



Sussex Grange – Delighted with the Gather service

Sophie Hare (Operations Director)

Sussex Grange have been supplying care in the Chichester area for 12 years. They are actively involved in the West Sussex Partners in Care who like to share best practice throughout the region.

This case study is to highlight the benefits and longevity of Gather

At a glance

Issues to address

- Staff retention
- Hear staff voice
- Staff support and management
- Evidence for CQC
- Move the business from reactive to proactive

Results (after 2 years)

- Staff retention increased
- Evidence of management and support of staff
- Effortless track and trending of data
- Helpful suggestions received from staff
- Encourage new hires to join via evidence of great working environment

Objectives

Sussex Grange had a variety of processes in place to assist, support and manage their staff however, they wanted to investigate further ways they could achieve these objectives more effectively, whilst making it easier for their staff but also easier on themselves to collect, analyse, present and understand the data collected.

Solution

Sussex Grange reviewed the Gather platform and were astonished by its ease, simplicity and engagement.

After reviewing several solutions, the Gather platform was chosen due to the ease, simplicity, intelligence and interaction with the respondent that it brings. It encourages far greater engagement, which is absolutely key to the objectives – without great engagement there is no data available to drive accurate decision making.

Due to Gather's simplicity, intuitiveness, intelligence and convenience, staff can complete comprehensive responses in less than a minute. This convenience means that Sussex Grange can check in on their staff far more regularly, to ensure they are happy in their work environments and most importantly know when they are not, so they can provide the right support.

"Gather, has enabled some of our less confident members of staff to inform us of concerns, that we were simply not aware of, despite asking. I know from experiences such concerns have led to resignations, so we are delighted to have been able to reduce attrition at Sussex Grange through the use of Gather." Explained Sophie.

Sussex Grange also loved that there was virtually no management of the platform itself. They can "dip in" to their portal and review the dashboard to easily see if there any issues or concerns. However, due to the platforms instant email alerting, they can also as well as be instantly informed by the platform instant alerting capability to proactively, as opposed to reactively, support their staff.

Results

After 2 years they have seen engagement vary, as it inevitable will, but overall, the staff are engaging using the platform is very convenient and easy to use. They also recognise it is their opportunity to voice not just their concerns, but also highlight peers for jobs well done, offer suggestions on how to improve the business and much more.

Net result the staff are more engaged and listened to, this means they feel more valued, which increases trust and loyalty always were the Gather platform just made it easier for all parties to achieve it.

Gather's Objectives

Gather provide a platform to help all parties (staff, customer, member, patient, management, etc.). Respondents can express themselves far more easily than ever before, whilst giving the business a very easy, intuitive, effective and efficient way to see the analysed results of these submissions.



Sophie Hare Director