

BESPOKE CARE IN THE COMFORT OF YOUR HOME

WHAT WE DO

We are passionate about providing nursing and social care - specialising in the management of a range of complex care services for Children, Young People, and Adults within the community.

COMPLEX CARE

We employ a holistic approach to person-centred care - We provide the necessary care and support to individuals with complex healthcare needs, by providing them with specialist clinical intervention from trained staff, within the comfort of their homes.

SUPPORTING COMPLEX CARE

Our Bespoke Complex Care brand aims to provide high-quality support to people in a variety of clinical conditions, either in the rehabilitation process or in the long term; to promote their independence, dignity, and quality of life.

We operate a nurse-led tailored approach to meet our clients' needs, and conditions, and encourage their lifestyles to be well managed. Working with various clients with high dependency care needs and conditions means that our staff are well equipped and skilled in several interventions, varying in complexity including, but not limited to:

- Tracheostomy care
- Ventilation and airway management.
- Oxygen administration oxygen
- Invasive/non-invasive ventilation.
- Cough assist machines
- Oral and nasal suctioning
- Artificial feeding
- Gastrostomy and jejunostomy care management
- Total parental nutrition (TPN)
- Nasogastric feeding
- Epileptic and seizure care management
- Colostomy Care management
- Palliative care
- Cerebral Palsy
- Neurological conditions
- Learning difficulties/ disabilities
- Challenging behaviour
- Gross development delay
- Autism
- Brain injuries
- Spinal cord injuries

We will work in partnership with the relevant care authorities including the Care Quality Commission (CQC) and the Local Authorities to facilitate these services to ensure our clients from the Health and Social Care, NHS Continuing Healthcare / Clinical Care Commissioning Group, and private clients are provided with the optimum care and support their loved ones deserve.

OUR STAFF

KHC only recruits verified, experienced and skilled personnel. We ensure their Yearly Mandatory Training and Competence are up to date. Our in-house specialist Clinical Nurse-led training and competencies are a must for all our newly recruited staff and yearly refresher to maintain up-to-date knowledge in the sector. We provide training opportunities that ensure our staff are well-equipped to provide the best holistic care to our clients. We place great significance on the relationships our teams build with clients, they are central to ensuring we can support all elements of our client's care and needs.

We take time to match clients to staff based on shared interests and personality. We are committed to ensuring that the quality of the care we provide is of the highest standard - this means continuously enhancing and propelling the limitations of what quality implies to our clients and our company.

KHC takes a full approach to how we provide services, keeping our clients at the centre of all we do. We ensure all our clients receive personalized care that addresses their uniqueness. Our specialist Nurses assess individual clients' clinical and social needs to develop a bespoke compressive care and lifestyle plan that also addresses the present and future wishes of our clients. We make sure all our staff goes through a set of specialized training, oversee practical experience, and assess for competence based on their skill set and shadow shifts. All our staff are vetted with enhanced DBS checks regularly. We provide a variety of healthcare packages and engage trained and training for suitable employees to deliver the simplest to the highly technical skills.

OUR SERVICES

The specialised services we provide include, but are not limited, to the following:

- Children's Complex Care Services
- Adult Complex Care Services
- Live In Care
- Mental health services
- Palliative And End Of Life Care Services
- Adult Domiciliary Support Services
- Respite Care Services
- Night Support Services

We believe that rendering high-quality to our Clients is best achieved by always putting our Clients' needs first and by providing highly trained, compassionate, and loyal care staff to deliver care on a personal basis.

CHILDREN'S COMPLEX CARE SERVICES

KHC understands the quality of healthcare that Children receive in the community is significant to children and their families, as well as to the community.

By providing home care services to children, our purpose is to positively influence children's physical health, emotional well-being, growth and development, and ability to maximize their full potential as adults.

Our bespoke services consist of complex care support and a range of clinical conditions.

The specialised services we provide include, but not limited, to the following:

- Parental Nutrition (TPN)
- Nasogastric, gastrostomy, and other methods of enteral feeding
- Spinal and brain injury care

- Epilepsy care and training
- Tracheostomy and ventilator care
- Invasive and non-invasive ventilation care and management
- Global developmental delay
- Mental health and learning disabilities
- In-school, nursery, college support
- Respite care
- 24-hour package of care
- End-of-life care

ADULT COMPLEX CARE SERVICES

With our range of specialities we have services for your needs, we are determined to provide outstanding levels of tailored adult care and support, encouraging clients to live as whole a life as possible, regardless of their health challenges.

Our Adult complex care supports a range of clinical conditions. The services we provide include but are not limited to the following:

- Personal care
- Nasogastric, gastrostomy, and other methods of enteral feeding
- Catheter care
- Bowel care
- TPN (total parenteral nutrition)
- Care of clients with spinal cord injury
- Care of clients with motor neurone disease
- Care of cerebral palsy
- Epilepsy care and Management
- Ventilator care (invasive or non-invasive)
- Tracheostomy care
- Neurological conditions
- Learning disabilities as part of complex care
- Physical disabilities
- Genetic conditions
- Developmental delays
- 24-hour packages of care

MENTAL HEALTH SERVICES

We provide support to a range of people experiencing Mental Health illness.

We offer domiciliary care and support to those living with long and short-term Mental Health issues. Our fully PMVA-trained staff can offer bespoke, client-centred support services for Children, Young people, and Adults with the following conditions:

- Anxiety disorder
- Personal Disorder
- Eating disorder
- Autism
- Asperger's
- Learning difficult
- behavioural challenges

LIVE IN CARE

KHC provides you the opportunity to receive tailored high-quality care in the comfort of your own home.

Our live-in care service offers the relief of retaining as much of your independence and dignity as possible with the freedom to carry on with a lifestyle that is both familiar and comfortable whilst safely obtaining assistance centred on your needs.

Choosing live-in care implies:

- Experienced, trained and compassionate staff who respect your space, privacy, and your dignity
- Individualized 24-hour care and support
- Support to continue living independently in your own home
- Support with house chores; including housekeeping, shopping, and cooking
- Mobility Assistance
- Protection companionship
- Medication and medical equipment assistance
- Help socialize and access your local community

All our staff are in-house trained by Specialist Clinical and lead Nurses, to the highest standard to promote evidence-based practice and maintain consistency in the theoretical and practical proficiency and skills disbursed to all our carers and nurses.

Practice development nurses also provide bespoke 1-2-1 support for staff on complex packages before the start date of a package, all staff complete competencies in all packages.

We provided specialists with the required skills and experience to ensure our client's needs are adequately met and receive the best care available.

PALLIATIVE AND END OF LIFE CARE SERVICES

Our team of experienced Palliative Care Specialists bring a sense of relief from anxiety and promote independence, and security to those who are living with terminal diseases and complex medical care conditions.

Our team of specialised End-of-life Care Staff can help those with a terminal diagnosis approach death with dignity and comfort.

We aim to support our palliative clients by providing the following services:

- Improve quality of life.
- Provide dignity and comfort.
- Domestic help with eating, dressing, and bathing.

- Respite care for family and friends.
- Organise medication and treatment plans.
- Monitoring throughout the evening and overnight.
- Assess needs holistically, caring for the 'whole' person.

ADULT DOMICILIARY CARE SERVICES

We offer domiciliary care and support to those who require help with Activities of Daily Living including:

- Managing money, paying bills, and working toward a budget
- Understanding the rights and responsibilities of a tenancy agreement
- Sitting with or accompanying to appointments/outings
- Assisting or prompting medication
- Food and nutrition requirements. i.e. Ensuring compliance with dietary needs e.g. diabetes and Supervising or helping with eating and drinking
- Signposting to other support agencies
- Access training, education, and work
- Support with accessing leisure activities
- Accessing primary health care services such as GPs and dentist
- Support to have more involvement and supervision with own lives
- Help with household chores

TEMPORARY STAFFING SERVICES

This is our unique solution to support healthcare providers with staff at very short notice or to cover annual leaves or sickness absences.

We Provide Healthcare Assistants/ Support Workers

We have readily available staff to supply staff who are trained and competent to work in the different care sectors:

- Residential
- Supported living
- 1 to 1 support
- Residential schools
- Hostel
- Rehabilitation projects for learning disabilities
- Drugs and alcohol
- Mental health
- Challenging behaviour
- British sign language
- Homeless
- Domestic violence

NURSES

We provide registered nurses with extensive experience within the various aspects of the nursing field, such as:

- A&E nurses
- ITU nurses
- Paediatric Nurses
- PICU Nurses
- Surgical nurses
- Community Nurses
- Medical wards
- Oncology Nurses
- Nurse practitioners
- ITU/HDU Nurses
- Mental Health Nurses

All our Nurse's checks are observed to ensure NMC compliance including our NMC registered, and up to date with training and revalidation, DBS, and reference checks.

We have an advanced system that records staff availability in advance, enabling a quick response.

An efficient and dependable booking schedule, once a shift is requested, we aim to get back within 30 min to an hour confirming the shift by email so there is a track record.

A reliable on-call system, providing regular updates. We are Hands-on whether shifts are planned or emergency filling.

A profile of the staff can be provided ahead of shift if requested with detailed training and certifications.

Our rates are competitive and are subject to the type of services you request and the location of assignments. We are VAT exempted, which means there are no hidden charges.

OUR CORE VALUES

Honesty: Communicating with Clients and being honest is an important way to foster trust and show respect. We operate an open policy in conjunction with the duty of Candor policy. We know that our clients place a great deal of trust in us, and that is why we feel privileged and ensure that the trust is not misplaced.

Compassion: We have a passion for care and believe it is our duty of care to respond to each of our clients with kindness, respect, and dignity.

Care: We are committed to providing high-quality care to our clients understanding the core principles of care - such as individuality, safety, privacy, independence, dignity, and respect.