

The Package Had Not Been at Full Capacity for a Very Long Time. We Changed That.

Behind every understaffed care package is a family holding things together that should not be theirs to hold. In Durham, the client's family had been doing exactly that. Shifts going to agencies. Workers coming and going. A care team that was never quite complete. For a very long time, the people who loved him most had been filling the gaps.

When the Case Manager at CCMS took over, he inherited a package that needed rebuilding. Not one role. Not a quick fix. A full team, placed carefully around a client whose family had high standards and a long memory for what had not worked before.

The Challenge

- A care package running under capacity for a very long time, with agency covering eight shifts a month at the point we became involved
- Female-only requirement and a need for candidates to be drivers, both of which significantly narrowed the available pool from the outset
- Multiple positions to fill simultaneously, with a family closely involved in every candidate decision at every stage
- Staff attrition mid-process: a worker resigned during recruitment, another went on long-term sickness, the ground kept shifting
- Candidates moving on in the market while family feedback took time, good people nearly lost to delays that were no one's fault but everyone's problem

What We Did

We treated this case the way it deserved to be treated. Every week, without exception, the Case Manager received a full recruitment update so nothing fell into silence. Every candidate was managed with care, kept engaged through a process that had many moving parts, and never left wondering where they stood.

The package kept shifting around us: a resignation, a long-term sickness, the ground never fully stable. We did not use that as a reason to slow down.

"I feel I should be sending you gifts given how amazing you both have been with the recruitment for my Durham client."

— Case Manager, CCMS

The Outcome

Four candidates were placed across the life of the case: two full-time Support Workers, one part-time, and one bank worker for ad hoc cover. Each placement was its own search, its own brief, its own process worked through properly.

"After speaking with the family, it has been a very long time since the package was at capacity. Your help and support has been invaluable throughout this process."

— Case Manager, CCMS

The families who carry the most do so quietly. They do not always say how exhausted they are. They do not always say how many times they have been let down. They just keep going, because there is no other option.

We stayed in this case from the first placement to the last. Through two Case Managers. Through resignations and long-term sickness. Through the moments that nearly went wrong. When the final

meet and greets went well and the instruction to pause came through, it was not the end of a recruitment campaign. It was the end of a very long wait for a family who deserved a full team around someone they love.

“I have sang your praises to all of my colleagues and hope they get the chance to work with you in the future.”

— Case Manager, CCMS

The Numbers

A one-off recruitment fee versus an ongoing agency cost that never stops. The difference compounds every month the right person stays.

| | Focused Recruitment | Temporary Agency |
|--------------------------|-------------------------------|-------------------------|
| Recruitment Cost | £14,331.72 one-off | £13,440.00 / month* |
| Time to Fill | 41 active weeks (4 positions) | Ongoing agency reliance |
| Agency Backfill | None required | Repeated turnover risk |
| Family Confidence | Restored | Eroding |

**Example agency rate of £35/hour over four candidates 96 contracted hours / week*

Interested in direct recruitment for a complex case? Get in touch Luis@socialcarerecruiting.co.uk