



**Person - Centred
Complex Care and
Support at Home**

Consistent staff - dedicated team

We specialise in supporting individuals with complex, long-term support needs - in their own home, at work, in education and in the community.

Our nurse-led teams respect and value the opinions and decisions of our service-users and encourage their involvement in choosing staff who will support them to devise bespoke, goal-oriented packages of care and support, to inspire and enable our service users to focus on their personal goals and to live the life they choose.

The following Health & Social Care key principles serve as a guideline to help us achieve the high quality care and support we believe every person is entitled to, and to continuously improve the service we provide.

- **Dignity & Respect**
- **Compassion**
- **Inclusion**
- **Responsive Care & Support**
- **Wellbeing**

Responsive & Adaptive

Our dual Care Inspectorate registrations for Care at Home provision and Nursing Agency services enable us to offer a comprehensive range of responsive, high quality, care and support services, such as:

- Spinal injury care
- Ventilation, respiratory & tracheostomy support
- Gastrostomy (PEG) care
- Medication management
- Brain injury
- Complex neurological conditions
- Progressive / degenerative conditions and end-of-life support
- Support with rehabilitation in conjunction with specialists / professionals

We also provide support to those with less clinically complex – but no less vital – needs, to help promote independence and inclusion, aid wellbeing and improve quality of life, for example:

- Assisting with personal and domestic tasks
- Supporting the undertaking of leisure, social, educational and vocational activities
- Facilitating integration and helping to develop and maintain social support networks

We know that peoples' needs, choices, aspirations, priorities and preferences change - it is our aim to provide a unique and adaptive service which will evolve and grow with each individual, to support them to achieve their full potential.

An inclusive service

Supported by experienced Nurse Care Managers, our service-users and their families are fully involved in decisions about their care and support. This helps develop personalised care and support plans which are regularly reviewed with our service-users to ensure that their wishes are being met and their needs are being supported.

Working with others

We work in conjunction with other professionals to ensure that our service-users are getting the right balance of support, independence and choice - we have established relationships with local authority commissioners, multi-disciplinary teams and other specialist professionals in the NHS.

Your team

By involving service-users in selecting their care team and contributing to their team's training and development, we foster confidence for our service-users in the people who support and care for them, irrespective of how complex, diverse or challenging their needs are.



Quality assured

Dignity & Respect

We respect the right of each service user to lead as independent and fulfilling a life as possible. We have set out a Service user's Charter of Rights which we believe should be the minimum entitlement for each service user. All staff follow this charter.

Quality

We integrate quality in our way of life and in everything we do. For each service user, we aim to provide specialist care to suit their needs and quickly act on their feedback if adjustments are required.

Policies

For complete transparency, we fully document every aspect of running and managing our business according to a comprehensive set of policy documents. These policies are assurance that we run our care-at-home and nursing services to the highest standards, in compliance with national guidelines, and cover all aspects of staffing, managing, caring for our service users, and the preservation of health and safety standards.

Audit

We audit all of our policies and work practices regularly to ensure that we maintain the standards we have set ourselves. In addition to our own continual self-assessments, we also receive regular inspections from the Care Inspectorate.

Recruitment

We follow stringent recruitment procedures to ensure we only employ staff of the highest calibre who are compliant with Health & Social Care Standards.

We aim to provide our service-users with a comprehensive service of the highest quality. We strive to offer a flexible and professional service which is tailored to meet each person's individual needs and which instils them with confidence.

The **Care Inspectors** said we "provide a high standard of direct care to people with complex medical needs - the high standard of care continues to be maintained to the benefit of the people supported".



Our service can be funded by:

- Self-directed Support (SDS) budgets
- Private funding
- Local councils
- NHS continual healthcare funding





Working together

Our service users are at the centre of everything we do at Phoenix Therapy and Care. This is how we ensure that every service user's individual needs and requirements are looked after:

Initial meeting

Getting to know a service-user, their family and the professionals around them helps us build a detailed, individualised care plan to include the service-user's care requirements, preferences and ambitions.

Service-user fully involved

Recruitment

The service-user personally selects the people in their care team to ensure that they get the right level of support to develop their independence.

Service-user fully involved

Training

A bespoke training programme is developed, incorporating the service-user's input. The Care Manager identifies any specialist training requirements relating to clinical procedures identified in the care plan.

Service-user fully involved

Care plan

An holistic assessment is completed to identify training, clinical needs and social needs, which are documented in the care plan. The service-user meets their dedicated Care Manager regularly.

Service-user fully involved

Care begins

The care team gradually begin working to allow a smooth transition, with the service user having time to build a relationship with each team member.

Service-user fully involved

Ongoing reviews

The Care Manager provides ongoing supervision, training and support to the staff, gathering and providing feedback. Care plans are regularly evaluated and goals maintained through continual reinforcement.

Service-user fully involved



Phoenix

Therapy & Care

For further information, speak to a member of our team today on **01620 828566** or email: **enquiries@phoenixtherapyandcare.co.uk**

Part of the CareTech Group

phoenixtherapyandcare.co.uk

Registered in Scotland no. SC0254555

Registered as a nursing agency and care at home provider with the Care Inspectorate.