



healthcare
experts in nurse led complex care

Providing Specialist Complex Healthcare to Adults & Children at Home

Bespoke care packages to
enable independence & improve
quality of life





Our Services

At HFH Healthcare, we meet the growing need for complex care by providing specialist nurse-led services to adults and children in their own homes, across London and South East England.

Our services cover a wide range of complex injuries, disabilities and long-term conditions affecting both adults and children, as well as their families. Our highly skilled specialist care teams are trained in-house, assuring that they are assessed as competent and capable of providing the very best complex care.

Led by highly qualified and experienced nurses, we are experts in managing a wide range of conditions:

Airway & Respiratory Care (including tracheostomy, invasive and non-invasive ventilation)

Spinal Injuries (including autonomic dysreflexia, bowel management, orthostatic hypotension, and enteral feeding)

Brain Injury (including traumatic brain injury, birth trauma, tumour, stroke, brain haemorrhage and encephalitis)

Neurological Conditions (including motor neurone disease, multiple sclerosis, cerebral palsy, muscular dystrophy, stroke, and epilepsy care)

Learning Disabilities & Autism (where there is also a complex healthcare need)

Transition Services (for adolescents with complex healthcare needs who are transitioning to adulthood)

Whatever the condition, and however complex your care may be, you can trust us to provide a care package that meets your health needs.

Working with Our Clients & Their Families

Our extensive services and individually-designed care packages are highly specialised, nurse-led and client outcome focused. We work closely with our clients and their families to identify and understand their specific needs and establish how best to meet these fully.

In line with our vision to be an outstanding provider of expert, clinical, person-centred care for children and adults, we work consistently to develop and advance expert complex care services. Our approach and vision enable us to meet both current and emerging needs and help increasing numbers of clients regain and retain their quality of life, today and into the future.

Our Partners

We work in partnership with the NHS ICBs, Continuing Healthcare teams, acute and specialist units, professional from the wider multi-disciplinary team, medico-legal case managers and private clients.

"I have needed 24/7 live-in care since an accident 10 years ago and know what a huge difference that a great support team makes to my quality of life. It's not just the care team, but also the care coordinators and clinical nursing staff. HFH appreciate this and have been excellent." - HFH Client

"My Nurse Case Manager has given me so much confidence to live at home, they have always been approachable, a great listener and always responds in good time to my requests and needs" - HFH Client

Putting Clients' Needs at the Heart of Healthcare

Our clients' aims and ambitions inform how we provide care.

By listening to our clients specific needs and requests, we place them at the centre of the care we deliver and together we design their unique complex care plan. This means we can provide a personalised, safe, and quality healthcare package which acknowledges their individual choice and preferences, supports their right to a family life and is culturally sensitive.

Care plans are reviewed and updated on a regular basis by our Nurse Case Managers teams, ensuring they meet the needs and preferences of the client as they change over time.

Achieving Optimal Outcomes

Our belief is that positive outcomes depend on getting the right care and support from the outset. This comes from creating a care plan that is entirely tailored to their needs. We make sure that our teams prioritise the thoughts and opinions of the client and their family during every step of the complex care journey.

Focusing on Engagement

We accommodate all aspects of a care package, from the initial needs assessment through to development and delivery, with their individual needs and personalities establishing the foundation. This is made possible through our carers' specialist training and drive to build a personal connection with every client they work with.

Managing Safety & Risk

The safeguarding of clients is of prime importance and central to our operations and processes. From the comprehensive training that we carry out with every member of our care team to Nurse Case Manager oversight within the home. We are constantly looking for ways of improving how our care is delivered to our clients.

What Makes Our Complex Care Different?



Robust Discharge Pathways

We offer exceptional discharge pathways to allow clients to return to the comfort of their homes as soon as possible, this includes:

- Hospital ward → Home
- Critical care unit → Home
- Residential care setting → Home
- Complex care delivered within residential care settings
- Transition services: Child → Adult
- Change of care providers

Our pathways involve a rapid assessment of a client's needs through extensive complex care planning and coordination with multidisciplinary teams of healthcare practitioners. This allows for quick mobilisation of care services and equipment and enables clients to return home safely.

Nurse-led

Our expert nurse-led care ensures that every client has a named Nurse Case Manager to oversee their complex care plan. This includes frequent care plan reviews that focus on client driven outcomes, with continuing supervision and skills assessment of the complex care teams. As part of our commitment to client safety we allocate an appropriate number of clients to each Nurse Case Manager to ensure high quality care at all times.

Specialist Carers

At HFH we ensure that our care teams are held to the highest standards possible and are able to deliver expert care that is tailored to each individual's health needs. We understand that having a care team that is both dependable and consistent is important. That is why the carers we choose live within an easy commute of their clients.

Our complex carers are also consistently assessed by our Nurse Care Managers to ensure their competency along with having access to ongoing support from the HFH clinical team.

Clinical Assurance

Our clinical team, comprised of Nurse Case Managers, work in partnership with community specialists to ensure expert clinical care for all clients. This best practice is shared with our care team through robust training which includes a blend of theory, simulation and practical assessments that include:

- Induction and Standards of Care
- Complex Moving and Handling & Basic Life Support
- Clinical classroom training – Module 1: Theory
- Clinical classroom training – Module 2: Objective Structured Clinical Examination
- Client specific training and orientation
- Client specific clinical workbook
- Skills competency assessment by our Nurse Case Managers

Along with our extensive care training we encourage both client and practitioner feedback to continually improve our care practices.

“Training with the nursing team has been extremely informative and supportive. I feel confident and well prepared to provide safe and effective care to my client” - HFH Carer

Technology Enabled Care

As part of complex care services we offer digital solutions to help clients receive and access their care in the best ways possible including:

- In-home digital complex care plan
- Live eMAR & clinical task tracking
- Care team call monitoring
- 24hr on call care coordination with Duty Nurse oversight
- Integrated & accessible governance dashboard
- Client and core team apps for assurance of safe care
- Digital audit tools

Virtual Care Rounds

Chaired by our Director of Nursing and Head of Operations, the virtual care rounds are monthly client centric reviews to ensure a 360 degree analysis of all care delivered. This is a comprehensive and holistic review that involves the HFH Clinical, Operational, Governance, Recruitment & Educator Teams.

Partnership Working

Our ethos focuses on open and honest communication between our clinical team and service commissioners to enhance the efficiency and quality of service through merging of our expertise and resources.

We provide excellent co-ordination with the Multi-Disciplinary Team of professionals around our clients so that client care is organised effectively and promptly.

Through our clinical workshops and shared learning events, we strive to consistently improve our practices and advance the quality of our clients' experience.

Our Transparent & Progressive Governance Framework

At HFH we ensure our complex care is delivered to the highest standards possible. We do this through a framework of consistently reviewing and improving our care practice. This includes continuous auditing of our care teams through monthly and quarterly themed audits.

We provide quality assurance reporting to evidence that care standards are always met. We also have a strong focus on continuous staff learning and improvement with both internal and external shared learning days and ongoing staff support through prompt and effective communication platforms.



Maintaining Compliance

We adhere to NHS guidelines to ensure safer recruitment processes, carrying out extensive checks on staff experience and credentials, including:

Disclosure and
Barring Service
(DBS) checks

Full working
history and
detailed
reference
checks

UK right to
work checks

Annual reviews
& audits in line
with regulatory
standards

Our rigorous quality assurance procedures are audited and reviewed on a regular basis to ensure continued compliance with the highest standards of safety and care.



Inspected and rated

Good

Comprehensive Clinical Training

Whatever a client's care needs may be, we train and supply the healthcare staff to deliver the care required.

Our theoretical and practical clinical training takes place at our fully equipped clinical training centre and is provided by our experienced clinical team. The centre comprises interview and training rooms, and several specialist and fully-equipped skills labs for bespoke training to cover a wide range of client-specific needs, including:

Tracheostomy care

Airway suctioning

Autonomic dysreflexia

Bowel management

Epilepsy and seizure management

Complex medication administration

Complex moving and positioning

Learning disability awareness

Invasive and non-invasive ventilation

Manual & mechanical cough assist

Oxygen therapy and monitoring

Enteral feeding

Catheter care

Behaviours which challenge

End of life care

Brain injury awareness

Our Care Pathway

Initial referral received for ongoing specialist care requirement



Assessment of clients by a specialist nurse for their physical, emotional, and social needs



Comprehensive care plan and risk assessments completed by a nurse specialist together with the client/family/advocate



HFH referrals and discharge team consults with a wider team of healthcare professionals to share information/knowledge and facilitate a successful transition



Specific training is implemented, delivered internally by our nurse-led team



Care team orientation with client and competency sign-off



Care delivery commences – a nurse specialist is involved at all critical stages



Ongoing supervision and delegation of task management provided by a named Nurse Case Manager



Ongoing evaluation and review of service in partnership with the client, family, and the wider team of healthcare professionals. This includes monthly virtual care rounds and quality and governance audits

Specialist Services - Spinal Injury

We have experience and expertise in providing nurse-led care for people with spinal injuries in their own homes, meeting their specific clinical needs, however complex, and supporting independent living.

We focus on helping clients adapt to daily functioning in their home environment and helping them to be as self-sufficient as they can be within their work and social activities.

Continuing Support for Spinal Injury Clients

Spinal injury care plans are centred around the specific clinical care needs of the client and the level of independence they aim to achieve within the limits of their injury, taking account of personal choices and lifestyle goals.

An allocated specialist nurse supervises the care plan, conducting regular reviews and assessment to ensure the safety, quality, and effectiveness of all aspects of care provided.

Learn more about our spinal injury care:



Case Study

Our Client

D is a 30-year-old who describes himself as a 'fun, loving young man, with a wicked sense of humour'. He began his journey with HFH after sustaining a serious spinal injury following a sporting accident. This led to a loss of neurological function below level C1 of the spine, leaving him paralysed and in need of highly specialised in-home complex care.

HFH healthcare commenced supporting D in 2019 whilst he was hospitalised at Stanmore Hospital, where he went through intensive rehabilitation. D was looking forward to going home with likeminded carers who were punctual and would support him in a way that maintained his dignity, privacy, and choice.

Our Care Team

D's health needs include tracheostomy care, ventilation and cough assist via tracheostomy, autonomic dysreflexia management, continence care (neurogenic bladder managed with a suprapubic catheter and neurogenic bowel managed with full bowel management) and diabetes: blood glucose management. He has capacity to communicate his preferences with the care team, which he can do verbally, in English and his home language, Polish.

As this was the first time D was returning home, and with 24- hour waking care package, HFH built a care team that was both robust and clinically skilled to meet his needs. This included training carers to meet his specific spinal and respiratory requirements and actively recruiting staff that could speak Polish.

The Outcome

HFH Healthcare worked in collaboration with local services to ensure that all essential equipment and supplies would be available to facilitate a safe discharge and the home was set up to meet his needs.

Following D's transition home, he expressed that he *"loves all his carers and rates them 5/5 for the support they give"*. He also looks forward to his regular visits and conversations with his Nurse Case Manager where they catch up on life and plants.

Specialist Services - Neurological Conditions

We understand the unique challenges faced by people with neurological conditions and the specialised complex care they require.

Our complex care plans support individuals with neurological conditions through exceptional nurse-led care, tailored to meet the specific needs of our clients in the comfort of their own homes.

Continuing Support for Clients with Neurological Conditions

Neurological care plans are client-centred and focus on clinical requirements as well as the client's personal choices and lifestyle goals.

Our specialist nurses understand that clinical needs may change. A nurse monitors the care plan and conducts regular reviews and assessment to ensure the safety, quality, and effectiveness of all aspects of the care provided.

The conditions we support include:

- Cerebral palsy
- Huntington's disease
- Epidermolysis bullosa
- Locked-in syndrome
- Motor neurone disease (MND)
- Multiple sclerosis (MS)
- Muscular dystrophy
- Epilepsy



Case Study

Our Client

R is a young boy who was referred to us, aged 5, due to his Spinal Muscular Atrophy (SMA) Type 1, which affects motor neurons in the spinal cord causing progressive muscle degeneration and weakness.

HFH Nurse Assessors worked in partnership with R's family and NHS commissioners to structure an appropriate package of care to support R's healthcare and developmental needs. When we first met R, he needed non-invasive ventilation (NIV), regular suctioning and monitoring of his chest secretions to prevent infections. R had a Nasogastric (NG) tube in situ receiving feed via a pump to ensure his nutrition and hydration needs were met

Our Care Team

It was very important to build a core team of specialist carers around R and the HFH clinical team oversaw all recruitment for the package of care. To reassure R, it was critical that regular and friendly faces could build his trust and this enabled the team to fully understand his individual needs and methods of communicating.

His dedicated Paediatric Nurse Case Manager (NCM) regularly visits the home to manage all aspects of the care package, work alongside the care team and to offer real support to R and his family. The NCM has also built close working relationships with the other professionals in R's community multidisciplinary team. Together they regularly review R's care to ensure his package meets his needs, enables him to achieve his goals and remain safely at home.

The nature of R's condition being progressive, means that he now requires additional airway management via tracheostomy. In response, HFH have trained and upskilled his team, ensuring excellent continuity with the carers that he knows

The Outcome

As a result of the quality of care that R receives from our team, he is happy and playful. He loves participating in learning activities with his teachers at home, watching fun videos on his tablet and playing with his little sister.

Specialist Services - Brain Injury

We specialise in delivering nurse-led care and support for clients with both acquired and traumatic brain injuries, while considering the needs of their families.

Brain injuries present a variety of challenges both to the affected client and those close to them. We take a highly proactive approach to rehabilitation, helping the client and their family to cope with the changes in behaviour caused by the injury.

We support and encourage the client in meeting their rehabilitation goals and to live as full a life as possible.

When the time comes for the client to leave hospital and return to their own home, or that of their family, we develop an individualised care plan, including input and guidance from appropriate healthcare professionals to enable a smooth transition into ongoing home-based care.

Continuing Support for Brain Injury Clients

We complete a full assessment of the client's needs and abilities, along with their personal aims and wishes and provide a plan to help them to achieve these. As well as managing the client's clinical needs, we support them with the following activities:

- **Communication** assistance with communication and technological aids
- **Daily Life** help with shopping, finance management, attending appointments
- **Work and Study** clients are accompanied to work placements or lectures
- **Social and Leisure** taking holidays, meeting friends and relatives, days out and actively participating in hobbies and interests
- **Family Support** involving them in the rehabilitation programme where appropriate and offering respite care

Learn more about our brain injury care:



Specialist Services - Learning Disabilities & Autism

We specialise in providing professional, high-quality complex healthcare to adults and children with learning disabilities who also require support with a continuing complex health need. Our complex care services enable clients to maintain as much independence as possible, so they can experience life in a manner of their choosing, as part of the community and in a way where they feel safe and supported every step of the way.

We know that having a learning disability can present a number of challenges to individuals and their families when it comes to living their daily lives. However, our service makes it possible for them to receive safe and quality care in their home should they have an additional complex health need.

As experts in complex care, we are dedicated to providing personalised in-home care tailored to each individual, so that people with learning disabilities can access complex care at home and remain able to enjoy life to the fullest of their potential.

"My daughter's Nurse Case Manager is very professional and does her job perfectly every time. She's helpful, caring, listens, and is very good at communicating. She always does her job from the heart and is the best nurse!"



Careful Matching of Staff to Clients

When supporting individuals with learning disabilities we deliver a high level of specialist, person-centred care. Appropriate considerations are made to ensure quality care, including:

- Delivering full & relevant training to all staff, which includes client specific training for complex physical and clinical care.
- Empowering independence, voice, and choice.
- Dignified, person-centred care and treatment.
- Ongoing communication – verbal/non-verbal, Makaton, yes/no cards, pictures cards, eye gaze, sign language.
- Attention to detail to preferences, likes & dislikes.
- Effective open line of communication with family.
- Positive Behavioural Support Plans and “Hands-off” reactive strategies, if required.
- Supporting the individual to achieve their goals and maximise their skills.
- Emphasis on quality of life – activities & experiences.
- Coordination of communication between the professional multi-disciplinary team (MDT) around the client – physiotherapy, occupational therapy, SALT, orthotics.
- Creation of a Hospital Passport to ensure all professionals are aware of their individual needs should they require treatment in an acute setting.



Specialist Services - Transition Services

We are committed to providing care on a long-term basis and easing the transition from child to adult care services. All young people face challenges as they approach adulthood and those with complex care needs also face transition from child to adult care services, which is a significant change within the healthcare system.

This can be a distressing and destabilising experience both for the child and their parents and may involve the requirement to consult with several different healthcare and therapy teams and adult care services. As a result, there is a risk that confusion or frustration may contribute to a breakdown in the care quality and continuity.

We understand what is involved in this transition and have the knowledge and experience to navigate through it on our client's behalf, whilst maintaining their existing care team if desired. We offer parents peace of mind and assurance that their children will continue to receive the care and support they need as they enter the adult world and go on to meet their healthcare and personal goals.

Personal Health Budgets

Our services are flexible and tailored to suit individual needs and preferences. We also support all forms of Personal Health Budgets and privately funded packages of care.

We assist our clients in understanding their budgets and work in partnership with NHS healthcare teams to deliver exceptional care plans to people who need it most. This can include evidencing any increases in care needs, which may mean your funding, care plan and staff training may need to be reviewed.

Learn more about our PHB policies:





Contact our friendly team to learn more
about how our service can support you:

London:

Tuition House 27-37 St George's Road Wimbledon London
SW19 4EU
T: 0208 944 8831
E: contactus@hfhhealthcare.co.uk

South East England:

Basepoint Stroudley Road, Basingstoke, Hampshire, RG24 8UP
T: 0125 622 4822
E: contactus@hfhhealthcare.co.uk