

CASE STUDY

Partnering with a National Healthcare Organisation to Deliver Recruitment Excellence and Long-Term Workforce Success.



BACKGROUND

Through a fully managed recruitment partnership, Everpool helped a leading healthcare organisation overcome critical recruitment and retention challenges, achieving a 100% fill rate, improved engagement, and sustained workforce retention. This collaboration demonstrates Everpool's ability to deliver structured, transparent, and people-first recruitment building long-term, high-performing teams that make a measurable impact.

The partnership began at a time when the healthcare organisation faced mounting pressures around recruitment, onboarding, and retention. The business needed a partner capable of taking full control of the candidate management process, from attraction through to retention to free up internal resources and create a more efficient, consistent hiring experience. In addition, there was a need for clear, detailed communication around candidate progress, documentation, and contract management, alongside practical support for improving engagement and retention within a growing workforce.

THE KEY OBJECTIVES WERE TO:

- Improve quality and productivity in recruitment outcomes.
- Achieve a 100% fill rate on training cohorts with minimal dropouts.
- Increase retention rates and employee engagement.
- Maintain high candidate quality, low attrition, and strong offer acceptance.
- Partner with a recruitment provider who delivered honesty, transparency, and measurable results.

APPROACH

Everpool designed a comprehensive, end-to-end recruitment solution, taking full ownership of attraction, onboarding, retention, and delivery.

Key elements of the approach included:

- Structured candidate management: A clear process from pre-screening through to post-placement follow-up.
- Clinical and compliant contracting: Ensuring all documentation and standards met DWP and client requirements.
- Continuous communication: Weekly updates, transparent reporting, and collaborative planning to maintain alignment.

- Candidate engagement focus: Dedicated touch points throughout training and onboarding to boost retention.
- Market insight and data sharing: Regular updates on candidate trends and performance metrics to support workforce planning.

This structure enabled the healthcare organisation to redeploy internal resources, improve communication between teams, and gain full visibility of recruitment performance.

SOLUTION

Everpool’s delivery was defined by rigour, structure, and a commitment to excellence.

The team’s proactive management of candidate flow, documentation, and engagement provided a seamless experience for both candidates and hiring managers. Regular feedback loops and retention check-ins every 6–9 months ensured any early warning signs were captured and addressed, fostering improved collaboration and satisfaction across departments.

This transparent and structured partnership approach was key to creating stability and consistency across high-volume hiring programmes.

Leveraging Our Candidate Network

A key driver of success was Everpool’s extensive and diverse network of qualified healthcare professionals, including nurses, allied health practitioners, and clinical specialists, providing rapid access to high-calibre, fully compliant candidates.

Built through years of trusted relationships, our proactive talent engagement strategy combines targeted outreach, referral programmes, and market insight to identify, attract, and mobilise exceptional candidates quickly and efficiently.

This depth of network allows us to respond swiftly to changing workforce demands, maintaining quality, compliance, and a seamless candidate experience.

By continuously nurturing our talent pools, Everpool ensures every client benefits from a ready, engaged pipeline of professionals aligned to their values and workforce needs.

RESULTS

The results achieved through the partnership exceeded expectations and demonstrated measurable value:

Outcome	Result
Fill rate	100% of all training cohorts completed successfully
Dropout rate	Fewer than 10% across all programmes
Retention	Noticeable uplift in employee engagement and tenure
Offer acceptance	Consistently high conversion and minimal attrition
Client satisfaction	Improved communication and operational alignment

“Everpool have become an extension of our team, their professionalism, communication, and delivery are exceptional. We trust them completely.”
- Client Feedback

The healthcare organisation reported continuous improvements in engagement, retention, and overall workforce performance, recognising Everpool for their responsiveness, transparency, and professionalism. They quoted:

“Compared to previous providers, Everpool stood out as a true partner delivering not only results, but genuine collaboration. Their industry expertise, proactive communication, and unwavering transparency built trust and delivered consistency from day one. Everpool do what they say they will do, providing unconditional support, daily professionalism, and long-term commitment. They are more than a supplier, they are a valued extension of the team, driving tangible results and sustainable success.”

CONCLUSION

This partnership showcases Everpool’s proven capability to deliver measurable recruitment success through transparency, structure, and a people-first approach.

By combining operational excellence with genuine partnership, Everpool continues to help healthcare organisations build strong, high-performing teams that make a lasting impact.