

CoolCare agency ledger.

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 or 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.

accessing the agency ledger.

The Agency Ledger can be located from CoolCare's main menu:

- Navigate to **Staff – Agency Ledger**

The screenshot shows the CoolCare Agency Ledger interface. On the left is a navigation menu with options like Dashboard, Care Home, Staff, Staff Records, Rota, Timesheet, Calendar, Payroll, Agency Ledger (highlighted), Reports, and Residents. The main area is titled 'Agency Ledger' and includes a date range selector 'Showing: 01/01/2025 - 13/06/2025' and buttons for '+ Insert', 'Filter', and 'Export'. A table displays the following data:

Shift Date	Agency	Reason	Position	Hours	Rate (£)	Cost (£)	Agency Staff Name	State
17/01/2025	Roundabout Care	Staff Absence	Care Assistant	6.00	18.00	108.00		Planned
21/01/2025	Roundabout Care	Staff Absence	Chef	10.00	18.00	180.00		Planned
12/02/2025	Roundabout Care	Staff Absence	Care Assistant					Planned
31/03/2025	Total Care	Temporary Cover	Care Assistant	12.00	15.23	182.76		Completed

Summary costs are shown in a box on the right:

Worked Hours Cost:	£470.76
Transportation Cost:	£0.00
Total:	£470.76

By default, the ledger will display any items added between a month before today's date to a month after today's date that have either the planned, completed or invoiced states. You can update the date range by selecting the dates at the top of the page and use the **Filter** button to select which states the list is displaying.

adding items to the agency ledger.

You can create items in the agency ledger to keep track of the shifts that have been covered by agency. Alternatively, shifts on the rota can be assigned to agency to create an item in the agency ledger automatically, please view our guide *Implementing a live rota* for more information on assigning agency staff to shifts.

To add a new item to the agency ledger:

- Navigate to **Staff – Agency Ledger**
- Select the **+Insert** button at the top of the list

This will open the New Agency Ledger Item page.

This screenshot is a zoomed-in view of the Agency Ledger interface, showing the same table and summary costs as the previous screenshot.

Shift Date	Agency	Reason	Position	Hours	Rate (£)	Cost (£)	Agency Staff Name	State
17/01/2025	Roundabout Care	Staff Absence	Care Assistant	6.00	18.00	108.00		Planned

Summary costs are shown in a box on the right:

Worked Hours Cost:	£470.76
Transportation Cost:	£0.00
Total:	£470.76

New Agency Ledger Item

Date required	<input type="text"/>	Name of Agency	<input type="text" value="-"/>
Start Time	<input type="text" value="--:--"/>	End Time	<input type="text" value="--:--"/>
State	<input type="text" value="Planned"/>	Reason for Agency	<input type="text" value="-"/>
Hourly Rate	<input type="text" value="£"/>	Position Covered	<input type="text" value="-"/>
Hours Worked	<input type="text"/>	Staff Covering for	<input type="text" value="-"/>
Total Paid for Hours (Hourly Rate x Hours Worked)	<input type="text" value="£"/>	Agency Staff Name	<input type="text"/>
Transportation Cost	<input type="text" value="£"/>	Notes	<input type="text" value="0/500"/>

From here, you can fill out the details of the agency shift:

- Date – The date the shift is planned for. These can be added retroactively or planned ahead of time
- Start Time/End Time – the planned times of the shift
- State – Whether the shift is planned, completed, invoiced or cancelled
- Hourly Rate – the hourly pay rate of the agency shift
- Hours Worked – The total number of hours for the shift to be paid
- Total Paid for Hours – The total pay for the shift, worked out automatically (Hourly Rate x Hours Worked)
- Transportation Cost – Any additional transport costs on top of the total paid for hours
- Name of Agency – The agency that this shift is assigned to cover
- Reason for Agency – The reason that agency is assigned to cover this shift
 - **Please Note:** The name and reason for agency are lookups that can be customised, please see our *Adding & Amending Lookups* guide for more information.
- Position Covered – the staff position this agency shift is covering
- Staff Covering for – the name of the staff member this shift was initially assigned to before agency cover (i.e. if the shift is a holiday/absence being covered)
- Agency Staff Name – the name of the individual from the agency covering the shift
- Notes – any additional notes relating to this shift

Once all info is filled in, click **Save** to add the item to the ledger

Please Note: If an agency shift is added via the rota, some information can be filled in automatically from the rota shift.

editing an agency ledger item.

Items in the agency ledger can be edited after being initially created, useful if a shift has been added via the rota and needs updating with costs.

To edit an item in the ledger:

- Navigate to **Staff – Agency Ledger**
- Select the item you wish to amend
- Here you can amend the fields of information to accurately reflect the agency cover detail that may include travel costs, changing the start and end times to accurately reflect the times in the home or add notes pertaining to the shift
- Click **Save** to apply the changes

Edit Agency Ledger Item

Date: 31/03/2025

Start Time	End Time	Name of Agency
<input type="text" value="07:00"/>	<input type="text" value="19:00"/>	<input type="text" value="Total Care"/>
State		Reason for Agency
<input type="text" value="Completed"/>		<input type="text" value="Temporary Cover"/>
Hourly Rate	Hours Worked	Position Covered
£ 15.23	12.0 Hours	<input type="text" value="Care Assistant"/>
Total Paid for Hours (Hourly Rate × Hours Worked)		Staff Covering for
£ 182.76		<input type="text" value="-"/>
Transportation Cost		Agency Staff Name
£ <input type="text"/>		<input type="text"/>
		Notes 0/500
<input type="text"/>		

← Back
Save

Please 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.

exporting the agency ledger.

Click the **Export** button to create an export of the data that is visible on screen. CoolCare will export a .csv file for you to save or open in Excel where you can manipulate the data as required.

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	Shift Date	Home Name	Start Time	End Time	Agency Name	Agency Staff Name	Reason for Agency	Staff Name	Position Name	Department Name	Hourly Rate	Hours Worked	Total for Shift	Transport Cost	State	Notes
1	31/03/2025	Sam's Home	07:00	19:00	Total Care		Temporary Cover		Care Assistant	Care	15.23	12	182.76		Completed	
3	12/02/2025	Sam's Home	07:00	19:00	Roundabout Care		Staff Absence		Care Assistant	Care					Planned	
4	21/01/2025	Sam's Home	08:00	18:00	Roundabout Care		Staff Absence	Emily Galileo	Chef	Kitchen	18	10	180		Planned	
5	17/01/2025	Sam's Home	10:00	16:00	Roundabout Care		Staff Absence	Nadine Khan	Care Assistant	Care	18	6	108		Planned	