

# Children's Complex Care

Supporting your child or young person  
with specialist care at home



CHILDREN'S COMPLEX CARE by

**voyage**care



# Personalised complex care

We provide care and support for children and young people under the age of 25 who have a variety of complex care needs. Our goal is to ensure that they can lead happy, healthy and fulfilled lives.

Our care means your child or young person can live in the home with your family and within your local community – **where they belong.**

Every child and young adult is different, so we tailor our care and service to meet individual needs.

We take time to get to know your child or young person and your family dynamic so we can deliver reliable care that's **truly personalised.**

*The team have become an extension of our family. It's more than just people coming in and doing a job, you know what he likes and you understand his needs. I feel so lucky to have you supporting us.*



Parent

## Our quality approach

Voyage Care is passionate about delivering high-quality specialist care for children and young people with complex care needs.

Our Children's Complex Care team is led by an experienced team of **clinical nurse managers and clinical nurse educators** who work together to ensure care meets our quality framework, regulatory standards and adheres to best practice.

We're dedicated to service improvement and listen to your feedback regularly to make changes. So rest assured knowing the care we deliver is safe, relevant and always meets the needs of your child or young person.

\*Data accurate as of December 2022

**98%\***

of parents would  
recommend our  
care and  
support





## What we offer

Consistency is vital when choosing a provider. That's why we work closely with you and others involved in supporting your child or young person. This means consistency is prioritised and care plans can adapt as children and young people grow, or needs change.

### When you choose us as your provider, you can expect:

- ✓ **High-quality, personalised care**  
Your child or young person is central to all we do. Our nurse-led care is designed around them so it truly meets their needs.
- ✓ **Compatible staff**  
Healthcare assistants are specially selected and highly-skilled to provide the caring support your child or young person deserves.
- ✓ **Allocated clinical nurse manager**  
They manage your child's package of care to ensure it's safe and effective. They also attend multidisciplinary meetings where required.
- ✓ **Regular reviews**  
We review care and support plans regularly to ensure we consistently meet the needs of your child or young person.
- ✓ **Transparent communication**  
Our team provides honest and clear communication. We do our best to involve you in decisions and listen to your feedback.



# Specialist care for your child or young person

It is our priority to ensure your child or young person receives the **best possible nurse-led care** while at home.

Our healthcare assistants are trained with complex care skills based on guidance from the NHS, Great Ormond Street Hospital and other specialist healthcare settings. Training is delivered by our **clinical nurse educators**, who are experienced registered nurses.

We also provide bespoke training tailored to the individual needs of your child or young person where required.

## Clinical care we offer at home includes:

- Airway management
- Bowel management
- Catheterisation
- Chest physiotherapy
- Diabetes management
- Epilepsy & seizure management
- Feeding pumps & PEG
- Invasive/non-invasive ventilation
- Oxygen therapy
- Tracheostomy care





## Case study

### Keeping Prodiges out of hospital!

Prodiges, aged 12, was born with complex breathing problems, cerebral palsy, neuro-developmental disorder and has a tracheostomy in-situ.

This means he is more vulnerable to respiratory complications as a result of infections, cold and flu, and often requires ventilation.

As a result, he's spent a lot of his childhood in and out of hospital with lengthy stays in ICU.

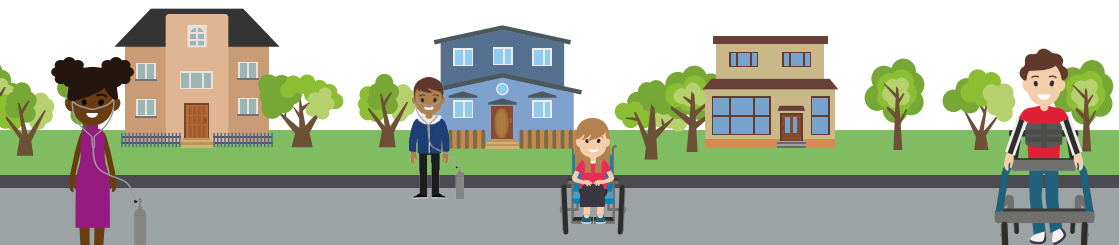
This was impacting his development and affecting the whole family, so it was recommended they speak to us for support.

We started supporting Prodiges early 2020 so he could be safely discharged from hospital and return to the family home. Prodiges receives specialist care and support for at-home ventilation, tracheostomy care, medication and moving and handling.

With our care and support, Prodiges has been able to **remain healthy at home**, avoiding hospital intervention altogether!

*"Your team have helped Prodiges to improve a lot. We have a good relationship and you understand what he needs to stay healthy."* said Dolly, Prodiges's mum.

Prodiges has also transitioned from nurse-led support to care provided by Healthcare Assistants, and with our support, he's even been able to **safely attend school again!**



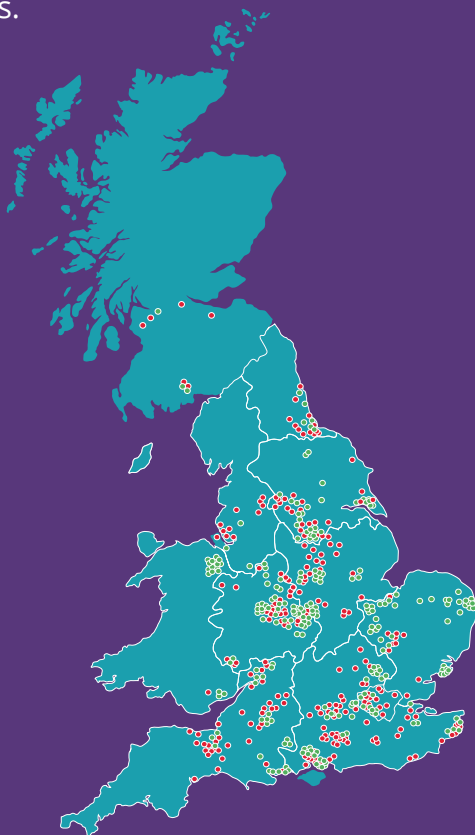


# About Voyage Care

Voyage Care is a sector-leading provider of specialist care and support for children and adults with learning disabilities, brain injuries, autism and complex needs.

We have more CQC or equivalent rated 'Outstanding' or 'Good' services than any other provider in the sector.\*

Our specialist Children's Complex Care team provides nurse-led care to children and young adults in Greater London and surrounding counties.



\*Data accurate as of February 2023

## Get in touch

Contact our friendly team to discuss support for your child or young person today!



020 7407 7704



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[www.voyagecare.com](http://www.voyagecare.com)