



# 5 REASONS

**GROUP HOMES SHOULD USE PRESENCE  
MONITORING FOR OVERNIGHT STAFF**

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# 5 REASONS GROUP HOMES SHOULD USE PRESENCE MONITORING FOR OVERNIGHT STAFF



From overnight drivers to lab technicians, there are a wide range of occupations that require employees to be awake overnight—maybe even more than you'd think. In fact, according to the U.S. Bureau of Labor Statistics, **16% of people** work a non-daytime schedule, whether it be evening shifts or the graveyard shift. That's nearly one-fifth of the working population!

When it comes to the healthcare space, awake-overnight staff at group homes are vital. These employees not only need to be awake, but completely alert, in order to properly care for residents.

Many group home agencies rely on check-in calls and surprise visits to ensure employees are awake and accountable throughout their shifts. But these methods aren't foolproof—especially because they usually don't catch problems until after they've occurred.

For this reason, group home agencies are increasingly turning to presence monitoring systems to minimize risk. From real-time alerts to improved efficiency, there are many benefits to using these systems. Let's take a closer look at what a presence monitoring system can do for your residents, your staff and your agency.

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# 1

## REDUCE INCIDENT RISK



When it comes to awake-overnight staff at group homes, a missing (or sleeping) employee could mean life or death for a resident. That's why many group homes require a certain ratio of employees to residents.

For example, if a resident has a wheelchair and there's a fire in the building, at least two employees would be needed to get all of the residents evacuated; one to get the wheelchair-bound resident in their chair and ready, and the other to wake and evacuate the remaining residents. But, unfortunately, it doesn't always go this smoothly.

Staff members can miss a shift, show up late, or abandon their shift entirely, ultimately jeopardizing the health and safety of your residents. But with a presence monitoring system, you can ensure that all employees showed up for their shifts, thereby avoiding understaffed homes (and dangerous consequences).

# 2

## PROMOTE ACCOUNTABILITY



While we'd all like to think that we hire model employees, you never really know what goes on behind the scenes. We've heard countless stories from group home directors who discover employees showing up to work at the end of their shifts (coffee in hand!)—as well as stories of staff being found camped out on the couch, ready to snooze the night away.

Many times, management doesn't find out about these infractions for quite some time because other employees are reluctant to tattle on their coworkers. A presence monitoring system, however, takes the onus off of innocent employees to alert the agency of their coworkers' wrongdoings. And with SteadyCare Check-In Plus, there's no manipulation of data, so one employee can't "check-in" for another.

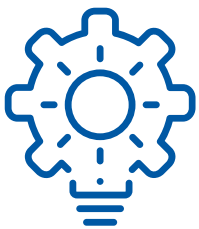
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There are also more innocent (yet equally dangerous) cases, where employees don't show up for shifts. Swapping shifts, for example, can lead to date mixups and an understaffed group home. On the other hand, late employees can leave gaps in care if the preceding staff doesn't wait for them to arrive.

Whether it's a simple mistake or intentional neglect, a presence monitoring system can prevent these mishaps and ensure the safety of both employees and residents.

# 3

## BE PROACTIVE (NOT REACTIVE)



Don't wait until an incident occurs before you invest in a presence monitoring system. It's not normal for the body to be awake overnight, so extra measures need to be taken to support employees and ensure they're staying awake.

Oftentimes, group home agencies come to us after an issue occurs, whether it be a rogue employee, an emergency or even a death. At this stage, investigations may be underway, leaving management scrambling for documentation.

The organizations that think proactively, however, fare much better in these situations. In fact, a SteadyCare Check-In Plus user recently reached out to thank us for our technology. One of their residents had passed away in the night (due to natural causes) and the state came in to investigate. The staff was relieved that they were using a presence monitoring system because it showed investigators that they had made all of their check-ins that evening. Due to this diligence, there was no question of negligence.



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# 4

## IMPROVE EFFICIENCY & PERFORMANCE MONITORING



While surprise visits and manual check-in calls have been a quick fix for group homes in the past, the efficacy of these methods will undoubtedly get called into question as technology continues to evolve. As advanced tools become available to improve efficiency and performance monitoring, the expectations of residents and their families will elevate right along with them.

Presence monitoring systems reduce administrative costs and boost efficiency by negating the need for an admin to retroactively go through check-in voicemails from the night before.

It also allows agency directors to get a quick, accurate snapshot of performance across group homes. Records of made and missed check-ins are available in real-time—removing the guesswork and replacing it with reliable numbers. This gives leadership the ability to make fast, informed decisions, ultimately improving the safety of residents.

# 5

## GAIN A COMPETITIVE EDGE



When residents' families are comparing group homes, they're looking for something that stands out—something that gives them the peace of mind that their loved one will be safe. A presence monitoring system can be that competitive edge.

SteadyCare Check-In Plus, in particular, provides an advantage by showing that your group home:

- Can track alerts in real-time
- Has a low incident risk
- Employs accountable staff
- And is safe

This is key, because at the end of the day, these families don't care about fixing problems after they occur. They want to know they won't happen in the first place.

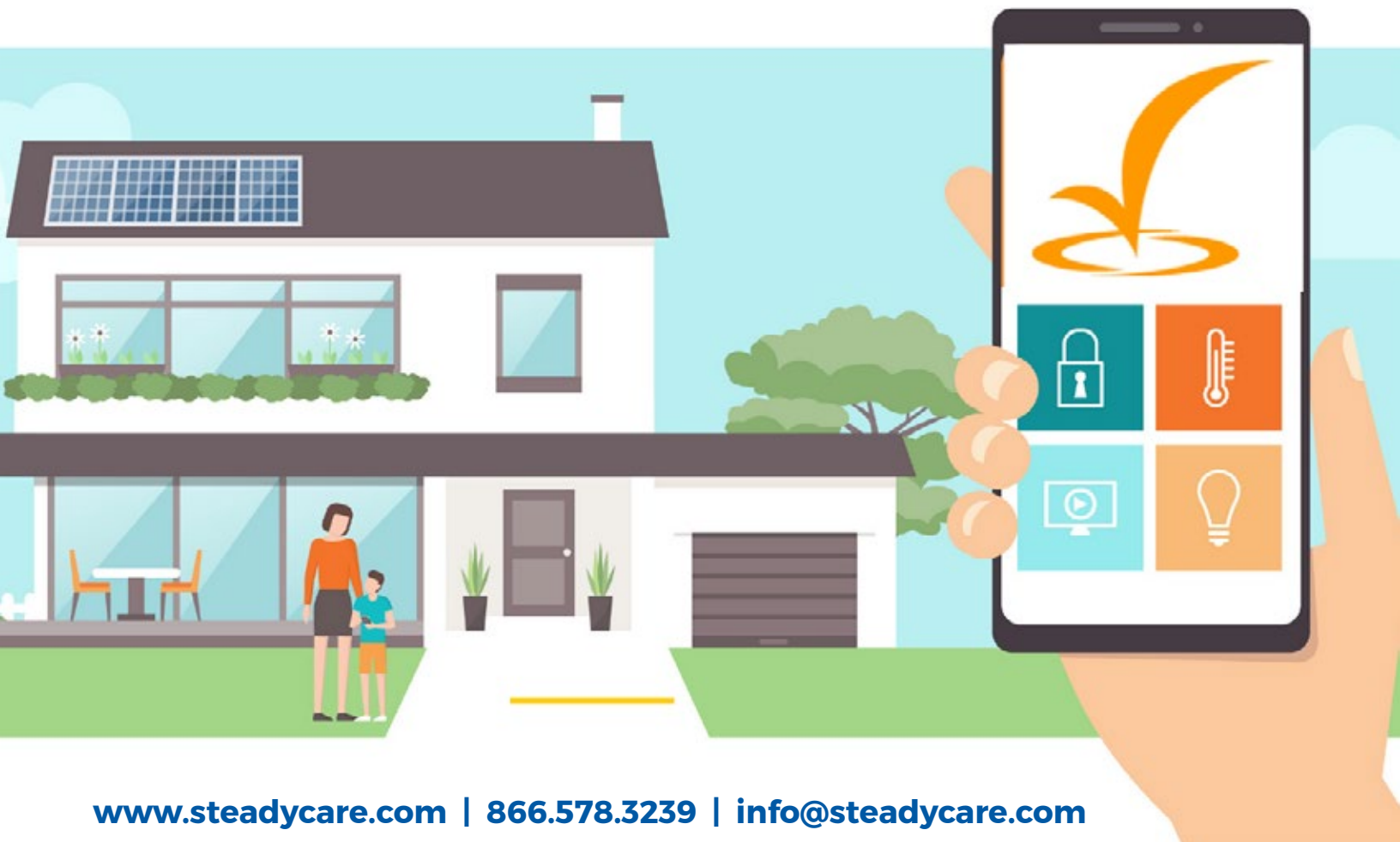
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# CONCLUSION

As digital systems become more prevalent in group homes, it will be essential to adapt and leverage these technologies, or risk falling behind.

At the end of the day, it's all about safety—the safety of your employees, your residents and your group homes as a whole. Presence monitoring systems provide that safety and peace of mind. So the only ones who will be up at night are your awake-overnight staff.



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