

# Case Study: HR Consultancy



We have recently supported a Nursing Home to manage a particularly challenging situation, where a member of staff was struggling to juggle childcare and family issues. The fact she was a single parent family and isolated from other family members meant that all the problems at home were down to her to deal with on her own.



This resulted in the employee being under immense pressure and taking time off sick due to stress, often at short notice, which left the Nursing Home short staffed. This in turn put extra pressure on the rest of the team, with managers having to arrange for other staff to regularly cover extra shifts. Some of these shifts were at night or over the weekend, which as you will appreciate are difficult shifts to fill at short notice.

We supported the Home Manager by meeting with the employee and explaining the concerns and the impact her absence was having on the team. It became apparent that the employee was very stressed due to the pressures at home rather than at work.

The result was a winner for both the employer and the employee. At the meeting the employee was initially anxious, but soon realised that we wanted to support her. We were able to agree a flexible working request which suited the Home and the employee. They were able to agree a fixed shift pattern which helped the employee to plan her childcare in advance. The support her employer has given has greatly reduced her stress levels, and there has been a significant and sustained improvement in the employee's attendance and overall engagement.

**Feedback from our client “Thank you so much for coming in and helping us, I don't think she'd have opened up to me about her personal problems if Spectra HR hadn't been in the meeting. She's much happier and settled now, not calling in last minute to drop shifts and the general morale in the Home is much better.”**

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