



# Voyage

Specialist Healthcare

Continuing care Supporting lives

Complex care

## Complex care service

**As a specialist provider of high quality complex care services, we understand that living with a long-term condition and suffering from a lack of independence can be extremely challenging.**

You may fear that if your condition deteriorates, your only option will be to move in to a nursing or residential home.

As part of our care at home complex care service, we will provide highly experienced Healthcare professionals with specific skills, tailored to your requirements, to support you to remain living in your own home and maintain your independence. Our high quality care service can be a cost-effective alternative to nursing or residential home admission.

Many individuals benefit greatly from having the one-to-one care and attention that our care at home service provides, something that they would struggle to receive in a multi-occupancy home.

In addition to assisting adults with complex clinical needs, we also support children and young people. We have a highly experienced team of Children's Nurses and Carers who can provide care to those in need of extra support.

Our Nurses and Carers are able to support children and adults in a range of out of hospital settings with a variety of conditions which include:

- Head and spinal injury rehabilitation
- Home ventilation and respiratory support
- Autism and challenging behaviours
- Motor neurone disease
- Multiple sclerosis
- Muscular dystrophy
- Cerebral palsy
- Sensory impairments

Visit us online at [www.voyageshc.co.uk](http://www.voyageshc.co.uk) or call our friendly team on 01132 180 119



**Our complex care team can support children and adults in a range of out of hospital settings**

We will develop a detailed person-centred care plan for you, which will identify all of your care requirements, enabling us to implement a highly effective service. We will regularly review your care plan with you to ensure that we continuously adapt our service to meet your changing needs and preferences.

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When coordinating your service, we attempt to develop the optimal balance between your non-clinical and clinical needs. We match your interests and personalities with our staff and ensure that our employees are fully briefed on your expectations and personal preferences.

Our outcome-based service will support you to live as independently as possible and empower you to have choice and control over your care.

We adopt a partnership approach, working closely with you and your family, along with your Multi-Disciplinary Team and Carers to ensure that a consistent approach is employed throughout the delivery of your care.

## Who is this service for?

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Our complex care service is most appropriate for individuals who:

- Have been discharged from hospital and have significant nursing and clinical care needs that need to be continually monitored.
- Are in hospital wards such as intensive care or high dependency units and are due to return home, faced with a long-term recovery process.
- Suffer from degenerative conditions and have on-going care needs.
- Have physical or learning disabilities and require long-term support in the home.
- Have complex care needs and are dependent on life sustaining technology.
- Require a cost-effective alternative to a nursing or residential home

If you are unsure whether this service is appropriate for you, please contact a member of our Care at Home Team who will be able to discuss your specific requirements with you and advise you of your most suitable service.

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## Quality assurance

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We have a highly experienced Quality and Development Team, comprising of Complex Care Specialists, Clinical Nurse Specialists and Quality and Development Managers. They will support the implementation of your complex care package, mentor our Care Teams, complete clinical assessments and ensure that all of our clinical tasks are undertaken in accordance with internal policies and the Nursing and Midwifery Council (NMC) guidelines. The team undertake internal audits and monitor service feedback to ensure that the highest quality service is delivered at all times.

Where appropriate, clinical tasks can be delegated to skilled Healthcare Assistants. Fully compliant with NMC and Care Quality Commission (CQC) standards, we ensure that a Lead Nurse takes responsibility for any clinical tasks that have been delegated to Carers and provides on-going clinical supervision, ensuring that delegated task competencies are routinely assessed. Tasks that can be delegated include Percutaneous Endoscopic Gastrostomy (PEG), Medication Administration via PEG, Continuous Positive Airway Pressure (CPAP) and Suctioning.

We follow a stringent recruitment procedure to ensure that all of our workers are compliant with the Care Quality Commission (CQC) standards. We undertake rigorous compliance reviews to ensure that all of our Carers have the relevant qualifications and experience necessary for the service that they will provide. This includes Enhanced Criminal Records Bureau (CRB) checks, health declaration, working history, detailed reference checks, and annual reviews with relevant registration bodies to ensure fitness to practice. We provide regular supervision including recorded one-to-one meetings every twelve weeks, spot checks, observations and annual appraisals. This ensures that our care staff continuously advance their skills whilst continuing to deliver an excellent standard of care.

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## Frequently asked questions

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### **Will you work with other healthcare professionals who are involved in my care?**

Yes, we can work with all involved healthcare professionals, adopting a strong partnership approach to ensure that you receive the highest quality of care possible. This can include obtaining details of your care history from your G.P, through to working with your District Nurse to identify training specific to your needs. This ensures that all involved healthcare professionals are aware of your current care needs.

### **Will I need a Nurse or a Healthcare Assistant to support me?**

To determine whether you will require the support of a Nurse or a Healthcare Assistant we will carry out a full care assessment, identifying exactly what your care requirements are. Carers are able to support you with everyday activities such as meal preparation and getting in and out of bed, however, a Nurse will support you with more complex requirements such as dressing wounds, administering complex medication, or making clinical judgements with regards to your pain relief. Should you wish to have support from a Nurse and a Healthcare Assistant at varying times, we will be more than happy to arrange this for you.

### **What if my care requirements change?**

Our care at home service can easily be adapted to provide a level of care that is appropriate for your needs. Should your condition deteriorate, we can provide additional care to ensure that you are fully supported. If your condition improves, we can reduce your level of care in-line with your independence. Your care package will be regularly reviewed and we welcome open communication from you, your family and your Carer to ensure that any changes in your requirements are identified immediately.

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### **My care service will be funded by Social Services, can you still help?**

We work closely with a number of Social Services and Continuing Healthcare Teams, throughout the UK. Should you receive funding from your Local Authority and are interested in being supported by us, we can provide you with costings and literature which you will be able to forward to and discuss with your Social Worker. Alternatively, we can speak directly with your Social Worker and explain the level of care that we are able to provide.

### **How much does it cost?**

Many individuals fear that they will not be able to afford complex care services, however, our care at home services can be a cost-effective alternative to nursing or residential home admission. All costs are based on your individual care requirements. To receive a bespoke quote based on your care needs, please contact our Care at Home Team.

If you have any further questions please contact our Care at Home Team today.

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# What do you need to do next?

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**For further information on the services that we can provide for you, please contact us by telephone, email or by visiting our website.**

Please call our friendly and supportive referral team on 01132 180 119 who will be delighted to discuss your specific needs. Our referral team are committed to delivering the following service standards:

- Confirm our ability to support the service and provide an indicative cost within one hour
- Complete a comprehensive client assessment within two working days
- Provide a fully costed service proposal and quotation within two working days

## Leeds

Cubic Business Centre, 533 Stanningley Road  
Leeds, LS13 4EN  
☎ 01132 180 119

## Hartlepool

The Innovation Centre, Venture Court  
Hartlepool, TS25 5TG  
☎ 01429 239 616

Alternatively, visit us online at [www.voyageshc.com](http://www.voyageshc.com)

☎ 01429 239 600

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