



## Case Study

### HOUSING & CARE 21 OLDHAM

#### The Client

Housing 21 is a not for profit provider of retirement housing and extra care for older people of modest means. They operate six care homes in Oldham which are self-contained retirement apartments and are designed to allow independent living within a community setting.

## The Solution

The first thing we did was make sure we had staff with adequate training. Our in-house training is a basic requirement when an officer starts with us, after this they would spend time at the different care courts to familiarise themselves with how everything works.

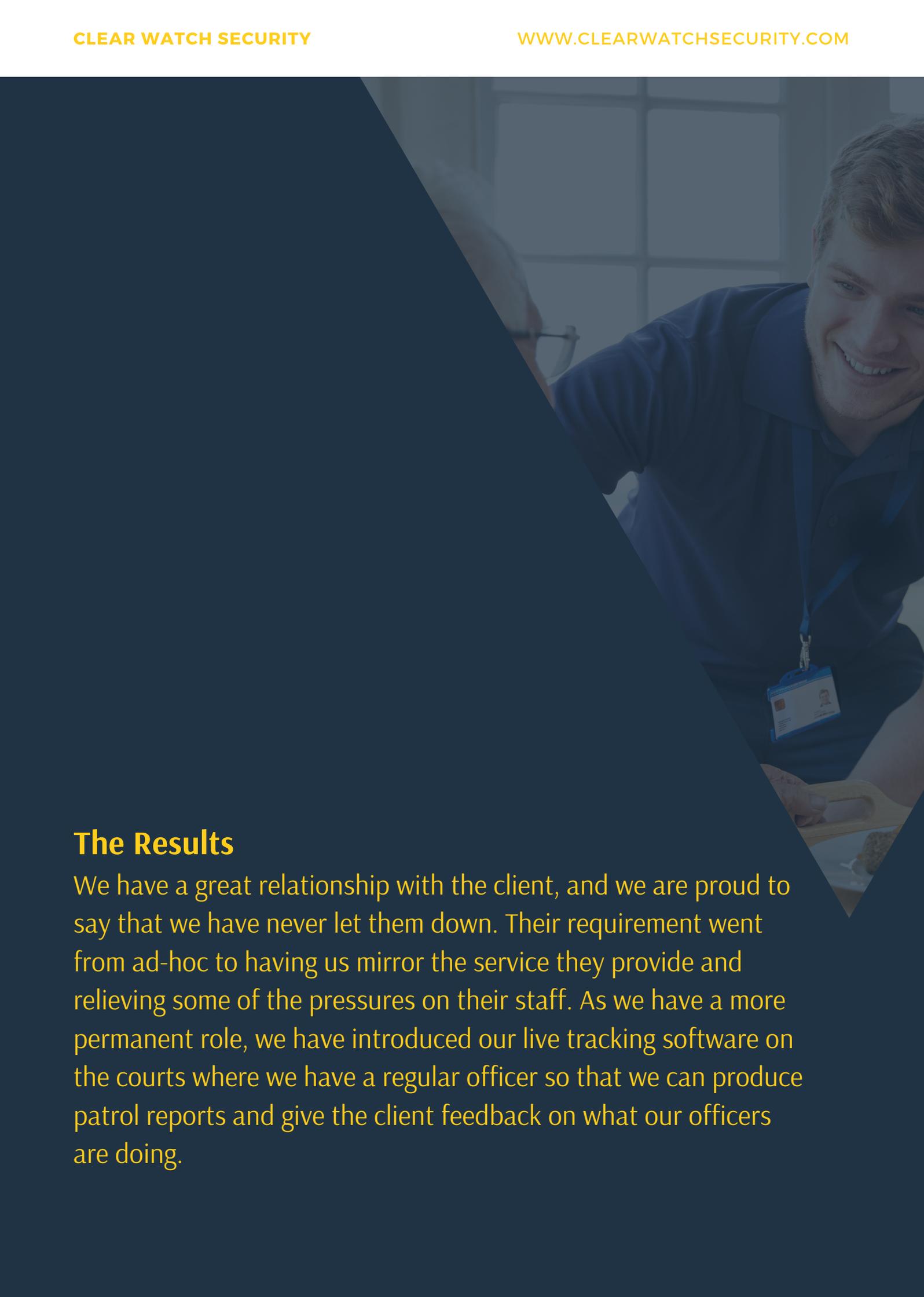
Initially we would deal with ad-hoc and last-minute requests and use our bench team officers to do this. As time went on the needs of Housing and Care 21 grew and now have a dedicated team of officers for them who work in regular patterns with their own staff.

We provide the extra cover for holidays and sickness and pick up the extra work when a member of the client's team leaves. We work with the client to provide regular training refreshers for all our officers so that we can provide the best service possible.

## The Challenge

Housing and Care 21 provide concierge officers for all 6 of their extra care courts. Their staff work nights in various patterns and on most occasions, staff take overtime to cover sickness and holidays.

The sticking point is when no one is available to cover these shifts. This is very stressful and time consuming for the managers at Housing and Care 21 as it takes time away from work and sometimes infringes on their evenings too. They already had a supplier for ad-hoc requests, but their solution was not cost effective and there had been times where they could not provide personnel.



## The Results

We have a great relationship with the client, and we are proud to say that we have never let them down. Their requirement went from ad-hoc to having us mirror the service they provide and relieving some of the pressures on their staff. As we have a more permanent role, we have introduced our live tracking software on the courts where we have a regular officer so that we can produce patrol reports and give the client feedback on what our officers are doing.