

# From Hospital to Home: Supporting Seamless Complex Care Transitions



## Case Study

### | The Challenge

ID Medical was approached by a care provider on behalf of an eight-month-old baby with complex medical needs in an acute hospital on the south coast of England.

The baby, requiring ventilator support, a tracheostomy, and a gastrostomy, had a comprehensive care plan in place. The long-term objective was a seamless transition from the acute hospital to a local Dorset hospital, and eventually to the family home once the necessary home adjustments were completed.

The care provider faced a significant staffing challenge. They needed skilled female Nurses to cover five days and seven nights per week while recruiting and training permanent staff.

Complicating the situation was the geographical challenge, as the two hospitals involved were two hours apart, making continuity of care and efficient logistics essential.

### | The Approach

The ID Medical Complex Care team took a strategic and compassionate approach to address this urgent need. Following a thorough briefing on the client's requirements and clinical interventions, the team leveraged its extensive database of Paediatric and Complex Care Nurses.

Job roles were advertised across various platforms, and within 24 hours, seven qualified Nurses with the necessary skills and experience were identified.

Each Nurse was briefed extensively on the care plan and the family's needs, ensuring alignment with the transition strategy. This collaborative approach allowed for the creation of a sustainable care rota while prioritising the baby's comfort and safety during the transition phases.

### | The Results

Within two weeks of the initial brief, four Nurses were fully approved, having undergone interviews with the care provider and the family. A robust eight-week rota was established, and shadow shifts were arranged to facilitate a smooth handover.

By early January, the team successfully supported the baby's move to the local Dorset hospital. Preparations are now underway for the final transition to the family home later this month.

The ID Medical team will remain involved until the care provider's permanent staff are fully trained and integrated, ensuring no disruption in care delivery. This is expected to be completed by Spring 2025.

## Key Service Highlights



**Timely Staffing:** Four Nurses onboarded within two weeks, ensuring uninterrupted care



**Tailored Approach:** Every Nurse was carefully selected and prepared for the unique demands of the case



**Positive Feedback:** Praises were received from the care provider, hospital staff, and the baby's family. Nurses were commended for their dedication and compassion



**Rewarding Impact:** The Nurses noted the baby's cheerful disposition, particularly his *"gorgeous smile,"* – a testament to the quality of care provided

*"Rebecca and the team have been great to work with. They are very timely and reachable, and Rebecca always gets back to me quickly. The team has provided great Nurses for our package and worked seamlessly with us to ensure they fit into the care plan.*

*The customer service provided, whether by phone, email, or text, has been excellent. It has been a pleasure working with ID Medical so far."*

**Care Provider Representative**

### Why Us:

**20+** Years of experience

**100k** Pool of Healthcare Professionals

**500+** Complex Care Specialists

**300+** Continuing Healthcare Nurses

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