



RAPID RESPONSE

24/7 CRISIS RESPONSE



We are Alcedo Care

Alcedo Care is a multi-award-winning specialised care group delivering a range of nurse led care services across the North of England, the Midlands and Wales to people in their own homes or community-based settings. With our extensive branch network and over 1,000 fully employed qualified care professionals, we are fully resourced and able to deliver on our mission to enrich the lives and support the independence of people of all ages.



Rapid Response Team

When a situation is critical and stability is urgently required, our Rapid Response Team is ready. We are your immediate solution for managing crisis situations - such as urgent hospital discharges, preventing placement breakdowns, or avoiding a child being taken into care.

Super Fast Mobilisation Time

We can mobilise a full package of care and have staff deployed within as little as 2 - 4 hours.



Internal Expertise

All crisis intervention is overseen by our experienced, internal Multi-Disciplinary Team which includes PBS lead, occupational therapists and specialist mental health professionals.



Zero Agency Staff

We excel on continuity and quality. We rely exclusively on our directly employed, highly trained team. We use no agency staff, and never have.



Immediate Deployment

Our experienced staff are on standby, ready to deploy in 2 - 4 hours to stabilise any crisis situation.



Accessible digital care platform

Commissioners can access our online digital portal.



Rapid Response Team



Multi-Cohort Readiness

Our Rapid Response Team has advanced skills and training to step in and support people with any condition, at any age, including:

- **Mental Health Conditions**
- **Neurodivergent Conditions including Autism**
- **Learning Disabilities**
- **Urgent Hospital Discharge**
- **Children & Young People**



Flexible Transition

After stabilising the crisis, we can provide step-down provision with a permanent staff team at a reduced rate.



Branch network

Care teams can be assembled quickly and packages managed by local teams with the support of our 24 branches.



Nurse-led care

Our team of registered mental health nurses oversee all crisis packages, ensuring an holistic approach.



Our Coverage & Network

We provide immediate, accountable, and localised support throughout the North of England and Wales

Localised Expertise

This extensive network ensures strong community links and immediate access to a wide range of staff expertise and specialist skillsets to meet diverse and complex client needs.

Extensive Footprint

Our operational strength is built on a robust network of 24 local branches.



Crisis Management

Commissioning Challenge

Crisis Safeguarding and Family Breakdown

Aim

Ensure safety, reduce trauma, and maintain continuity for vulnerable children or young people during family crisis or sudden carer loss.

Example Scenario

A parent of a child with complex needs is hospitalised unexpectedly, leaving no immediate caregiver and risking emergency foster placement.

Alcedo Care Rapid Response

Our Rapid Response Team deploys paediatric-trained staff within hours to provide safety, reassurance, and stability in the child's familiar environment. We maintain established routines, meet physical and emotional needs, and liaise with social care and education partners to coordinate ongoing plans. When the crisis has stabilised, the Rapid Response Team transitions care seamlessly to a sustainable longer-term Alcedo Care package while the parent recovers.

Commissioning Challenge

Preventing Hospital Admissions and Placement Breakdowns

Aim

Maintain stability, reduce escalation, and prevent avoidable hospital or crisis admissions.

Example Scenario

An autistic and learning-disabled young adult begins to experience heightened anxiety and distress triggered by environmental changes and disrupted routines. Without same-day intervention, the situation risks escalating into police involvement and hospital admission.

Alcedo Care Rapid Response

Our Rapid Response Team deploys within hours to provide specialist two-to-one support from staff trained in autism, learning disabilities, and positive behaviour support. We create a calm and predictable environment, reinstate structure, and offer consistent reassurance to reduce distress. Working under MDT guidance, we complete dynamic risk assessments and implement short-term stabilisation strategies in partnership with professionals and families. Once the crisis resolves, care transitions smoothly into a sustainable longer-term Alcedo Care package, maintaining stability and preventing readmission.

Commissioning Challenge

Supporting Safe Discharge and Hospital Flow

Aim

Reduce delayed discharges and enable safe, timely transitions from mental health inpatient settings.

Example Scenario

A young adult with mental health needs is clinically ready for discharge from an inpatient ward, but there is no immediate community support available, increasing the risk of delayed discharge and relapse.

Alcedo Care Rapid Response

Our Rapid Response Team mobilises the same day, deploying experienced mental health support staff trained in de-escalation, emotional regulation, and recovery-focused care. We provide consistent one-to-one support within the individual's home or temporary accommodation, maintaining medication routines, structure, and engagement. Working closely with inpatient and community mental health teams, we ensure a seamless and safe transition back into the community. Once stability is achieved, care transitions smoothly into a sustainable longer-term Alcedo Care package, promoting recovery and preventing readmission.

Leading The Way

Liam

Alcedo Care were contacted by a local authority to support a 5 yr old boy, Liam* who is non-verbal and has Global Development Delay. Liam needed to be removed from his foster home the same day. Other foster carers and children's homes were contacted but had no availability. At 3pm Alcedo Care were needed to pick Liam up from school and support him 2-1 day and night to ensure he was safe and cared for.

Since supporting Liam, there continues to be a noticeable improvement in his behaviours and overall engagement. This has also positively improved the support network around Liam's family and his daily life. Liam's support started on a 2:1 staffing due to the emergency situation he was in and has since reduced to 1:1 due to positive improvement and achieving desired outcomes. Liam is still looking for his forever home but he will remain safe and looked after by Alcedo Care.

Alex

Alex, a young boy with autism and learning difficulties, was in crisis, exhibiting extremely challenging behaviours, including daily self-harm. In July 2023, a critical placement breakdown left the local authority with only three days to secure a safe and stable solution. With no other secure options available, Alcedo Care was immediately engaged.

We responded by deploying an experienced nurse-led, CPI-trained staff team to facilitate his safe transition and integration into community living. A crucial factor in Alex's journey was the unbroken continuity of his dedicated staff team, who have stayed with him during two house moves.

Two years later and Alex is thriving. His significant progress includes successful part-time school attendance and meaningful, consistent visits with his parents and siblings. He now enjoys daily community activities like walks on the beach and visits to cafés. Alcedo Care continues to provide comprehensive, wrap-around support, meeting weekly with the wider Multidisciplinary Team (MDT) to manage his complex needs, behaviours, and budgets. This remarkable outcome has drawn complimentary feedback from all professionals involved in his care.



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RESPONSE**



Contact the Rapid Response Team

WE'RE AVAILABLE 24/7



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Call 0300 373 5871

