

COMPLEX CARE SERVICES



**ENRICHING LIVES &
SUPPORTING INDEPENDENCE**



ABOUT US

**We take pride in our work
and have huge respect for our
carers and clients.**

Alcedo Care are experts in the homecare field, providing quality live-in care and visiting care at home, supporting everything from companionship to dementia care to complex medical care at home. With branches across the North of England and Wales, we take pride in the support we offer to local communities, and have huge respect for our carers and the work they do to enrich and support our clients' lives.

Alcedo Care is a family-run business aiming to deliver the highest possible standard of care and first-class customer service to our clients, providing the same high quality care we would give to our own family.

At Alcedo Care, we empower clients of all ages to live enriched lives, enjoying the independence they deserve. Whether you need a 30-minute care visit, respite care or full-time live-in care, we will work with you and your family to establish the right level of support to meet your needs and ambitions.

Fully regulated by the Care Quality Commission (CQC) and the Care Inspectorate Wales (CIW), we are committed to ensuring that our service is safe, effective, caring, responsive and well-led. We offer a fully managed service that can start in as little as 24 hours, with a care package that is unique to you.

WHAT IS COMPLEX CARE?

Complex care is a service for those who require day-to-day specialist medical care in their everyday lives. This may only be at key times of the day or more in-depth supervision and intervention may be required around the clock. Complex care could include care for a long-term medical condition such as muscular dystrophy, multiple sclerosis, epilepsy, brain damage, learning disability or a temporary condition caused by a brain or spinal injury, disease, or recovery after surgery.





Clare Murray
Head of Complex Care

MEET THE TEAM

“ I have worked in complex care for over 15 years and within that time, I have supported the mobilisation of numerous adults and children, with complex needs, to live at home with their families, supported by clinical teams.

Since 2020, Alcedo Care's Complex Care department has expanded significantly and our children's Complex Care Division is expanding by the day. We provide clinical support to clients with a wide range of complex care conditions, including Spinal Injuries, Enteral Feeding, Acquired Brain Injuries, Airway Management, Neurological Conditions, Stoma and Bowel Care, to clients of all ages.

I feel very lucky to work with such an amazing team of nurses who have more than 20 years of clinical experience, together with my admin team, who have years of complex mobilisation experience.

Our aim at Alcedo Care is to enable and support our clients to live at home, with their families, having that clinical support, to enrich and enable a better quality of life.

I love my job, I am very lucky to be in a position to work with an amazing team of people, regionally, across all Alcedo Care branches, working together to ensure our clients are safe at home. I am so proud that we are making a difference in people's lives. ”

NURSE-LED COMPLEX CARE

Our complex care assistants receive rigorous bespoke training from our highly skilled nurses based on our client's needs and requirements as we do not compromise on quality. Our nurses have multi-disciplinary experience working in dynamic and intensive environments, including:

- Over 20 years in Alder Hey HDU
- Band 6 Liverpool, Heart & Chest Hospital
- A&E
- Risk Management
- Infection Prevention
- Psychosocial Interventions
- Case Management
- Neurological Conditions
- Behaviours that Challenge
- Cognitive Behaviour Therapy (CBT)
- Acute / NHS Trusts
- Drug & Alcohol Dependency

Regulated by



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

WHAT CONDITIONS CAN WE SUPPORT?

Complex care conditions vary from client to client as everyone's situation is unique. Whilst some might be temporary others could be long-term health conditions, therefore we are able to provide either short-term care or longer-term care packages. Our team have experience working with many different complex care conditions including but not limited to:

- Muscular Dystrophy
- Acquired and Traumatic Brain Injury
- Spinal Injuries
- Seizures & Epilepsy
- Enteral Feeding
- Stoma, Bowel and Catheter Care
- Neurological Conditions such as Motor-Neurone Diseases, Parkinson's
- Cerebral Palsy, Multiple Sclerosis (MS) and Stroke
- Airway Management – including Tracheostomy, Ventilation Care, Tracheal, Suction, and Cough Assistance - working along with the Physiotherapists.
- Nippy and NIPPV (Non-Invasive Positive Pressure Ventilation) - working alongside your ventilation management team.

WHAT OUR CLIENTS SAY ABOUT US



“ The carers from Alcedo Care have been absolutely outstanding even more so as my husband is a 'complex case'. The carers are always on time, they are very efficient and caring towards me also. I cannot thank them enough for what they have done for my husband and also the help and respect to me. ”



SB (Wife of Client)

“ I have been with Alcedo now for over a month with the complex team who have supported my recovery all the way. The team of carers are amazing and support me with my daily activities and goes above and beyond. It's great having nurses on hand to support the team with my condition ”



Chris B (Client)

WHY CHOOSE US?



FAST MOBILISATION NETWORK

Because of our extensive branch network, in-house training team and over 1000 staff we have the resource to mobilise packages of care quickly.



CONSTANTLY INNOVATING

We use the latest care software, including digital care plans, electronic medication records and family access portal, and are constantly innovating to support the care we provide.



FAMILY OWNED, WITH REAL FAMILY VALUES

We are family owned and run, with family values at the heart of everything we do for both our clients and our staff.



HIGHEST RATED HOME CARE PROVIDER

We are one of the highest rated large home care groups in the UK, with multiple awards and recognition under our belt. Our clients repeatedly voted for us to achieve homecare.co.uk top 20 home care provider status.



EXPERT TEAMS

As well as dedicated care assistants, we have a team of registered nurses who lead our complex care division - our team are not only well qualified but also incredibly compassionate and caring.

The team of carers are amazing and support me with my daily activities and goes above and beyond. It's great having nurses on hand to support the team with my condition. Myself and my wife are always treated with dignity and respect. All issues are resolved promptly and professionally.



Chris B (Client)

HOW TO GET STARTED

Anyone involved in your care (either yourself, a family member, or a member of your MDT such as your case manager, discharge team, social worker, etc.) can contact our Complex Care team to discuss your requirements, specific needs, capabilities and any questions you have regarding the care service we offer.

If you want to proceed further, we will schedule a no-obligation visit in a convenient place for you with a member of our Complex Care team. This might be at home, or in an alternative setting such as hospital or residential setting.

This will be an opportunity for us to complete a detailed clinical assessment and evaluate your clinical needs. Together with relevant health and social care professionals we will build a bespoke care plan specific to your individual needs and requirements.

Once a care plan is agreed upon and a start date is selected, your plan is in motion.

Meanwhile, your complex care nurse will be monitoring you for any changes in medical conditions and medication changes to ensure your care plan and risk assessment are up to date



What ages do you care for?

Complex care is for individuals of all ages who want to live their lives as safely and independently as possible in their own homes while receiving the care and support they need to have a better quality of life-regardless of their health condition. We offer complex care services for all ages.

Is the service regulated?

Yes, Alcedo Care is fully regulated by the Care Quality Commission (CQC) and Care Inspectorate Wales (CIW). These are independent bodies which carry out regular inspections to assess the standards of quality and safety of our care services. Being regulated by the CQC and CIW means we as a company need to adhere to strict guidelines and procedures to ensure we provide good quality care.

Who will administer all clinical tasks?

All our complex care plans are nurse-led, where our care assistants are trained by our experienced nurses. Moreover, all complex carers undergo bespoke 1-2-1 training for each client and undertake competencies to deliver clinical tasks. Our nurses will supervise the care assistants while delivering complex tasks to ensure the delivery of high-quality work to the client.

How long can you have complex care?

Each one of our clients has a unique situation which requires a bespoke, tailored care plan to cover all their needs. Depending on your health condition you might need temporary, short-term or continuing care which can vary from weeks to months or even years.

Who can benefit from complex care support?

Complex care is for children and adults of all ages with a range of complex care conditions. Complex care at home is suitable not only for the one receiving it but for their family too, especially those who appreciate the extra clinical support, as well as offer a listening ear.

Do you provide children's complex care?

Yes, we do. Alcedo Care is a leading provider of home care and complex care for adults, but we also have a dedicated Children's Services team who work with families of children and young people aged 0-25 with additional, often complex care needs in the comfort of their own homes. Our paediatric specialists have more than 25 years of experience in:

- Critical care
- High dependency
- Intensive care
- Leading children's hospitals

FAQs



ENRICHING LIVES & SUPPORTING INDEPENDENCE

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