



responsive and flexible continuing healthcare services

nurse*plus*



Our aim is to help our clients to live as independently as possible, with comfort, consistency, dignity and respect, by providing the right care, at the right time, in the right place.

Responsive and Flexible Continuing Healthcare Services

Nurseplus is the continuing healthcare division of the ILS Group. We specialise in the care of clients who have a range of severe conditions that have resulted from traumatic and non-traumatic events or severe congenital and life limiting conditions that require clinical intervention and management.

Working in partnership with the NHS, lawyers, case managers and social services, Nurseplus provides quality tailor made care packages that are responsive and flexible to meet changing future care requirements. Over the past 8 years we have developed a strong reputation that reflects our ability to deliver and make a positive difference to people's lives.

We believe that delivering care requires sensitivity, integrity, experience and a high degree of professionalism. A detailed understanding of a client's needs is also fundamental, combined with an ability to communicate and work closely with families and friends.



Our services cover all age groups and medical conditions and we are experienced in providing care for clients who may have an acquired brain injury (ABI) or a spinal injury that may have resulted from a traumatic event. We also provide services for clients who have severe congenital or life limiting conditions such as Cerebral Palsy, Motor Neurone Disease or Huntingtons.

Our services help clients to live as independently as possible given their conditions, with comfort, consistency, dignity and respect. By providing the right care, at the right time, in the right place, we put our clients and their goals at the centre of the care and support provided.

Our tailor made long term care packages can bring a client home from hospital or support them in their current environment. We also work alongside teams in a nursing home environment, providing additional social and physical freedom. Individual customised packages are available, assisting with client rehabilitation, enabling holidays or a spell away from home as well as supporting clients attending further education.

Hospital to Home

Nurseplus was approached by the family of a young adult involved in a road traffic accident. The client had serious head injuries, and a low Glasgow coma score. She required prolonged hospitalisation with critical care prior to rehabilitation and had been waiting 3 years for a care package which would bring her home. Within 3 months of being approached our services enabled her to do that. She now has improved coma scores within her rehabilitation programme, her social life has improved, and once more she is able to take holidays, and she is regaining greater independence with the support of her skilled team of care staff.

OUR SERVICES

Our continuing healthcare care service provision falls into three main categories.

Hospital to Home

Following a devastating injury everyone wants to get home as soon as possible. Our services provide continued healthcare within the home environment enabling clients to come home to a safe and secure environment where we assist with rehabilitation and recovery programmes as well as delivering longer term care support in partnership with a wide range of NHS and other Health professionals.

Home Healthcare

We help with increasing care requirements, including those not currently addressed due to on-going issues associated with changes in client conditions, new client goals and objectives as well as a need for more comprehensive clinical management to alleviate or reduce risk of any secondary conditions. Following a comprehensive assessment, we will tailor make a new care package, ensuring our clients' aspirations are met and improving the quality of their lives.

Away from Home Care

Further education, respite breaks and holidays often require additional specialist care and support to maximise the experience for clients and families. We build a support network around a client, enabling him or her to maximise their experiences as a student or to support shorter breaks away from home.

Through consultation and engagement with clients and families we build the necessary support network, ensuring the highest level of care that is reflective of the type of service that is required. For a client attending university, this may include working with the university to adapt accommodation, and supporting the client to engage in traditional social activities and events enjoyed through student life.

We work with clients with complex needs due to:

- Acquired brain injuries (ABI) and alcohol related brain injuries (ARBI)
- Spinal injuries from traumatic events
- Self limiting medical conditions
- Complex needs such as latter stages of dementia
- Congenital conditions

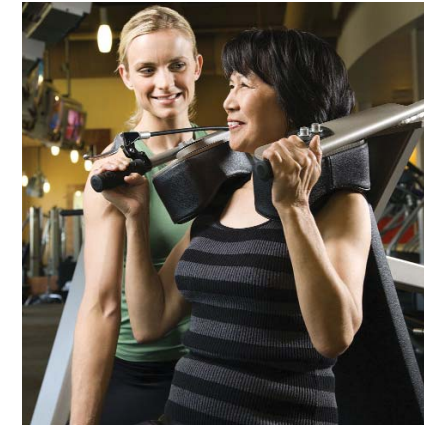
Our experience covers:

- Cerebral Palsy
- Acquired brain injury and alcohol related brain injuries
- Huntingtons
- Epilepsy
- Spinal injuries
- MS
- Palliative Care/ End of Life Care
- Down's Syndrome
- Stroke
- Brain Haemorrhage
- Addictions
- Dementia

The Nurseplus team has the advanced clinical assessment skills and experience to manage a wide range of client's conditions.

THE INDIVIDUALS WE WORK WITH

Nurseplus works across all age groups and our experience covers a wide range of support requirements and conditions.

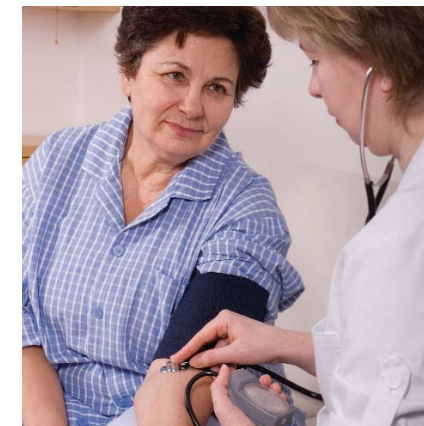


Traumatic and Non traumatic events

Nurseplus provides services to clients who have complex medical needs which may have been as the result of a road traffic or sports related accident or a non-traumatic event. We are focused and committed to assisting in the rehabilitation of clients, maximising their recovery and limiting any secondary complications.

Support may typically be required for:

- Behavioural disorders
- Physical disabilities
- Mental health problems
- Memory difficulties



Congenital conditions

Nurseplus supports clients living with the effects of congenital conditions such as Epilepsy, Cerebral Palsy or Huntingtons. We provide comprehensive support packages that encourage people to manage their lifestyles, maximise their social activities and access wider community opportunities. Our objective is always to reduce the impact such a condition has on their quality of life.

Life limiting conditions

Nurseplus supports clients who are affected by life limiting conditions such as MS, Dementia, Down's Syndrome or MND (Motor Neurone Disease). Our services are focused on ensuring the highest quality of life for the clients we support and their families. Specialist Palliative/End of Life Care can also be provided to support clients and families at this difficult period of time.



Home Healthcare

Nurseplus was approached by a case manager regarding a client with an acquired brain injury who was receiving some care by a competitor provider but they wanted a more comprehensive care package to be set up. Through assessment, planning and recruitment a smooth transition occurred from the old care provider to Nurseplus. The client now has achieved goals of regular holidays with his care team away from his family and reduced amount of hospitalisation through the tailor made care that he receives.

THE VALUE WE DELIVER *How it all works*

We believe in a person centred approach

Nurseplus believes in a person centred approach and works with all the stakeholders involved in each client's care, ensuring a 360° perspective of care needs is identified and planned for.

The care team may be made up of a variety of different services - for example nursing, home care and specialist therapies depending on the client's circumstances.

Our network and relationships with multidisciplinary teams - including physiotherapists, speech and language therapists and occupational therapists within the NHS or working privately, enable us to build a comprehensive package of support that is reflective of the client's conditions, goals and aspirations.

All of our staff go through a rigorous 'Safer Recruitment Programme' to ensure their skills, knowledge and commitment are of the highest level, and we manage staff training and induction according to the individual requirements of each client.

Nurseplus also has specialist knowledge working with children, often with very complex conditions and managing their transition to home from hospital or from specialist residential care.

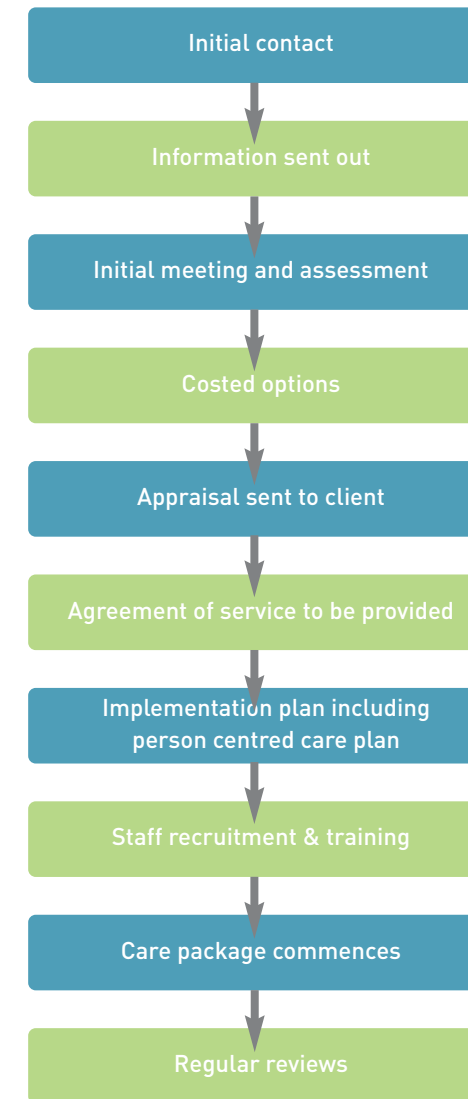


Away from Home Care

A family asked Nurseplus if we could provide support for their son as he wanted to go to university. The family had been the primary carers for their son and this was an exciting time in his life, but the prospect of such a major transition was worrying his parents. Through intensive consultation with the client and his family we drew up a support network for him at university. The client and his family were involved in the recruitment and training of his new team. We created a person centred care plan, with risk assessments achieving the balance between enabling him to participate in university life but at the same time maintaining his safety. The client is now confident enough to direct his own care within an enabling environment. This lets him develop as an individual and explore new hobbies and relationships. Meantime his parents are comfortable that he is receiving the level of care and support he needs to live life to the full.

HOW WE DEVELOP A CLIENT'S INDIVIDUAL SERVICE PACKAGE

This is how we develop our services:



Our first meeting is about getting a clearer picture of the requirements of the client, from which we then prepare a detailed and fully costed care proposal. Once this is agreed, we draw up a service plan and time line for implementation. This process engages with the client, their family and all of the professionals required to support the overall the care package.

The implementation plan will include the following as required:-

- Drawing up a person centred care plan and risk assessment process
- Recruitment advertising for the team including nurses and support workers
- Writing any policies and procedures specific to the client's needs
- Training programme for all the staff in the new team, involving the client and his/her family and other professionals involved in the case
- Once the team has received training they will be introduced to the client. This will be a gradual process, either by shadowing in the current environment or by specific visits to start building the partnership between the client and the team.

During the first few weeks we are in constant contact to ensure that every aspect of the support package is reviewed and modified where required to ensure the optimum outcome.

Once the new support package is fully operational, we remain in weekly contact and our management team is available 24/7 to support the local client team as required.

Nurseplus is committed to assisting the rehabilitation of clients to maximise their recovery as well as limiting any secondary complications.



TESTIMONIAL

A test of our proficiency is the trust our clients put in us and the feedback we get back from them.

I am a case manager working in private practice. I work with a number of clients in the community who have suffered from catastrophic injuries and as a result have complex care and social needs. Part of my remit as a case manager is often to establish a package of care for these individuals. I have been working with Nurseplus for a number of years and to date they provide care to four of my clients who have variable conditions. This care ranges from a small amount of support to assist with social activities to a 24 hour care package with a mix of nurses, professional and support staff.

I am very pleased with the care that Nurseplus has provided to my clients. The standard of care is high and the level of communication from the organisation is always good. In my profession it is important that the staff team can assist clients to fulfil their potential and not just provide care for the individual. I feel that Nurseplus is able to achieve that balance and as an organisation has a broader understanding of the rehabilitation process within a care setting. Nurseplus is my care provider of choice in this area and I will continue to refer work to them in the future. I have a good working relationship with them and my clients and their families are happy with the care being provided.

Case Manager

PUTTING PEOPLE AT THE HEART OF EVERYTHING WE DO

Nurseplus is part of the ILS Group, which is one of the largest private providers of health and social care in Scotland.

The group provides care to over 2,000 people every day, across all ages and support needs. Our staff of 1,200 people work to the highest possible standards in almost every part of the country.



ILS services enable people to live at home in their own communities and remain as independent as is practically possible. As well as completing vital every day tasks for those who need support, we also support people to achieve their personal goals and to actively engage in their local communities every day.

ILS was founded in 1996 and today is one of Scotland's largest employers. Our services are person centred and our work makes a real difference to the lives of everyone we support, regardless of age, current circumstances or future goals.

The ILS office network is spread across Scotland to manage its services, from the Highlands and Islands, to the north east in Aberdeenshire, across the central belt in both Glasgow and Edinburgh and to the south west in East and South Ayrshire and the Borders.

Staff and service users are the focus of everything we do, and we are continually investing to maintain high standards of service delivery. This ranges from induction and training programmes and continuous improvement schemes for all staff, to service user satisfaction surveys and engagement programmes, which enable ILS to shape and provide the best possible service. ILS is regulated by the Care Commission in Scotland, and we use the Quality Assurance System, ISO 9001:2008. We are accredited by Investors in People. We are also very proud to be the 2009 winner of the Overall Provider of the Year Award at the Scottish Care Awards.



NURSEPLUS putting people at the heart of everything we do

Our first meeting with our clients is about getting a clearer pictures of their requirements and those of their immediate families.

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CLINICAL GOVERNANCE Ensuring the highest level of service quality



Clinical governance is the mechanism which assures that Nurseplus has comprehensive and robust systems in place for continuously improving the quality of our services and safeguarding high standards of clinical care.

It is the framework through which all the components of quality including patient and public involvement, risk management and evidence based practice are brought together and placed high on the agenda of the organisation.

The key components of clinical governance are clinical effectiveness, risk management, patient focus and public involvement.

Clinical Effectiveness – how we carry this out

Person centred care plans and the risk assessment process are evaluated daily and reviewed monthly or more frequently if required, ensuring that our clients are at the centre of everything we do.

Weekly management contact is either over the phone or as a visit. Any concerns or changes can be raised at this point. Anything communicated to us by our clients is confidential, is acted upon if required in a professional manner and we constantly strive to improve a client's quality of life and independence.

Monthly reviews are conducted of the rotas/ staffing, care requirements and any changes in a client's goals. Other members of the multidisciplinary team are involved in this process. During these reviews, we will incorporate any new evidence from good practice guides, new publications or research ensuring our teams are working to the highest and most up to date standards possible.

Review meetings with other professionals e.g. physiotherapists - ensure our programmes of

care are always carried out effectively by the team and where required we can arrange specialist training for individual staff members with supervision by the relevant specialist professional.

Six monthly case conferences involve all professionals, the client and their family and are concerned with the client's overall support plan (more frequent to begin with). This ensures that all areas of the support plan are reviewed and that there is a consensus on the current status and any changes or improvements required to the plan in the period ahead.

Clinical audit process – we use an audit tool to benchmark our services and measure our performance and report against this during our review meetings

External peer review ensures that our practices, policies and procedures are reviewed by unbiased experts and enables us to action any recommendations which ensures the care we provide is consistently of a high quality and based upon the current evidence.

Risk Management

Our teams are experienced, well trained and highly motivated. Backed by skilled managers available 24/7, they are bound by a professional code of conduct and motivated to ensure the best possible quality of life for our clients.

Regular 1:1 staff supervision – Supervisions assist our staff in realising their full potential and help them to operate in a way which is consistent with the Nurseplus vision and values as well as the policies and procedures of the company. All our training is competency based. We hold regular team meetings to review how best to support our clients to achieve their goals. This enables group training to ensure that the overall team has all the skills the client needs.

Patient focus and public involvement

Our clients are centrally involved in how their care packages are designed and run. Clients are involved in the recruitment and training of their own teams, and of the ongoing appraisal process.

Person centred care plans and risk assessments are evaluated daily and reviewed monthly or more frequently if required.

Weekly nurse management contact is either over the phone or as a visit from a dedicated nurse manager. This gives the client the opportunity to discuss what is going well, and raise any concerns or changes required by the client. Information sharing – any anticipated changes to the support plan, will be notified to the client in advance.

Through our participation strategy clients and staff actively shape how we take our services forwards.



Nurseplus works within a robust clinical governance framework to ensure the highest level of service quality.

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OUR VISION

To make a positive difference to the quality of people's lives

Our team is pivotal to the care we provide and our Nurseplus values reflect the core ethos of our organisation and the way we interact daily with our service users and each other:

Promoting dignity and respect for people

Empowering people to choose how they live and work

Learning and development for all

Quality at the heart of everything we do

Achieving positive and measurable outcomes

Recognising the difference our contribution makes

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