

CARE AT HOME FOR CHILDREN AND YOUNG PEOPLE



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 of social care support to 24/7 specialist nursing care. We can work to short time-scales 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 shortlisted candidates, providing feedback following 'meet and greet' sessions and deciding for themselves whether the care staff are right for them.

Transition to adult services we have experience of working with clients, their families and local authorities when they young person becomes 18 and transitions from child to adult care funded services. To view the guide, go to:
<https://www.interservehealthcare.com/guide-to-care>



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.

CHILDREN AND YOUNG PEOPLE

Interserve Healthcare is a specialist provider with an enviable reputation built from consistently delivering care services to children and young people throughout the UK for over 15 years.

We aim to achieve positive outcomes for every child in our care and our home care packages are tailored to each child's individual needs. Our specialist paediatric nurses support children and young people living with a wide range of clinical conditions which include:

- Neurological conditions
- Spinal injury
- Brain injury
- Cerebral palsy
- Epilepsy
- Long-term ventilation

These packages of care are delivered by children's nurses or highly skilled healthcare assistants under a carefully supervised training and task delegation process.

Transition from child to adult services

We are experienced in managing the transition of care provisions for children who are moving from child to adult services. Our specialist paediatric and adult nurses work together to manage a gradual transition process that allows the young person and their family time to adapt to moving to adult services. It involves working with multidisciplinary teams to prepare and plan for a smooth transition at what can be seen as a stressful time.



Care Assessments



Autism Support



Respite Care



Brain Injury Care



Hospital to Home



Palliative Care



Academic Support



Spinal Injury Care

We provide services to clients funded by local authorities, clinical commissioning groups or personal health budgets. 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: JACOB'S STORY

Jacob, 7, has quadriplegic cerebral palsy, no controlled movement to his limbs, is partially sighted and has severe dystonia; among other conditions. He is dependent on a wheelchair.

Interserve Healthcare provides a team of healthcare assistants on a rota to provide Jacob with round the clock care, including monitoring, bathing, feeding through a tube and looking after his tracheotomy.

Jacob can use an eye-tracking screen, similar to the device made famous by Stephen Hawkins. Jacob uses it to make images.

Jacob's mum, Elaine, said: "Despite everything Jacob faces he is very, very happy. He has an endearing smile. I am delighted with the support that Interserve Healthcare provides, it's essential, we couldn't cope without it. Because we share our house with the carers, it is so important that we all get along."

She continued: "The carers are excellent. They each bring their individual style to caring for Jacob and he very much reacts positively to that. He has taken to each and every one of them."



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   /Interserve Healthcare