

# When an expert consultant was needed to support a new manager

Leaders in Care provided an interim manager to support the newly appointed manager when the Clinical Deputy abruptly walked out, leaving the home vulnerable. As the new manager lacked clinical experience, the interim manager stepped in to ensure continuity and stability during this critical time.

## Clients Feedback

“

As you are aware, we recently experienced unexpected turmoil when our clinical deputy walked out on shift, leaving our home vulnerable. Compounded by the fact that our manager was new to the role and not a nurse, the situation demanded urgent attention and expertise. Your swift response in providing an interim manager to work alongside our existing manager was nothing short of lifesaving. Within an astonishing two-day turnaround, your team not only identified suitable candidates but also facilitated the hiring process seamlessly, ensuring minimal disruption to our operations.

The interim manager's presence provided much-needed stability and guidance during this tumultuous time. Their expertise and experience were evident from the outset, and their proactive approach to addressing our immediate needs was truly commendable. Together with our existing manager, they formed a formidable team that navigated the challenges with professionalism and resilience.

I am deeply grateful for your unwavering commitment to our facility and the well-being of our residents. Your responsiveness and support during this critical period have been invaluable, and I cannot thank you enough for your partnership.

”

## Candidate Feedback

“

Working as the interim manager alongside Leaders in Care was an absolute privilege. Stepping into a challenging situation where the clinical deputy had unexpectedly left, leaving the home vulnerable, was a daunting task. However, with the support and swift action from Leaders in Care, we were able to stabilize the situation effectively. Collaborating closely with the existing manager, we ensured continuity of care and maintained the home's operations at a high standard. It was truly rewarding to see the positive impact of our efforts, and I'm grateful for the opportunity to have contributed to the well-being of the residents during this critical time.

”