

Quality complex care for Jonathan and his family

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Jonathan is 25 and has a variety of complex care needs including quadriplegic cerebral palsy, scoliosis and epilepsy.

To enable him to breathe, Jonathan has a tracheostomy and is provided with overnight oxygen. He is also PEG fed with a gastrostomy tube to support his nutrition and feeding.

Because of the complexity of his needs, Jonathan is unable to communicate verbally, and can't do anything for himself. Small things like lifting his arm is impossible for him and he depends entirely on one to one care.

Our **Children's Complex Care (CCC)** team have provided great quality care for Jonathan since 2014.

We currently provide two to one daytime support every weekday. But it hasn't always been this way, as Jonathan's dad James explains...

"When Jonathan was born, he developed all kinds of problems which was initially quite scary. He wasn't breathing, he couldn't feed properly, and he cried most of the time."

"After he got his diagnosis, he started stabilising and was allowed home. Even though we had support from an agency care provider, it was only for one or two nights a week."

Getting help

When Jonathan turned 20, the Clinical Commissioning Group (CCG) recognised the family needed more help and suggested **Children's Complex Care**.

"The idea was for you to provide support during the day alongside the care agency that support overnight. This means Jonathan has carers in place almost 24/7, which is much better than before and means we get a break," said James.



High quality care

Jonathan's needs mean he is prone to aspiration and can deteriorate very quickly from a simple chest infection.

In the past, he's been admitted to hospital yearly with chest infections or pneumonia during the winter months.

But we've worked with Jonathan's family, his GP and our healthcare assistants to reduce his hospital admissions through high quality clinical care.

Christiana Badmus, Jonathan's Clinical Nurse Manager at CCC said, *"For over a year and a half now, he hasn't had any hospital admissions whatsoever. And throughout COVID he's remained safe and well. I think that's testament to our consistency and quality of care."*

Pro-active risk management

Jonathan can also suffer with skin irritations. His tracheostomy is held in place with tapes so the skin underneath isn't exposed.



This can cause skin breakdowns if not noticed and treated in the early stages.

As part of our high-quality care delivery for Jonathan, we require healthcare assistants (HCAs) to complete body maps and regularly report any skin issues.

This helps us keep him clinically stable, working with his GP to manage any potential risks.

A multi-disciplinary approach

Jonathan's needs are quite complex and a variety of teams are involved in supporting his care and health needs.

It's important we work closely with these support systems to achieve the best possible outcomes when delivering quality care for Jonathan.

As part of this, we have regular contact with his local authority, his commissioner, his paediatrician and consultants, his GP and his other care agency that provide night support.

This ensures every element of Jonathan's care plan is always up to date and meets his needs.

Person Centred care

Our commitment to quality care includes incorporating what's important to people in their care plan and care delivery.

As part of this, we've developed a daily routine with Jonathan which is up on his wall for all to see.



It lists all the things he likes and how to best support him. For example, he enjoys football, walks and music so HCAs will often have the radio on when supporting him or ensure he's watching the football.

These little things make a big difference to Jonathan and support us to communicate and build a relationship with him.

Advocating for Jonathan's needs

Jonathan previously had a HCA supporting him for the day on a one to one basis.

We felt this needed to increase because of Jonathan's limited mobility and skin delicacy. It was especially necessary for safety when moving and handling.

We worked in partnership with the Occupational Therapist (OT) and the CCG, until Jonathan was eventually granted two to one support. The additional support helps us keep Jonathan safe, which is the most important part of our role.

Due to the progress he has made with the additional support we provide, Jonathan's parents have requested we take over from the other provider to deliver Jonathan's night care too!

We are working with the family and the CCG to do this and implement this slowly to ensure a smooth transition.



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

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.**



Get in touch

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

 020 7407 7704

 CCCrefferrals@voyagecare.com

 www.voyagecare.com