

A Seamless Transition: Cross-Regional Complex Care

Supporting a Young Person's Move from Birmingham to Manchester

Case Study

| The Challenge

ID Medical was engaged by a care group to support a 17-year-old with complex needs during a cross-regional transition.

Registered blind due to childhood retinoblastoma, and living with a learning disability and autism, they rely heavily on consistent communication and familiar voices. Trust-building is essential and unfamiliar environments can trigger distress.

To ensure continuity and stability throughout, careful workforce planning was required. As well as during the transition, support was required ahead of the planned move from Birmingham to Manchester, as no temporary or permanent accommodation had yet been secured, increasing uncertainty and risk.

| The Approach

The ID Medical Complex Care team implemented a structured, relationship-led mobilisation plan.

Within 24 hours, eight experienced Support Workers were identified, split across the Midlands and the North. A two-week mock rota with structured shadow shifts was created to allow the young person to build familiarity with staff before relocation. Support commenced within one week of the initial request.

As the move to Manchester progressed, further shadowing ensured seamless handover to the local team. Staff were selected for expertise in autism, sensory impairment, and positive behavioural support. Close collaboration with the care group and the local authority ensured clear communication and shared oversight throughout.

| The Results

The young person transitioned successfully to Manchester with an established, familiar support team in place. Structured shadowing reduced anxiety and behavioural triggers, providing continuity during a significant life change.

Once settled, the Manchester team supported integration into the new residential setting, encouraging independence and community access. The result was a smooth cross-regional transition delivered through coordinated planning and collaborative care.

Key Service Highlights



Rapid Mobilisation:

Eight Support Workers identified within 24 hours.



Cross-Regional Continuity:

Balanced staffing across Midlands and the North.



Structured Transition Planning:

Two-week shadow rota implemented pre-move.



Specialist Experience Matching:

In autism, visual impairment, and behavioural support.



Collaborative Delivery:

Seamless coordination with care provider and local authority.

"Thank you to all your staff, our YP has had a smooth transition. We have found a property for him, so will need your services in the near future."

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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Stability Through Seamless Complex Care Delivery