

COMPLEX CARE AT HOME



HIGH QUALITY, RELIABLE CARE DELIVERED BY OUR SKILLED AND NURSE-LED HEALTHCARE WORKFORCE

ABOUT OUR CARE

Interserve Healthcare has a wealth of experience in managing specialist home care services for adults and children. We work with local authorities, clinical commissioning groups, case managers, solicitors, personal health budgets and privately funded individuals.

Our clients' medical needs and personal aspirations are individual and our bespoke care services reflect this. We can provide a tailored package of care that holistically meets your needs.

Our care services are designed around your needs and wishes using person-centred planning. Care can range from a few hours a day to 24/7 specialist nursing care. We can work to short timescales and will start your care as quickly and as safely as possible with minimum disruption. We offer you peace of mind as a care provider that can deliver safe and effective care quickly.

We operate a 24-hour service with clinical escalation so you can always contact us. Your local branch is open on weekdays 08:00 - 17:00. At other times our dedicated out-of-hours team is available with access to a nurse at all times.

Nurse managed care is assigned to clinical clients by a dedicated nurse with experience specific to your conditions who will ensure that all of your unique clinical care needs are continually met. Our community nurses support clients and care staff through regular reviews, staff supervision and monitoring quality. They will spend time with you and the healthcare professionals associated with your care to establish and update a comprehensive care plan to meet your needs.

Bespoke care teams provide consistent, reliable care and they ensure that we continually deliver high quality packages of care at home. We strive to find the best candidates for our clients working in line with our robust recruitment and compliance processes. Our experienced team works closely with each client to pro-actively recruit tailored care teams, whether it is on a temporary, contract or permanent basis.

We encourage clients to be involved in the selection of their care team by reviewing profiles of short-listed candidates, providing feedback following 'meet and greet' sessions and deciding for themselves whether the care staff are right for them.

Working with funders we deliver care funded in different ways, most commonly through clinical commissioning groups, local authorities and personal health budgets. We also provide care for clients who are receiving complex care packages funded by medical insurance companies.



The quality of Interserve Healthcare's services is monitored and maintained through our robust **Clinical Governance Framework**. Accountability against six defined areas ensures continuous improvement and safeguards high standards of safe and effective care whilst promoting excellence.

COMPLEX CARE SERVICES

At Interserve Healthcare we are proud of our reputation as a market leader providing specialist complex care to clients that are living at home with acute medical needs. Our nursing teams have extensive experience of managing care packages that support clients with a wide range of clinical conditions. We have been delivering complex home care for over 15 years. We specialise in caring for people with conditions including:

- Spinal cord injuries
- Acquired and traumatic brain injuries
- Progressive neurological conditions
- Motor neurone disease
- Tracheostomy ventilation

We have access to an extensive pool of specialist nurses and highly skilled care staff that have relevant training and experience in delivering clinical tasks such as: enteral/PEG feeding, stoma care, bowel management, catheter care, seizure management, tracheostomy care and ventilator management.

Client centred care

Our care staff will help each client to achieve their personal goals by:

- Motivating and supporting daily living, such as providing personal care, or helping with shopping, finances and appointments
- Clinical support, such as tracheostomy care, seizure management or medication administration
- Working with multi-disciplinary teams, including neuropsychologists, physiotherapists, occupational therapists and case managers
- Support with communication
- Encouraging active participation in new or existing interests and hobbies
- Support with going on holiday or seeing family and friends more often

Hospital to home

As well as ongoing care, we support clients in the transition from hospital to home, be that returning to their own home or moving in with close family. To help clients to continue making progress, we will design a bespoke and structured support plan with guidance and input from therapists and other healthcare professionals.

Care assessments

In all cases we will arrange a thorough care assessment to ensure that the package of care we design meets your medical needs and any personalised requests.

For more information visit www.interservehealthcare.com or call us on 0800 694 45 55.

ABOUT INTERSERVE HEALTHCARE

Our national provision for adults and children ranges from respite care through to live-in services; from brain and spinal injuries care to tending to clients with dementia; and from complex, round the clock life-sustaining support to social care and companionship.

Local teams are delivering care near you. As a national operation we offer extensive coverage across England, Scotland and Wales with the benefit of centralised training, governance and on call services.

Our branches are registered and fully compliant with the Care Quality Commission (CQC) in England, Care and Social Services Inspectorate Wales (CSSIW) and Social Care and Social Work Improvement Scotland (SCSWIS).

CASE STUDY: BEN'S STORY

Ben Uttley, 28, is one of several hundred people with complex care needs currently being cared for by Interserve Healthcare's dedicated team of nurses and care staff.

Ben has a range of clinical conditions including cerebral palsy and sleep apnoea. The care he requires includes receiving food and water via a tube directly into his stomach, regular medicine and oxygen at night, as well as general requirements, such as showering and getting dressed.

A team of seven provide Ben's care, overseen by a client manager. They also arrange social activities for Ben such as watching Burnley F.C., going to the park, music lessons and karaoke.

Denise, Ben's mum, said: "We've always been happy with the care. I have no worries when I go off to work, even if Ben's not 100 per cent we know he is in good hands - and that means so much to us as parents. Ben's carers are absolutely fantastic. They have a really close relationship with him and he likes all of them."



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