

Module: Leading & Implementing Workplace Change

Module Code: BMSW6103

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Introduction

Just In Time Agency is a care agency specialising in providing supported living and domiciliary care services to adults with Autism, learning disabilities, challenging behaviour mental health as well as other complex needs. The company is driven by the compliance to the Five Key lines inquires and the Essential Standards under CQC. In that Just in time Agency has been striving to provide high quality speciality support with the goal of meeting the unique needs of individual service users in their care.

Their supported Living services have been tailored and structured around the needs of their service users since inception with the intention of optimising choices, preferences with in their service users' person-centred plan.

I am currently working under with the administration as the on call administrator. My role has been largely to provide on call support to the carers while on duty and coordinating the shifts. Managing the rota has been quite challenging recently due to the limited number of shifts available to staff. As a result, I have to deal with the dilemma of staff shortages since most carers will turn down short day shifts and prefer a block of shifts in a week, which the company is un able to provide. The company currently has 30 carers providing services in the Greater London area a number that drastically dropped down from 92 cares due to the recent financial difficulties as result of losing some of the big contracts they had in the past.

Because of the staff shortages and the loss of contracts by the JustinTime Agency, this report seeks to investigate how the recent changes in the number of contracts the company has have affected the staff and how to manage the change, to ensure that the company can positively mover forward and make profits.