

CASE STUDY

How we delivered consistent staffing for a 60-bed midlands care home

EXECUTIVE SUMMARY

A 60-bed nursing and residential care home in the Midlands was experiencing frequent last-minute staffing gaps, burnout among permanent staff, and inconsistent agency quality. Within one week of partnering with Healthcare Resourcing, the home had regular, high-quality cover across all shifts. The rota stabilised, resident continuity improved, and management time spent filling gaps was cut in half.

KEY RESULTS

95% of shifts filled in the first month **£1,200** saved per month on premium-rate emergency cover **50%** reduction in rota management time

8 regular Nurses and HCAs placed, improving continuity and resident

THE CHALLENGE

The care home faced multiple staffing pressures, including:

- ✓ High agency staff turnover and inconsistent care quality
- ✓ Last-minute sickness leaving rota gaps on days, nights, and weekends
- ✓ Permanent staff under increased pressure, leading to low morale
- ✓ Senior team spending excessive time calling multiple agencies for each shift

OUR APPROACH

We worked closely with the Home Manager to understand shift patterns, resident needs, and compliance requirements.

We then:

- ✓ Built a pool of experienced, pre-screened Nurses and HCAs with strong care home backgrounds
- ✓ Prioritised values-based care and strong communication skills during selection
- ✓ Offered block bookings to encourage continuity and familiarity
- ✓ Set up a single point of contact and provided out-of-hours support for urgent requirements
- ✓ Delivered reliable cover within one week of onboarding

CLIENT PERSPECTIVE

Before partnering with Healthcare Resourcing, we were constantly chasing our tails with staffing. Now, we have regular Nurses and Carers who know our residents, our routines, and our expectations.

Communication is excellent, shifts are confirmed quickly, and the staff they send are consistently professional and compassionate. It's taken a huge weight off my shoulders as Home Manager."

Home Manager, Nursing & Residential Care Home



READY TO STABILISE YOUR STAFFING ROTA?

If your care home is dealing with rota gaps, inconsistent agency cover, or management burnout, we're here to help.

We'll connect you with fully vetted Nurses and HCAs who can start immediately and return regularly, so your team can focus on delivering outstanding care, not chasing shifts.

Book a consultation call below with our Director, Ben Hughes.

Book a call

Or get in touch on [0161 843 5044](tel:01618435044) / ben@healthcareresourcing.co.uk