

# Quality Care at Home

## Case Management

**Interserve Healthcare's nurse-led service prioritises clinical excellence and robust governance.**



At Interserve Healthcare we run many complex care packages funded by medical insurance companies. Cases are mobilised in consultation with the client and their families taking on board their needs and preferences.

Our national care provision ranges from respite care through to complex around-the-clock services.

We employ motivated and dedicated staff who have 24-hour back up through expert support teams across the country and our out-of-hours on call team. All staff are supervised and given ongoing training.

### Complex care

Around 23%\* of Interserve's care at home clients have brain and spinal conditions. Support typically includes personal care, feeding, hoisting and often ventilation, tracheostomy care and medication.

Over 50%\* of brain and spinal injuries clients have been receiving care through Interserve Healthcare for more than three years.

### Case management

Interserve Healthcare works with insurance companies to arrange suitable care for clients. Teams of Registered Managers, Care Service Managers and Business Development Managers can provide quotations and arrange assessments at short notice. They have extensive experience of understanding the needs of clients and recommending the best care available for them.

### Contact us

We welcome enquiries and referrals on behalf of your service users or clients. For a discussion about a case, a recommendation about the level of care needed and a quotation, contact our Account Managers on **0800 694 45 55** or visit.

[www.interservehealthcare.com/contact-us/account-managers](http://www.interservehealthcare.com/contact-us/account-managers)

\*2018