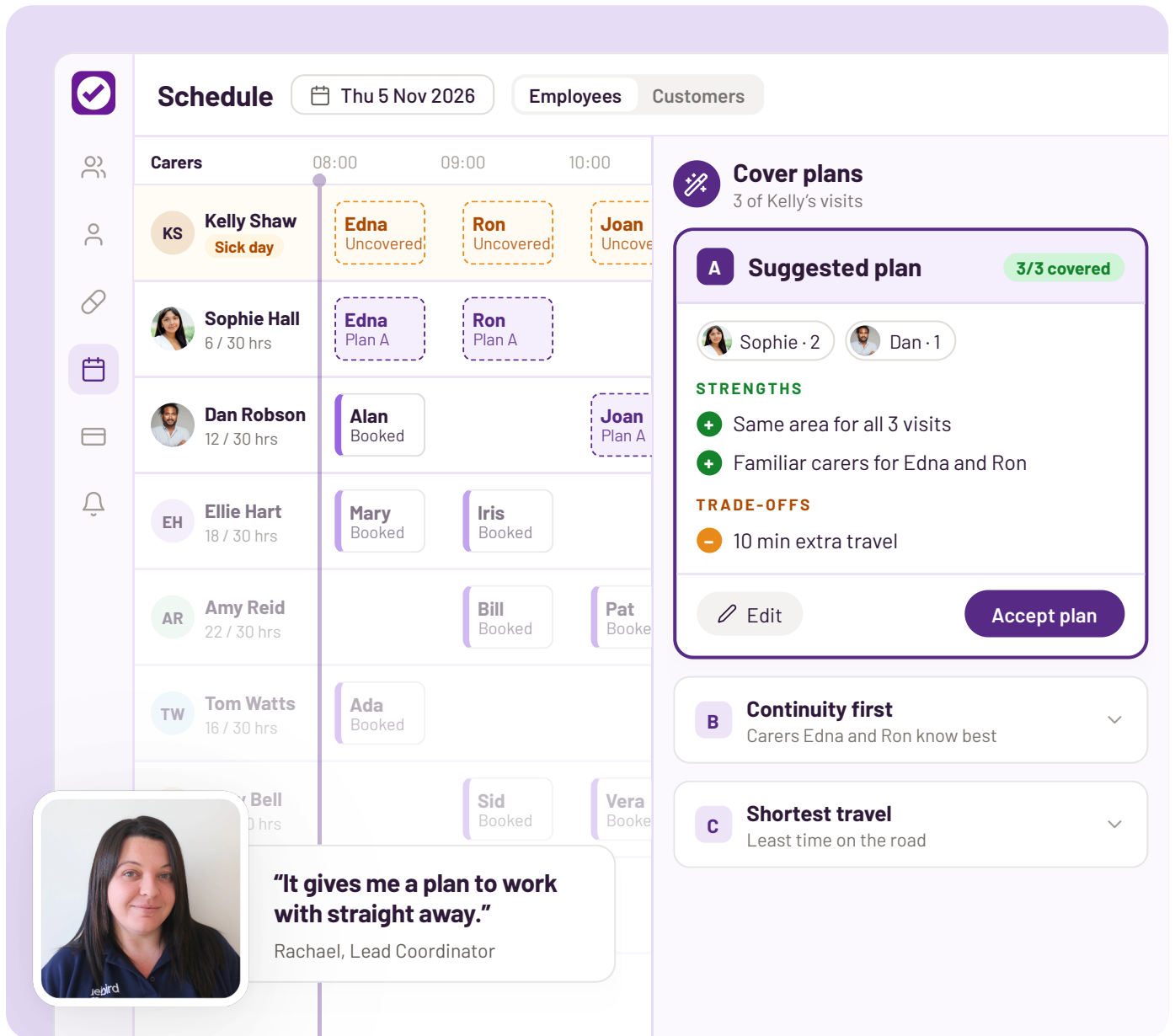


Bluebird Care finds cover faster with Schedule Hero

How AI-powered scheduling helps the team across North Tyneside, Durham and Sunderland find cover, plan ahead and make decisions together.



The screenshot displays the Schedule Hero interface. On the left, a sidebar shows icons for a checkmark, people, a person, a calendar, a list, and a bell. The main area is titled 'Schedule' and shows a calendar for 'Thu 5 Nov 2026' with tabs for 'Employees' and 'Customers'. The 'Employees' tab is active, showing a grid of carers and their availability. Carers listed include Kelly Shaw (KS), Sophie Hall, Dan Robson, Ellie Hart, Amy Reid, Tom Watts, and others. Some carers are marked as 'Sick day' or 'Uncovered'. The right side of the interface shows 'Cover plans' for '3 of Kelly's visits'. A 'Suggested plan' is highlighted, showing a '3/3 covered' status. The plan includes carers Sophie (2) and Dan (1). Below this, there are sections for 'STRENGTHS' (Same area for all 3 visits, Familiar carers for Edna and Ron) and 'TRADE-OFFS' (10 min extra travel). At the bottom, there are three options: 'Continuity first' (Carers Edna and Ron know best), 'Shortest travel' (Least time on the road), and 'Accept plan'.

Schedule Thu 5 Nov 2026 Employees Customers

Carers 08:00 09:00 10:00

Kelly Shaw (KS) Sick day

Sophie Hall (6 / 30 hrs) Edna (Uncovered) Ron (Uncovered) Joan (Uncovered)

Dan Robson (12 / 30 hrs) Alan (Booked) Joan (Plan A)

Ellie Hart (18 / 30 hrs) Mary (Booked) Iris (Booked)

Amy Reid (22 / 30 hrs) Bill (Booked) Pat (Booked)

Tom Watts (16 / 30 hrs) Ada (Booked) Sid (Booked) Vera (Booked)

Cover plans 3 of Kelly's visits

A Suggested plan 3/3 covered

Sophie · 2 Dan · 1

STRENGTHS

- + Same area for all 3 visits
- + Familiar carers for Edna and Ron

TRADE-OFFS

- 10 min extra travel

Edit Accept plan

B Continuity first Carers Edna and Ron know best

C Shortest travel Least time on the road

“It gives me a plan to work with straight away.”
Rachael, Lead Coordinator

70%+

of unassigned visits resolved in under a minute

90 min

saved on each cover plan

75%

less time spent arranging cover

ABOUT BLUEBIRD CARE

Bluebird Care provides home, live-in and complex care that helps people stay independent in the home they love.

Rachael coordinates the rota across three offices: North Tyneside, Durham and Sunderland.

Home care

Live-in care

Complex care

Night care

Respite care

In North Tyneside, visits cover Whitley Bay, Tynemouth, North Shields, Wallsend, Killingworth and more.

For Rachael, Lead Coordinator across three Bluebird Care offices, a well-planned rota keeps the whole service moving. Finding suitable carers, working around availability and knowing which visits can move all play a part.

Schedule Hero brings those details together to give her workable options in seconds. With 70% or more unassigned visits consistently resolved in under a minute, Rachael can quickly move from finding a gap to reviewing a solution.

Faster plans. More time back.

An early-morning sickness call could previously mean a couple of hours spent arranging cover, sometimes before the office opened at 8am.

Now, Schedule Hero does much of the initial planning. Using care needs, preferences, carer availability, travel and continuity recorded in PASS, it generates ranked plans for Rachael to compare and edit.



A cover plan that used to take me around two hours now takes less than 30 minutes, including reviewing and making changes.

Before



2 hrs

With Schedule Hero



30 min



Rachael

Lead Coordinator, Bluebird Care

Getting ahead of upcoming gaps

Schedule Hero also helps Rachael look further ahead.

Multi-select has become one of her favourite features, helping her work through unassigned visits and identify coverage gaps coming up, including those over two weeks away. That gives her the opportunity to start arranging cover before those visits become an immediate priority.

For a coordinator working across three offices, it is useful support for both today's changes and the weeks ahead.

Unassigned visits 3 selected

☒	Thu 5 Nov · Morning call Whitley Bay
☒	Thu 5 Nov · Lunch call Tynemouth
☒	Fri 6 Nov · Tea call North Shields
☐	Sat 7 Nov · Bedtime call Wallsend

 **Generate cover plans**



Multi-select has become one of my favourite features. It helps me spot gaps a couple of weeks ahead and start working through them.

Rachael, Lead Coordinator

1 Plan A

3/3 covered

Lunch call · Tynemouth

Can move by up to 15 min

± 15 min

2 Plan B Most familiar carers

3 Plan C Least time on the road

Putting scheduling knowledge to work

Knowing which visits can move, and by how much, can make a real difference when arranging care.

Rachael values being able to record that flexibility in PASS so Schedule Hero can use it when suggesting plans. Alongside availability, preferences and continuity, it gives the system more of the information a coordinator would consider.

"We can record which visits can move and by how much. Schedule Hero uses that flexibility when suggesting a plan."



Sometimes you need a colleague to look at the rota with fresh eyes.

Schedule Hero gives us that second opinion without having to pull someone else away from their work.

Julie McLellan

Director, Bluebird Care



A second opinion whenever it's needed

Julie McLellan, Director at Bluebird Care, describes another benefit: giving Rachael the equivalent of a colleague looking at the rota with fresh eyes.

Schedule Hero offers that additional perspective without needing to pull another member of the team away from their work. Rachael gets another set of options to consider, with the freedom to make changes and choose what gets published.

It is a new kind of teamwork that puts the coordinator's experience at the centre, supported by faster planning and a clearer view of the visits ahead.



See what Schedule Hero could do for your team

Book a free tour at calendly.com/d/d2p4-kct-6fj/schedule-hero-tour

Find out more at pass.care

