

Agency Ledger

Review

Date	Version	Reviewed By	Comments
11/03/2020	V1.00_draft	Michaela Regan	Draft created
12/03/2020	V1.00_Draft	James Taylor	Draft reviewed

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Agency Ledger Overview

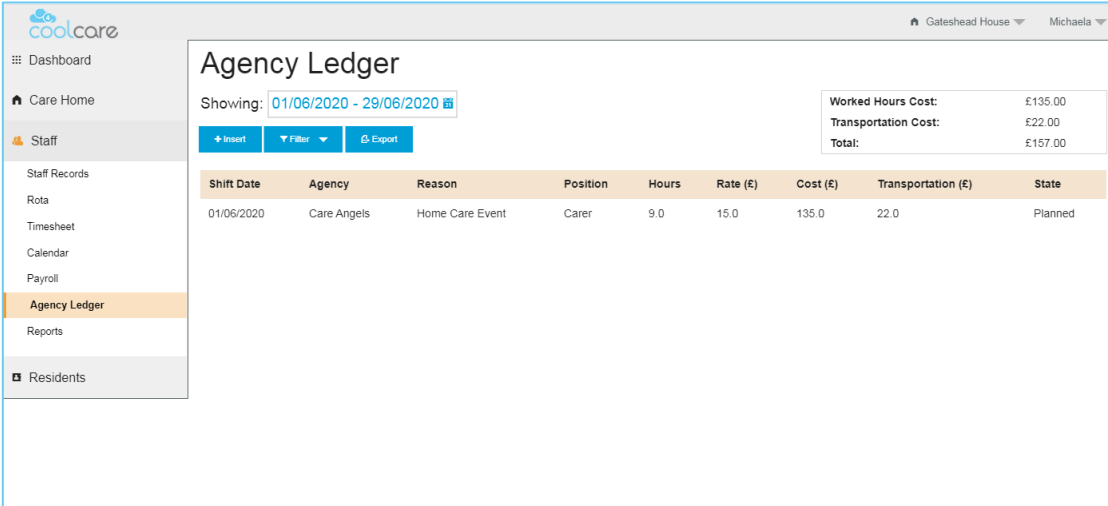
The Agency Ledger enables the recording of Agency staff usage within CoolCare to cover shifts where there is a staff or skills shortage. It enables the reporting of such information to help understand operational costs to the Home that may/may not have been budgeted for giving the Management better visibility of such costs.

The use of Agency staff can be assigned via the Staff Rota but to record the associated information for an Agency booking, you will need to create an Agency Ledger item. Within the Agency Ledger, you can plan ahead for future needs, for example if you are anticipating cover for periods of absence or holiday. Perhaps to run concurrent training courses to bring your staff up to speed or reacting to an unforeseen event that has left your Home under compliance quotas.

Agency Ledger

The Agency Ledger can be located from the main screen.

- Click on Staff
- Click to select Agency Ledger

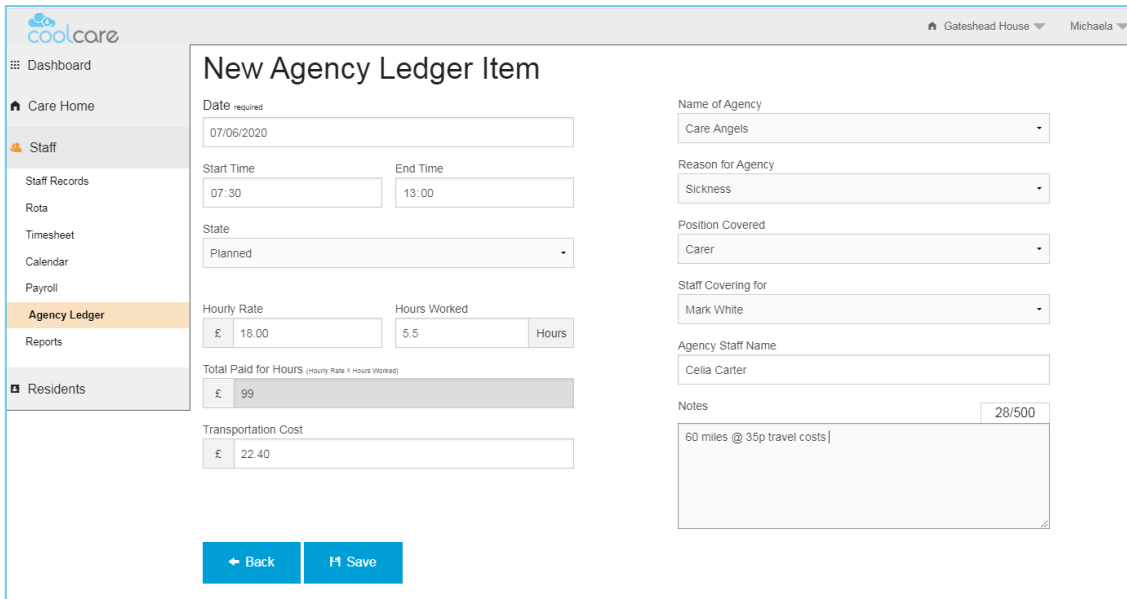


Shift Date	Agency	Reason	Position	Hours	Rate (£)	Cost (£)	Transportation (£)	State
01/06/2020	Care Angels	Home Care Event	Carer	9.0	15.0	135.0	22.0	Planned

Worked Hours Cost:	£135.00
Transportation Cost:	£22.00
Total:	£157.00

From the main Agency Ledger screen, here you can enter information to record the use of Agency staff, the associated costs, hours worked and other information pertaining to the requirement for Staff.

Creating an Agency Ledger Entry



- From Agency Ledger, click Insert
- Enter the date, this is the date that the Agency staff is planned for.
- Enter the Start and End time that the staff is planned to arrive and leave.

Handy Hint, you can retrospectively amend this information if you want to record the actual time of arrival and leave – it may help with reconciling invoices or queries.

- Choose the 'State' from the drop-down list
- Default is Planned, the Agency staff is planned to attend
- Completed. The Agency staff attended and completed the required work
- Cancelled. If the Agency staff member did not attend or work was not completed, set to Cancelled.

Note – Agency Ledger entries cannot be deleted. It is possible to amend ledger items but for the purpose of historical reference, all ledger items are retained.

- Enter the hourly rate for the Agency staff member.
- Enter the hours expected to work to cover the shift/part shift.

Note – The hourly rate x the number of worked hours will create a total of the cost for the service.

- Enter any associated transport costs that are to be paid.
- From the drop-down list, choose the Agency¹ who is providing the staff member
- From the list, choose the Reason² why Agency staff are to be used
- Choose the position that the Agency staff member is to cover
- Choose the Staff Member from the list who is being covered. This value can be blank

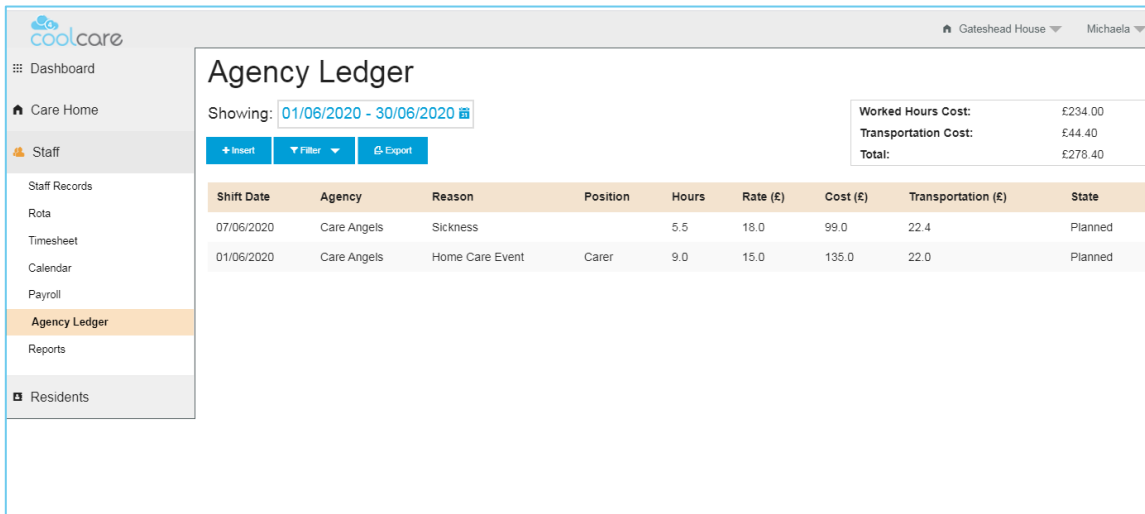
¹ & ² Refer to the Look up section

- Enter the name of the Agency Staff worker. It is helpful to record such information for historical records and to aid invoice reconciliation.
- Enter in the notes field any supporting information to help support the Agency staff use, or perhaps to record details of travel.
- Click Save

The Agency Ledger View

Having created an Agency Ledger item, it is possible to view those entries in a summarised format.

- From the Agency Ledger main screen
- Set the 'Showing' start and end dates to identify those past or future Ledger items



The screenshot shows the 'Agency Ledger' interface. At the top, it displays the Coolcare logo and user information (Gateshead House, Michaela). The main heading is 'Agency Ledger'. Below this, there is a date range selector showing 'Showing: 01/06/2020 - 30/06/2020'. To the right of this, a summary box contains the following data:

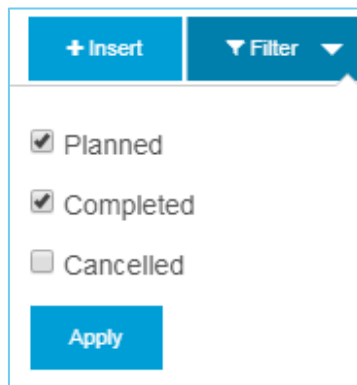
Worked Hours Cost:	£234.00
Transportation Cost:	£44.40
Total:	£278.40

Below the summary, there is a table of ledger items:

Shift Date	Agency	Reason	Position	Hours	Rate (£)	Cost (£)	Transportation (£)	State
07/06/2020	Care Angels	Sickness		5.5	18.0	99.0	22.4	Planned
01/06/2020	Care Angels	Home Care Event	Carer	9.0	15.0	135.0	22.0	Planned

- The Ledger items that are within the date ranges are displayed and the 'Totals' information is calculated accordingly.
- Click the 'Filter' button to change the information shown in the view. Uncheck those Ledger items that you do not wish to display.

Note – the resulting totals will be a sum of only those Ledger items displayed. Those Ledger items excluded will be removed from the resulting total values.



The screenshot shows the 'Filter' dropdown menu. It contains the following options:

- Planned
- Completed
- Cancelled

An 'Apply' button is located at the bottom of the menu.

- Click the 'Export' button to create an export of the data that is visible on screen. Here a download to .csv will be created for you to save or open in Excel where by you can manipulate the data as required.

1	Shift Date	Home Name	Start Time	End Time	Agency Name	Reason for Agency	Staff Name	Position Name	Department Name	Hourly Rate	Hours Worked	Total for Shift	Transport Cost	State
2	10/06/2020	Gateshead House	08:00	20:00	Care Home Agency Staff Support	Skills Shortage	Susan Brown	Senior Carer	Care	22	12	264	0	Comp
3	01/06/2020	Gateshead House	08:00	17:00	Care Angels	Home Care Event	Linda Jones	Carer	Care	15	9	135	22	Plann
4														

Editing an Agency Ledger Item

From the Agency Ledger main screen, locate the record you wish to amend in the list.

- Click to open the Ledger item
- Here you can amend the fields of information to accurately reflect the Agency cover detail that may include travel costs, change the start and end times to accurately reflect the times in the Home or add Notes pertaining to service.
- Changes to the hourly rate and/or worked hours will recalculate the service cost. Any subsequent travel costs added, will also impact the total service cost.
- Click Save to apply the changes

Edit Agency Ledger Item
Date: 01/06/2020

Start Time: 08:00 | End Time: 13:00

Name of Agency: Care Angels

Reason for Agency: Home Care Event

Position Covered: Carer

Staff Covering for: Linda Jones

Agency Staff Name: Mira Morson

Notes: 189/500
£22.00 train ticket
Mira has worked on the dementia ward before she knows her way around the Home and works well with Julie Smith.
(MR) Mira wasn't very well and had to leave at 1.00pm

Hourly Rate: £ 15.0 | Hours Worked: 6.0 | Total Paid for Hours: £ 90

Transportation Cost: £ 22.0

Buttons: Back | Save

Note –Where hours worked and/or hourly rate is amended or travel charges are changed, the summary total at the Agency Ledger view is updated accordingly.

Worked Hours Cost:	£453.00
Transportation Cost:	£44.40
Total:	£497.40

Agency Setup/Permissions

New permissions have been added to the 'User Groups' function in CoolCare to allow access to the new Agency Ledger function and the ability to create the associated Lookups.

User Group Permissions

Permissions within CoolCare are restricted to staff members who have administrative access, refer to your CoolCare system administrator to add or remove permissions.

- To enable Agency Ledger, locate the appropriate User Group and click to amend
- From the Lookups tab, click to enable 'Agency Setup'. This enables the user to create the two required Lookups in CoolCare (see below).
- From the 'Staff' tab, click to enable 'Manage Agency Ledger'. This will permit the user to insert, amend and save Agency Ledger items.
- Click Save to apply changes
- The associated user(s) to the amended User Group should log out of CoolCare and log back in to see those applied changes.

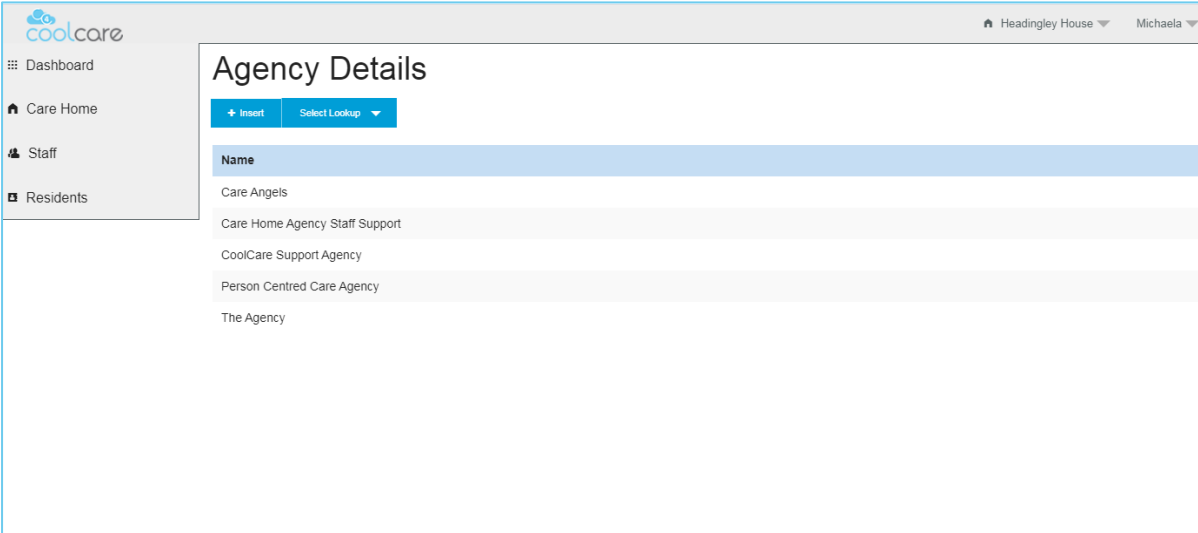
Note – all users associated with the amended User Group will now have the Agency Ledger feature.

Agency Lookups

Configurable areas of the Agency Ledger are created in the Lookups section of CoolCare. Only those users with access to these functions will have the ability to create the required options from within the Agency Ledger.

Here you have the ability to create information that pertains to your Home rather than it being a prescriptive list of options available. Agency Details and Agency Reasons are required setup before entering an Agency Ledger item.

Agency Detail



The screenshot shows the 'Agency Details' page in the CoolCare system. The sidebar on the left contains navigation links for Dashboard, Care Home, Staff, and Residents. The main content area has a title 'Agency Details' and two buttons: '+ Insert' and 'Select Lookup'. Below the buttons is a table with the following data:

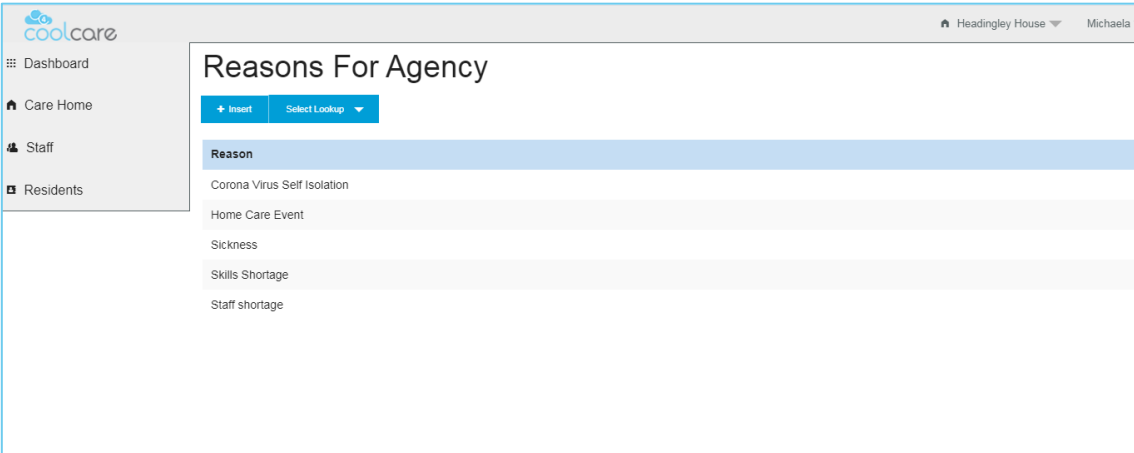
Name
Care Angels
Care Home Agency Staff Support
CoolCare Support Agency
Person Centred Care Agency
The Agency

- From the top-right hand menu (where your name is displayed), choose 'Lookups' from the list
- Select 'Agency Details'
- Click 'Insert' to create a new record for an Agency
- Enter the name of the Agency that you wish to display
- Click Save to create the record

Agency Reason

Here you can define reasons for the use of Agency that will help with reporting of information. It will enable you to group the use of Agency staff by 'Reasons' to better understand such costs.

- From within the Lookups function in CoolCare, click 'Reason for Agency'
- Click the Insert button
- Enter the Reason title
- Click Save



The screenshot shows the 'Reasons For Agency' page in the CoolCare system. The sidebar on the left contains navigation links for Dashboard, Care Home, Staff, and Residents. The main content area has a title 'Reasons For Agency' and two buttons: '+ Insert' and 'Select Lookup'. Below the buttons is a table with the following data:

Reason
Corona Virus Self Isolation
Home Care Event
Sickness
Skills Shortage
Staff shortage