

## **About Our Care**

Advantage Healthcare has a wealth of experience in managing specialist homecare services for adults and children. We work with local authorities, clinical commissioning groups, case managers, solicitors, personal health budgets and privately funded individuals.

Our clients' medical needs and personal aspirations are individual and our bespoke care services reflect this. We provide a tailored package of care that holistically meets your needs.

Our care services are designed around your needs and wishes using personcentred planning. Care can range from a few hours a day of social care support to 24/7 specialist nursing care. We can work to short timescales and aim to start your care as quickly and as safely as possible with minimum disruption. We offer you peace of mind by choosing a care provider that can deliver safe, and effective care quickly.

We operate a 24-hour service with clinical escalation. Your local branch is open on weekdays 0800-1700. At other times our dedicated out-of-hours team is available with access to a nurse at all times.

**Nurse managed care** is assigned to clinical clients by a dedicated nurse with experience specific to your conditions, they will ensure that all of your unique clinical care needs are continually met. Our community nurses support clients and care staff through regular care reviews, staff supervision and monitoring the care quality. They will spend time with you and the healthcare professionals associated with your care to establish and update a comprehensive care plan to meet your needs.

Bespoke care teams provide consistent, reliable care and they ensure that we continually deliver high quality tailored packages of care at home. We strive to find the best candidates for our clients working in line with our robust recruitment and compliance processes. Our experienced team works closely with each client to proactively recruit tailored care teams, whether it is on a temporary, contract or permanent basis.

We encourage clients to be involved in the selection of their care team by reviewing profiles of shortlisted candidates, providing feedback following "meet and greet" sessions and deciding for themselves whether these are the right care staff for them.

Our wide range of services can support individuals at key times of their lives so they can continue to live independent within their own homes.

We deliver a truly bespoke service that is tailored to your personal circumstances. Whether you need social companionship or because of illness or immobility, our staff will help you to manage everyday activities which have become a struggle. Our friendly, reliable and well trained staff will support you with day-to-day living tasks such as shopping, social outings and hobbies or being with you to help you around the house.

## **Our care services include:**

- Care Assessments
- Social Companionship
- Personal care, bathing, dressing, continence care, meal preparation
- Medication Assistants
- Respite Services
- Palliative care services
- Hospital to home support and care
- Live-in care

Maintaining your dignity is of paramount importance to us and our client care teams will ensure you feel comfortable at all times.



We provide services to clients funded by local authorities, clinical commissioning groups or personal health budgets. In all cases we will arrange a thorough care assessment to ensure that the package of care we design meets your medical needs and any personalised requests.

For more information visit www.advantagehealthcare.com or call us on 020 7186 0518.

## **About Advantage Healthcare**

Our national provision for adults and children ranges from respite care through to livein services; from brain and spinal injuries care, to tending to clients with dementia; and from complex round the clock life-sustaining support to social care and companionship.

Local teams are delivering care near you. As a national operation we offer extensive coverage across England and Wales with the benefit of centralised training, governance and on call services.

Our branches are registered and fully compliant with the Care Quality Commission (CQC) in England, Care and Social Services Inspectorate Wales (CSSIW).

## **Case Study: Alaina Story**

Alaina who has cerebral palsy, has received complex and social care from Advantage Healthcare since 2014. She is cared for by a team of healthcare assistants who provide one-to-one care. Alaina requires support for 24-hours, seven days a week including sleeping care overnight.

Healthcare assistants, including Miriam who is pictured with Alaina, carry out regular duties including personal care, food preparation, shopping and medication.



Alaina has an active lifestyle and her carers accompany her for weekly horse riding and trips to go clubbing. Advantage Healthcare has also supported Alaina with overseas holidays including trips to Ibiza and Hungary.