

## T's Case study

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### Executive Summary

Within this case study we examine T and his family's experience and successes from partnering with Snap Care Specialist Recruitment from 2016 to the present day. T is now 13 years old, has cerebral palsy and requires complex care and support in all aspects of his life. He lives at home near Horsham, West Sussex with his mum Anne and dad Phil.

Since 2016 there has been a requirement for consistent care, during which time Snap Care have placed a total of ten candidates providing 1:1 care for T, day and night. T's mum Anne personally manages T's care team and whilst there is a Case Manager involved, Anne is firmly the lead, with all direct recruitment of carers going through herself and husband Phil.

### Introduction

Prior to Snap Care being introduced, back in 2013 T as a baby had just one carer in place, who had been recommended through a community nurse, when T and his family were living in Weybridge, Surrey. Later in 2013 the family relocated to Horsham, West Sussex, where it became apparent that the existing care provision of just one night per week and a little care during school holidays was no longer adequate. Relocating away from a grandparent who had provided considerable help and support had a big impact so an additional carer was employed.

In 2016 T's mum required more significant and consistent support during school holidays, as one of T's two carers had to stop working with T due to a health problem.

T's then appointed Case Manager advised the family to contact Snap Care and the first support worker was successfully recruited through the Snap Care full recruitment service. The role covered school holidays and occasional nights. Whilst this worked well the requirement grew and the family requested a second support worker role through Snap Care. Both carers fully supported T and even partook in family holidays.

### Evaluation

However, in 2017 both support workers chose to pursue travel and alternative career opportunities, which left T's mum in the position of needing to turn once again to Snap Care for help. Over the next two years we successfully placed several candidates to undertake T's care needs. Throughout this time, the main challenge for T's mum was finding support workers with the right fit and personality, who were based in the family home, so working together to find the appropriate choice of candidate was crucial.

By 2019 a different Case Manager was now in place who advised the family to no longer use Snap Care for recruitment, as she would assist in undertaking this task. Instead, the family reverted to self-advertising for Support Workers on Indeed, Facebook and school notice boards, with extremely limited success.

After a further period, another Case Management provider was appointed, T's mum turned to the new Case Manager expressing her concern that no new applicants were being identified using the methods they were deploying. These consisted of website advertising and on Indeed, together with a HR specialist recruiting for complex care. T's mum grew increasingly worried that no progress was being made with recruiting and asked the Case Manager if they could come back to Snap Care, which was instantly agreed, hence the relationship recommenced in 2020.

Upon returning to Snap Care at this point T's mum felt the advertising package would be the best suited option having at that point gained much more experience and insight of conducting interviews with potential candidates.

An existing support worker originally placed by Snap Care was still in place and remains in place today almost six years on, who T's mum describes *'as her absolute rock.'*

Throughout the years working together T's mum describes the engagement with Snap Care and our recruiters to always have been very personable and friendly. Snap Care senior recruiter Jade who has built a good relationship with T's mum over the years, remains in good regular contact, both by phone and email. Most notably T's mum states Snap Care *'just find and attract good candidates'*. It is felt that this is due to a combination of how the bespoke job advert is created to attract the right candidates to the vacancy and the dedicated team of five specialist full-time recruiters, who all have either a personal or professional background in providing care support. Snap Care matches candidates not just based on their skills and experience, but also on more personal attributes, which makes for a winning combination.

## Proposed Solutions

The family's greatest frustration is with candidates who fail to really understand the full commitment to the role, hence Snap Care recruiters go to great lengths to source dedicated individuals to always support our clients and help them reach their rehabilitation, education, and developmental goals.

Very recently T's mum called upon us to find a replacement support worker due to one of the team having a career change and is delighted with a candidate we have successfully placed whom T's mum describes as *'the most amazing and incredible replacement'*. This has come at a critical point for the family in terms of renewed stability for T's care regime. The current care provision allows T's mum and dad to have a much needed one night out per week. The long-standing support worker is incredibly happy to step in and do additional shifts as she values her time spent with T.

T's mum is not in favour of care agencies, whom historically have attended whilst suffering from colds and therefore not appropriate to work with T. All T's support workers are directly employed on a combination of permanent, part-time or zero hours contracts. There is an appointed Deputy who acts as the employer and the Case Manager assists with HR functions and equipment needs.

T's mum leads on recruitment of support workers providing applicant CVs sourced by Snap Care, who closely screen candidates based on T's mum's objective criteria and conduct the long and shortlisting of suitable CV's that are then shared with the Case Manager and interviews are arranged with the candidates. A good working example of where our shortlisting option is ideal for clients wishing to conduct their own recruitment but have limited time to spend on shortlisting or CV searching.

The greatest challenge T's mum faced prior to working with Snap Care was much needed respite care to allow time for her own and T's Dad's personal rest and recuperation. The around the clock care that T requires is completely unsustainable for T's mum to provide solely and would lead to exhaustion and burnout. To prevent this there became an urgent need to find good high-calibre care and T's mum states **'there is only one agency like Snap Care'** who have the expertise to select good candidates with the appropriate skills and experience. Without Snap Care's targeted advertising, candidates without the relevant skills apply for the role who are not deemed at all suitable. Having strong candidates with the confidence needed to care for T's complex needs, allows for a good starting point and increases the likelihood for the best fit for T.

Identifying night carers with both recent and relevant experience of providing night care is important as the requirements can be challenging. The biggest issue faced for families like T's is finding suitable candidates, so when the ideal person is introduced, it offers such reassurance and peace of mind. The combination of Snap Care finding and identifying the right person, then the Case Management provider conducting the HR administration, works very well together.

## Conclusion

T's mum would suggest to any family facing the same situation who have the available funding in place, to go to Snap Care. This view is based on the Case Management provider running adverts on job boards like Indeed and social platforms including Facebook returning no tangible results, yet when Snap Care are instructed suddenly good candidates appear and the service WORKS.