

Rapid Support for Complex Care

Flexible, responsive staffing for urgent care transitions

Case Study

| The Challenge

Following the breakdown of a residential placement for a 17-year-old with ASD, the service user was at imminent risk of entering a crisis placement following the breakdown of a residential care arrangement.

With limited time and high support needs, there was an urgent requirement for a stable, skilled care team to enable the service user to return home safely.

The situation demanded a rapid response, compliant staffing, and a coordinated approach to avoid further disruption and distress.

A remote location posed additional challenges, as did the hours required for the package – 5 hours daily, 2:1 over 7 days a week.

| The Approach

ID Medical acted swiftly to provide a dedicated team of trained and fully compliant care staff to meet the urgent support needs of the service user.

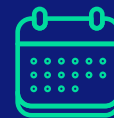
Through close collaboration with the client, a guarantee of proposed rates aligning with their agency reduction agenda were put in place, along with the assurance that the highest standards of care would be maintained.

For a smooth mobilisation, ID Medical also provided support with accommodation and mileage to the Healthcare Professionals during the commencement of the package, pledging continuity and stability from day one.

Results at a glance



Team of 6 care staff deployed within 4 days



Complete rota established with a two-month lead time



Close collaboration with the client kept standards high and rates low

The swift and coordinated response enabled the service user to return home safely with consistent, person-centered support in place.

“Mum and Dad are really happy with the staff team and grateful for the progress being made.”

| The Results

The service user has successfully remained in the family home and is now making meaningful progress with the care plan, supported by a consistent and compassionate team.

The wraparound staff have built strong, trusting relationships with the service user, taking the time to understand individual needs.

A fully implemented two-month rota has ensured continuity of care, while ongoing support has been provided to both the client and Healthcare Professionals to safeguard everyone's welfare.

The service user's family have regularly expressed their gratitude and delight in the quality of care and commitment shown by the team.

The Service user is now regularly accessing the community as per guidance from the care provider.

Staff are well supported by ID Medical consultants and making good progress in their professional careers.



**Contact us to discuss
how we can support your
complex care needs,
now and in the future**

**Delivering complex
care stability with
speed and compassion**

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

Insourced, 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:



Complex.Care@id-medical.com



+44 (0) 1908 552 295



id-medical.com/complex-care

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