



First Thought Care Services improves quality and compliance with Care Hires

Delivering the right care, at the right time, at the right cost

First Thought Care Services provides exceptional care and support for children and adults with additional needs and challenging behaviours across two care services in Hereford and Gloucester in the South West.

Requirements

First Thought Care Services looked to Care Hires for an innovative workforce management system that would help them quickly streamline their agency staffing processes: reducing time wasted on administration burden, quickly filling shifts when they had gaps due to holidays and sickness and making cost savings when relying upon agencies for cover.

Jack Cook, Chief Executive Officer at First Thought Care Services, learned about Care Hires through attending a supplier event in May 2024. Through talking with one of our sales representatives, Jack quickly realised there were significant time savings to be made by implementing Care Hires agency staffing software.

"Care Hires workforce management system is so easy to use. Implementation and training was completed in just one week! Our staff quickly started posting shifts and became self-sufficient."

Jack Cook
Chief Executive Officer, First Thought Care Services

Key Highlights

- ✔ Quick to implement
- ✔ Reduced admin time
- ✔ Intuitive and easy to use for fast shift fulfilment
- ✔ 100% pre-vetted and compliant staff



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Case Study





“We knew we needed a workforce management solution in place that would grow with our small business and support us to quickly cover any gaps with compliant and experienced staff.

Having a robust easy to use system in place to help us manage the day-to-day intricacies of running our care service and staffing requirements was essential for us and we needed it quickly, said Jack.”

How we helped

First Thought Care Services wanted to move at pace to help make it easier for their workforce to manage staffing levels effectively and be able to meet any unexpected changes.

“We were so impressed with how quickly Care Hires could get us up and running on the new system. They have been excellent at helping us get cover within a few hours notice. We can now access 100% transparent worker profiles and attain 24/7 shift coverage. This efficiency has already helped us improve the compliance and quality of staff delivering care and ensuring we meet CQC standards.”

Jack Cook
Chief Executive Officer, First Thought Care Services

Care Hires’ workforce management solution was set up, successfully implemented, with all staff fully trained in just one week.

The speed of getting the system set up has helped First Thought Care Services immediately start placing the right staff to deliver the right care at the right time, at an appropriate cost.

With Care Hires now in place First Thought Care Services has removed the expensive agencies they were relying upon, securing new agencies at a lower hourly rate and effectively managing their staffing to reduce their agency usage.



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Looking to improve your staffing strategy?

Please reach out to our sales team to book a scoping call where we can discuss your requirements in more detail.

Get in touch today