

# Gwen's transitional out of county move

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Gwendolyn, age five, is supported by our Children's Complex Care (CCC) team. She was born with spina bifida and vocal cord palsy. She also requires tracheostomy care, regular ventilation for sleep apnoea and PEG feeding.

We've been supporting Gwen since her hospital discharge when she was six months old.

This means her parents receive overnight respite so they can continue to work.

## Making a move

In May 2021, Gwen's family decided to move to Redhill, Surrey.

The family were moving out of county as they'd outgrown the space in their previous home and wanted to be closer to their family and friends network.

Gwen and her parents had built a good relationship with our team. We had successfully provided them with consistent, quality care and they wanted this to continue after they moved.

That's when work began to ensure care could continue.

## Becoming CCG approved

We liaised extensively with the Clinical Commissioning Group (CCG) in Surrey, where Gwen was moving to.

After initial discussions, Surrey CCG felt we could provide a **high-quality care service** in their borough and added us to their approved provider list so we could continue to support Gwen.

## Overcoming transition barriers

As with all transitions, we had to overcome several obstacles to ensure the process was smooth with as little impact on Gwen and her family as possible.

## Collaborating with two CCGs

The transition involved two CCGs. This was initially challenging as each CCG has its own processes and ways of working.



We spent time understanding each CCG process, working with both boroughs to develop clear communication channels.

This ensured everyone was kept up to date and collaboration could work seamlessly throughout the transition.

### Staffing

The house Gwen was moving to was harder for healthcare assistants to reach than her previous home.

To overcome this, we gave Gwen's existing staff team increased travel allowances so **consistency in care** provision could be maintained.

This gave us time to recruit locally in the new location and train staff with bespoke skills to support Gwen's needs.

Hannah Eastwood, Clinical Nurse Manager said, *"Gwen is very aware of what's going on and who delivers her care. So being able to retain the same provider and staff made a real difference to the continuity of care."*



### Temporary accommodation

We were also able to be very adaptable throughout the process.

When Gwen's family were housed in temporary accommodation during the transition, our team completed thorough risk assessments in a timely manner, ensuring temporary equipment was safe.

It required a lot of flexibility, but made the process easier for the family to receive support at a stressful time, which is all that matters.

### Ensuring a smooth transition

Part of transitioning Gwen's care to a new borough involved an interim period.

During this time, we delivered joint care alongside the Surrey Children's Community Nursing Team (CCNT).

The interim period included additional training for staff on new equipment, regular shadow shifts, and third-party oversight and input into care plans.

This ensured a safe handover and demonstrated our clinical ability.

After a few weeks, Surrey CCG reviewed the set-up and were impressed by our quality of care and clinical governance.

“Surrey CCG Senior Nurse Assessor said, *"The **Children's Complex Care team at Voyage Care** provide excellent support to Gwen and her family. We have complete trust in their clinical oversight."*”



Gwen's mum Jenny was also pleased, commenting, *"It was such a smooth transition. You took all the stress away and managed the whole process for us."*

### Gwen continues to progress

Gwen has been clinically well for some time now, thanks to the great quality care and support we provide.

Since getting to grips with her tracheostomy, she's learnt to talk and has become a happy, chatty little girl that loves to play with her Lego!

Recently, we've been assisting the family with their morning routine. This allows for further **person-centred care and interaction** with Gwen while she is awake, supporting her to develop her skills as she grows.

“Jenny said, *"The carers are really interactive with Gwen and she knows they're there to keep her safe. That shows me they're doing everything I want them to with my child."*”

We're excited to continue supporting Gwen to be the happy, healthy and strong little girl she has become!



## About Us

We provide nurse-led care and support for people under the age of 25 who have a variety of complex care needs.


Our personalised care helps individuals remain at home with their families and within local communities – **where they belong.**

**Visit our website** to find out more about complex care for children and young adults.



## Get in touch

Contact our friendly enquiry team to discuss how we can support your child, young person or client.

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