

Children's Complex Care

Specialist nurse-led care at home for children and young people



Personalised complex care

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

Our care helps individuals to live at home with their families and within their local communities – **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 each person 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 our son.



Parent

Our quality approach

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

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

Our dedication to service improvement means the care we deliver is safe, relevant and always meets the needs of the children and young people we support.

98%*
of parents rate
our **quality of
care** as very good
or excellent!



*Data accurate as of December 2022



Commitment to clinical governance

We champion clinical governance and its role in improving our quality of care. Our clinical governance model centres around:

Robust education: providing staff with quality, child specific training, supervised shifts and competency assessments.

Openness and candour: managing clinical incidents and complaints, reporting directly to funding and governing bodies.

Clinical effectiveness: monitoring and reviewing clinical processes to improve the quality of care provided.

Research and development: updating procedures and training based on best practice and feedback from people we work with.

Managing risks: assessment and management of clinical/ environmental risks, to enable safe care provision.

As a leading care provider, we offer:

- ✔ Overall internal clinical management, training and support
- ✔ Annual care plan reviews and monthly clinical audits
- ✔ Quarterly monitoring reports and performance reviews
- ✔ Support and attendance at MDT, TA, CIN and CP meetings
- ✔ Regular paperwork and competency reviews

Specialist nurse-led care and support



It is our priority to ensure children and young people receive the **best possible nurse-led care** while at home.

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

We also provide person-specific training tailored to the needs of each individual 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 Prodige out of hospital!

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

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

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

Prodige 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!**

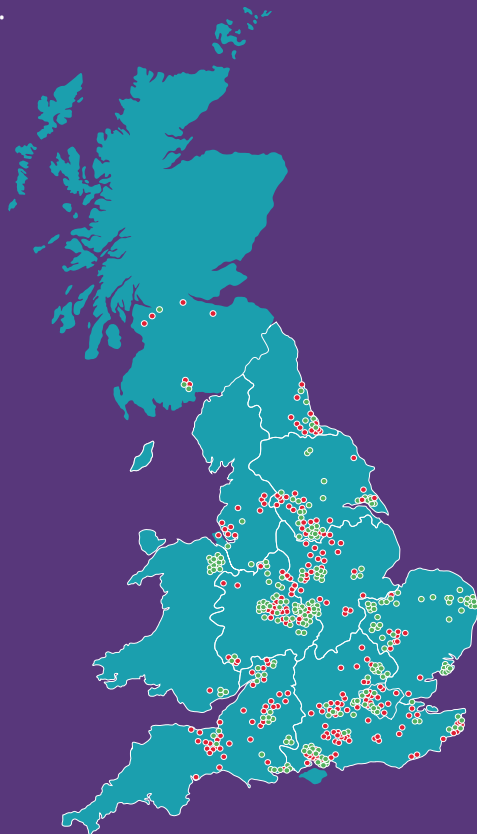


About Voyage Care

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 children and young people in your area.



020 7407 7704



CCCreferrals@voyagecare.com



www.voyagecare.com