's job title	

1. Learning aim: to work safely and meet quality standards, the member of staff should develop the following number skills and knowledge	**Tick (✓) if 'yes'**
a. Knowledge of key words, symbols and concepts (to understand problems).	
b. Maths methods (to solve problems).	
c. Ability to use a calculator (to solve problems).	
d. Ability to make accurate calculations (to solve problems correctly).	
e. Ability to write numbers that are easily readable (to pass on information).	
f. Ability to solve problems quickly (to cope with work situations).	
g. Ability to explain problems and solutions (to support team work and help service users).	

2. How will the learning happen?

3. What support and resources will be needed to make the learning successful?

4. When will the learning happen?

5. How will we know the learning has been successful?

6. Progress review date

7. Interviewer's signature	**Staff member's signature**