

# Transforming Complex Care through Rapid Response Staffing Solutions



## Case Study



### | The Client

Founded in 1971 as a daytime shelter for homeless men in Leeds, St Anne's Community Services has evolved into a leading multi-specialty care provider. Over the past 50 years, the organisation has remained committed to its founding mission: supporting society's most vulnerable individuals. Today St Anne's serves over 1,600 adults across the North of England, reinvesting every pound into enhancing their services as a not-for-profit charity.

### | The Challenge

St Anne's Community Services faced a critical shortfall in staff to cover essential social care hours, urgently requiring experienced support workers for service users with learning disabilities in North Yorkshire. Additionally, there were specific gender requirements and the remote nature of the work necessitated that candidates be drivers. The pressing challenge was clear: identify and deploy well-suited qualified support workers quickly to maintain the high standard of care for their clients.

### | The Approach

The ID Medical complex care team acted swiftly and strategically to support St Anne's Community Services. Leveraging our extensive database, we immediately identified healthcare workers in the target area who met the unique requirements.

Our team conducted a detailed assessment of the service users' requirements and the care provider's expectations, ensuring that all potential candidates were thoroughly briefed and well-prepared for the role. When local resources proved insufficient, we broadened our search to include neighbouring regions, focusing on professionals with relevant expertise in complex/continuing care and the flexibility to travel. This proactive approach enabled us to deliver tailored solutions efficiently and effectively.

## At a glance



**300+**

Continuing Healthcare Nurses



**500+**

Complex Care Specialists



**1 Hour**

Minimum time staff have been deployed within

*"Rebecca and all the team at ID Medical have been fantastic, providing top-quality staff to our service who are reliable and dedicated.*

*Rebecca's communication with myself is amazing and nothing is ever too much!*

*Thank you so much; it has been a pleasure working with you!"*

**Rachel Pyle**  
Service Manager



## | The Results

Within 30 minutes of onboarding St Anne's, we strategically mobilised our team to deliver swift and effective results. By the end of the day, we had provided four carefully selected CVs, facilitating an interview that same evening.

The interview yielded outstanding feedback from both the Community Services and the candidate, underscoring the successful alignment of skills and expectations.

By the following day, three additional workers were approved, demonstrating the efficiency of our recruitment and evaluation processes. Within just four days, the first Healthcare Professional successfully completed their initial shift, and an additional 73 hours of care were scheduled for the upcoming week, ensuring seamless continuity of service delivery.

The client's response was overwhelmingly positive:

“  
*Well done – your workers have already made a huge impression on our service users, and they are really looking forward to seeing them again.*  
*Thank you for your swift and highly detailed response to our needs.*  
”

Our healthcare workers also expressed their enthusiasm:

“  
*I love this work. It's incredibly fulfilling and rewarding to be part of making someone's day better.*  
”

## | Key Impacts

One of the service users, who had missed out on social outings due to insufficient care hours, is now looking forward to a trip to the cinema with their new support worker – something they haven't been able to do in a long time.

This partnership demonstrates the power of a swift, targeted response in transforming lives and enhancing community wellbeing.

Three months after the partnership commenced, ID Medical is still providing over 100 hours of care per week to St Anne's Community Services across a consistent team of staff, forming an invaluable part of the care provided to this vulnerable client group.

## Why us:

**20+**

Years of experience

**8M+**

Hours delivered

**600**

Healthcare Specialists

**95%**

Trusts regularly working with us

**100k**

Pool of Healthcare Professionals

**98%**

Average NHS Audit score Platinum status

## Our services:



### Staffing Solutions

Full-time, part-time, temporary or permanent, we fill over 8 million plus hours a year.



### Clinical Services

Inourced, outsourced, virtual consultations and triaging – we help reduce patient wait times.



### Workforce Technology

A fully interoperable, modular platform powered by Clarity to manage all staffing needs.




### Managed Services

Master, Neutral & Hybrid Vendor Services, plus Recruitment Process Outsourcing.

## Contact us:

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**ID Medical**