

## A case study

# Recruitment and retention issues in adult social care

## Greater Manchester Health and Social Care Partnership

### Background

The Greater Manchester Health and Social Care Partnership lead on the transformation programme from the devolution deal with Government which puts Greater Manchester in charge of their own health and social care provision. They wanted a deeper insight into the adult social care workforce and any issues or trends that might affect the programme and its priorities.

They wanted to find out about patterns, trends, strengths and weaknesses.

### What we did

We worked with them to identify their specific needs and then provided data which focussed on recruitment and retention issues. We provided the data in two formats:

1. Infographic giving a visual overview of the workforce vacancy rates, turnover rates, breakdown by job role and a comparison to local areas
2. PowerPoint presentation which provided more in-depth information about the issues and walked them through the whole sector in their area and the issues affecting recruitment and retention.

### Outcomes

1. Year 1 priorities in the programme have now been refined as the data revealed some challenges which need immediate attention with regards to the workforce.
2. The team knew that the quality of provision was mixed but can now identify specific factors that are affecting quality – for instance where there isn't a Registered Manager in post, staff turnover is high.
3. They've been able to prioritise resources around themes to tackle some of the larger issues, for example in some areas there is significant turnover of registered nurses so they need to investigate this further.

### Testimonial



“Working with the team has been really insightful. They've been able to provide data that I didn't realise they could. Will has been really helpful and has guided us through what is available and has been really flexible along the way. I would really recommend using this service to help you look for red flags, trends and patterns. This piece of work has really helped us ensure the right resources are put in the right places.”

**Jo Finnerty, Workforce Lead Social Care, Greater Manchester Health and Social Care Partnership**

