

COMPLEX MENTAL HEALTH CARE



ENRICHING LIVES & SUPPORTING INDEPENDENCE



Regulated by



Care Quality
Commission



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales

We are registered and regulated by the Care Quality Commission (CQC) and Care Inspectorate Wales (CIW), independent bodies who carry out regular inspections to assess the standards, quality and effectiveness of our care services. Regulation through CQC and CIW means that we can provide a service beyond shopping, household tasks and cleaning to include personal and complex care.

CONTACT US



03330 341464 (incl. out of hours)



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Mental illness presentations vary from client-to-client and everyone's situation is different meaning every person's mental health is unique to the individual. Whilst some might be temporary, others may be longer-term, at Alcedo Care we are able to provide packages of care which meet everyone's individual needs.

Our approach is trauma informed with least restrictive, person-centred practice at the heart of our care and support.

OUR MENTAL HEALTH CARE

Our complex mental health service is offered in a variety of settings wherever our clients call home, this may include individuals under various legal frameworks including court orders (DoLS), CTO and MHA.

We also offer care and support in other settings including hospitals, secure residential services, regulated and unregulated children's services.

Our service includes RMN overview to support:

- Individual and bespoke 24-hour packages of care and support
- Crisis management and relapse prevention
- Breakdown in care for Adults, Children and Young People
- Stepdown into the community from secure settings
- Ad hoc support visits offering light touch support and supervision

Our support services range from 1:1 support package, long-term supported living service, community stepdown, emergency breakdown of care for children, young people and adults living with a range of mental health conditions.

Our team have experience working with many different conditions including:

- Long term mental health
- Behavioural conditions
- Cognitive and neurological conditions (including brain injury)
- Food and substance related mental health conditions
- Personality and mood related conditions

Our team also have experience with children's conditions including:

- Autism spectrum disorder (ASD)
- Behavioural disorders including ADHD
- Global development delay
- Cognitive and neurological conditions
- Behaviours that challenge

Our approach to the children we work with who display complex behaviours follows a low arousal approach working collaboratively with the child, parents, support staff, nurses, and other specialists to ensure a Positive Behavioural approach to behaviour which challenges.

STAFF TEAM



Our mental health nurses have multi-disciplinary experience working in dynamic and intensive environments including:

- Risk management
- Psychosocial interventions
- Neurological conditions
- Behaviours that challenge
- Acute / NHS trusts
- Case management
- Training & development

Our mental health support workers receive rigorous training including individually developed bespoke training from our highly skilled nurses based on the individual assessed needs of our clients.

REFERRAL

Most referrals to our complex services will be via a social worker or case management company dependent upon funding stream, our Complex Mental Health team can be contacted to discuss individual needs and will be on hand to offer support and guidance throughout the referral and funding process, answer any questions, explain our assessment process and next steps.

ABOUT US

At Alcedo Care, we understand the diagnosis and symptoms of a mental illness can significantly impact an individual's life, as well as the lives of loved ones. That's why we offer specialised nurse-led complex care dedicated to providing exceptional mental health care in the community.

Alcedo Care are a regulated care provider with over 20 branches across the North of England and Wales with over 1000 highly trained staff competent in delivering person centred care in a wide range of care settings including complex mental health, crisis support and children's services.

Alcedo Care is a family-run business aiming to deliver the highest possible standard of care and first-class customer service. We are 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.

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.



EXPERT TEAMS

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



COLLABORATION WITH MDTs

We liaise closely with multidisciplinary teams, from case managers and consultants to specialist therapists.



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 have repeatedly voted for us to achieve homecare.co.uk top 20 home care provider status.

FAQs



WHAT AGES DO YOU CARE FOR?

Our complex care, including our mental health services, are for individuals of all ages who want to live their lives as independently as possible in a place they call home while receiving the care and support to achieve positive outcomes.

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.

ARE YOU ALSO ABLE TO OFFER CLINICAL CARE?

Yes – we offer nurse-led physical complex care for a range of conditions including airway management, spinal injuries, neurological conditions, and brain injury. Our complex care assistants are trained by our experienced RGN nurses, undergoing bespoke 1-2-1 training for each client and undertaking competencies to deliver clinical tasks. Our nurses supervise our care assistants while delivering complex tasks to ensure the delivery of high-quality care to the client.

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.