

Complex care at home



IndependentPeople
Homecare Services



Welcome

At Independent People Homecare, our high quality complex care at home service is a cost-effective and personal alternative to care within a nursing or a residential care home.

We provide individuals with the support of a highly experienced live-in carer, who can support a wide range of complex care needs - from spinal injury to brain injury, degenerative and congenital conditions, through our nurse-led, tailored approach to make sure they can remain living in the comfort of their own home.

“ Just a quick note to say how pleased we are with Laura, she is in a class of her own. Laura could not do a better job with my mother. She is thoughtful, kind and very hard working, and has improved mum’s quality of life no end. Laura is also highly professional and a pleasure to work with, she goes above and beyond what is expected of her.”

Maureen Roberts

What is complex care?

Complex care is sometimes referred to as long-term live-in care or continuing complex care. This type of care is rather more complicated it should only be administered by trained carers who are proficient in an array of specific caring methods.

We have unrivalled experience in delivering expert care for a wide range of customers living with complex needs. Together with our experienced and highly skilled teams we will ensure that your care plan and the quality care you receive is as individual as you are.

Whether you need support to live in your own home, or assistance in your daily life, we are here for you, 24 hours a day, 365 days a year. Every care package we provide is unique, which is why we ensure our highly skilled team are professionally trained to meet your individual needs.

Our complex care lead nurses are experienced in creating person-centred care plans and will work closely with you and your multi-disciplinary team to ensure you receive the best standard of care.

Talk to us today about your complex care needs on
0808 274 2190

Our services

Our focus always remains solely on providing a responsive, specialist live-in care service that not only meets, but consistently exceeds, expectations. We can provide complex care for young adults as well as elderly people to support them with a variety of tasks. We offer comprehensive care for a range of complex needs, including:

- ✔ Complex care for adults and young people
- ✔ Home ventilation and respiratory support
- ✔ Neuro-degenerative conditions
- ✔ Head and spinal injury
- ✔ Continence care
- ✔ End of life care
- ✔ Airway management including tracheostomy
- ✔ Gastrostomy and nasogastric feeding
- ✔ Bowel and epilepsy management
- ✔ Medication administration
- ✔ Learning disability support
- ✔ Hereditary conditions

Home care or care home?

The majority of people believe they will have to move into a nursing home if they require 24/7 care and support. However, it is widely recognised in the medical profession that receiving nurse-led care at home can have far reaching benefits to someone needing complex care.

Our professional carers are highly trained to provide nurse-led delegated tasks usually undertaken by a district nurse. This means you can stay in the comfort and familiarity of your own home with all the medical and holistic support you need, and all on a one-to-one basis – something even the very best nursing home cannot provide.

Our home care service is comparable to that of a care home. The difference is that you or a loved one does not have to eat from a limited menu or wait until an upset resident calms down. We don't want anyone to experience this kind of institutionalisation, and we therefore ensure that our Carers stimulate you or a loved one throughout the day and make sure all is well at night. We strongly urge you to consider live-in care before organising residential placements even on a trial basis. If live-in care is not right for you, it is easy to make the transition to a residential facility.

Unfortunately, if you are placed in residential care and find that you are unhappy there, it is harder to move back into your own home and your independence moves further and further away.



“ Delivering the highest quality nurse-led care that families can trust – all in the comfort of your own home.”

Who we work with

We partner with a wide range of people to do our work – together. We help build a better world for our customers and their families ensuring they receive the highest quality of care and support at home.

Private customers

We work closely with individuals, families and healthcare professionals to develop a unique, person-centred complex care plan which identifies all their requirements. This allows them to have choice and control over their care enabling them to lead independent, active and fulfilled lives.

Clinical Commissioning Groups (CCGs)

We work closely alongside CCGs and local authorities to provide quality-focused and patient-centred care services for people with complex care needs who are also eligible for the NHS continuing healthcare funding with CCG-agreed care at home packages. NHS continuing healthcare funding (CHC) is a package of continuing care funded by the NHS, for those who require complex or palliative care.

Personal Health Budgets (PHB)

We also work with people who have personal health budgets (PHBs). PHBs is money provided by the NHS to support specific healthcare needs to set up a care package with a home care agency of their choice.

Case Managers and Solicitors

We work closely with case managers and personal injury solicitors to provide bespoke individual person centred care packages for people who have complex care needs.

We provide:

- A free care assessment
- Costs. We'll carry out long-term budget planning and forecasting on a per case basis
- Experienced advisors who'll ensure a fast and efficient process from initial enquiry to implementation of the care package
- Responsive service – we regularly implement tailored care packages within 24-hours of receiving an enquiry
- Specialist on going management of the care package
- Local care managers who can meet with individuals and families when and where required and will provided on going management of each care package
- The highest quality care available to ensure your wishes are upheld in the best way possible
- A dedicated team of well-trained and highly skilled staff to deliver the care package you require.

“I want to live life independently”

Case study

From a young age, Graham has always been into motorbikes, however his life changed dramatically on the way back home from a holiday when he was involved in a traffic accident. Martin suffered a spinal cord injury and his world was turned upside down. After rehabilitation at Stoke Mandeville, spinal Injury centre he was ready to return home.

However Graham had complex needs and required high levels of personal care and rehabilitation. The accident changed Graham’s perspective - he didn’t want to rely heavily on his family for 24/7 care and support - he was only 33 and wanted to continue to live his life independently at home.

A health care professional advised they use a live-in care agency who can support a wide range of complex care needs. Independent People Homecare came highly recommended as they provide a nurse-led, tailored approach to make sure individuals can remain living in the comfort of their own home. After the initial care assessment with their clinical care team, Graham was adamant he wanted a male carer and someone who shared his passion for motorbikes. After looking at a few carer profiles, Graham chose Martin, who not only had spinal injury care experience but also shared his love of motorbikes.



“ Martin has made a massive difference to Graham’s life and together they even managed to source a wheelchair driven trike.”

Why choose complex care at home?

Live-in care is very different to the care provided in residential care homes. In care homes, staff work in shift patterns – this meaning there is no consistency when it comes to who is providing care. Some people can find the fact they have little control over the events that happen around them disorientating. In care homes it is easy to become institutionalised, unstimulated and lose all independence completely.



- You can retain your independence and stay in the comfort of your own home with the medical and holistic support you need
- Our complex care carers are highly trained to provide nurse-led delegated tasks
- Care is provided 24 hours a day, 7 days a week
- Life in your own home can be more stimulating with a private live-in carer
- Friends and family can still visit as easily as before
- A nurse-led service
- No one wishes to feel restricted by the traditional setup of a residential care home, and this is why our complex care at home services are often a better option especially for younger people
- Customers in their own home are less likely to be awake during the nights. If they do struggle to sleep, there is someone there just to look after them, on a one to one basis
- A bespoke care package. We'll listen to the individual's unique needs and develop a care plan that will support them both physically and emotionally.

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Nursing care expertise

Our in-house, specialist clinical nurse team has a wealth of nursing expertise and experience. They are there to provide medical assessments, clinical insights and home visits to those receiving care at home. They also work closely with health care professionals, continuing health care teams (CHC) and clinical commissioning groups (CCG) to arrange fast-track home care packages as well as providing emotional support to their families at what can be a difficult time.

Additionally, our clinical nurse team provides hands-on support and advice to our regional care teams to ensure nurse-led training, guidance and best practises for our staff. This enables us to provide the highest level of complex care for customers to live independently at home.



A clinician led service

Unlike other live-in care agencies, Independent People Homecare was started by NHS Directors over 15 years ago who had a clear vision about what would make the best kind of home care.

As clinicians, they were increasingly frustrated by sub-standard home care companies – they noticed that when people were discharged from hospital with care packages, patients would often end up being readmitted again and again trapped in a downward spiral of dependency, falling confidence and poor health. The response to was to always increase the home care package and advise families that living at home was no longer possible and that a care home would now be the best place. As Clinicians they knew there was an alternative – live-in care.

“ IP Homecare has provided an excellent service to my client and I have been particularly impressed by their commitment to providing the highest level of care which has enabled my client to progress and achieve independence.”

Jan Boyle, Brain Injury Case Manager

Why choose Independent People Homecare?

- We are a fully managed live-in care provider. We pay and manage your carers
- Regulated by the care quality commission. (We are legally accountable for our live-in care service and routinely checked through unannounced visits from the care quality commission (CQC) to ensure that our customer's and their families are receiving the highest level of care)
- A bespoke live-in care service. Every live-in care package is tailored to your individual needs and requirements
- All our complex care packages are overseen by our in-house dedicated consultant nurse
- All live-in carers are employed by us and they are rigorously police checked and trained by us
- Strict recruitment and assessment process for live-in carers
- Complex care expertise
- We perform regular spot checks which are unannounced inspection visits to customer's homes to ensure the highest level of care is being provided
- 24hr care and support/7 days per week

- Continuity of care – customers will never be left without a carer
- FREE physiotherapy rehabilitation exercises with every live-in care plan (we are the only care provider to have a trained physiotherapist)
- Local care service manager local to you
- Nationwide coverage across every town and village in England and Wales
- Transparent information
- Carer choice
- Involvement in arranging household and equipment ordering
- Experienced management team consisting of NHS clinical directors with extensive clinical care experience
- Efficient management of medications - our digital technology is used proactively to effectively support safe administration of medications
- Innovative technology – an online platform which enables the clinical care team to know immediately if something's not right, reducing risks & enabling better care.

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Next steps

We believe that everything should begin with a meeting at a time that's suitable for you, so that we can fully appreciate all the requirements you have. It's important to us that we not only meet your needs, but exceed your expectations: an upfront, no obligation discussion that helps us understand more about you and how you would like to work.

➤ Step 1: Call to arrange a FREE live-in care assessment

All care assessments are free of charge. When you call the office we will discuss appropriate times and dates for a care manager and a member of our clinical care nurse team to meet you and the person requiring live-in care either at home, hospital or even a care home.

➤ Step 2 – The live-in care assessment

At this meeting we will assess the person needing care discussing their individual needs and requirements. We'll talk you through the service, answering any questions you may have and discuss the type of live-in carer you are looking for – we not only match their care needs, but we also try to match their hobbies and interests too.

At this meeting we can they provide you with a definitive weekly cost.

➤ Step 3 – We create a complex care and support plan

We will then put together a care and support plan which could even include recommendations for home adaptations or appropriate equipment. Once a care plan is agreed, we'll assemble a specialist team, trained to meet your requirements. Each care package is led and coordinated by a registered nurse and a clinically-trained care associate.

➤ Step 4 – Choose the right live-in carer

We'll help you find a live-in carer. We'll source a selection of live-in carers which we feel most accurately suit your requirements.

➤ Step 5 – Choose a suitable starting date

Once you are happy with your choice of carer we will then arrange a suitable starting date. On your chosen start date – a member of our clinical nurse team will accompany the live-in carer to the customer's home.

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“ People who use Independent People Homecare receive a high quality care service, that ensures their care needs are met and that they are kept safe at all times.”

Care quality commission

To find out more or to arrange a FREE assessment

Call us on **0808 274 2190**

or email: **hello@iphomecare.co.uk**

or visit: **www.iphomecare.co.uk**

