



Supporting
people to help live
a fulfilling and
independent life

Supporting people in
the community with
complex care needs

vpfn.co.uk

 complex care



We offer
a sensitive
and proactive
approach

“Experienced, highly
trained, quality staff who
have actual experience
working with clients”

Care Coordinator NHS

Our care service provision

Our staff training, alongside ongoing supervision and care management, enables us to provide a complete, accountable and responsible range of services to clients and their families.

We follow a stringent quality assurance framework and, along with the company’s clear structure and highly trained staff, ensures ethical and effective services.

Nationwide providers of specialist community care and rehabilitation

Since 2006 we have established a record of competence in providing nationwide care and rehabilitation, supporting people in community settings and we’re proud to be CQC registered.

We pride ourselves on our sensitive and proactive approach, and through effective rehabilitation, succeed in working with people whose needs have proven too specialised and complex for others to work with.

We provide care for clients and families with:

- Across life span care needs
- Acquired brain injuries
- Mental health difficulties
- Physical disabilities
- Learning disabilities
- Autistic spectrum disorders
- Progressive neurological illnesses
- Lifelong neurological conditions
- Complex needs including forensic

Client-centred care and rehabilitation

In many cases clients are recipients of decisions made about their fundamental needs and future. That’s why we believe in the importance of helping our clients to participate in their care and exercise choice.

“Many thanks for
stepping into the
breach so quickly to
help my client”

Brain Injury Case Manager

Why our clients choose us

- Independence and being listened to
- Provide the care they want, by whom they like
- Work on developing/regaining skills
- Person-centred approach
- Safe, knowledgeable and experienced staff
- Focus on wellbeing and best functional outcome
- Support and rehabilitation, not ‘management’

Care Management

- Care coordination
- Client visits
- Staff management
- Staff supervision
- Comprehensive and client specific staff training
- Support and rehabilitation plans
- Risk assessment
- Monitoring and reviewing
- Robust recruitment
- Client meet and greet

Psychological services

We can provide help with

- Developing/regaining skills
- Grief and loss
- Carer distress
- Physical health and disability
- Anxiety including PTSD
- Cognitive difficulties
- Depression and low self-esteem
- Identity
- Relationships
- Anger and stress management
- Physical and sexual abuse
- Eating disorders
- Behavioural difficulties

1:1 / 2:1 support

Some clients need help to keep themselves and others safe, whilst respecting their right to make choices. We exercise inclusion and openness to make life less overwhelming. Clients are helped to understand their feelings, care for themselves and make safe decisions.

Transition management

Change can lead to anxiety. Whether moving from inpatient services to the community, or entering adult services, we support and work with clients and families. We enable them to feel safe, help explore options, build on skills and prepare for the future.

Person-centred

We work in partnership with clients and families to find out whom and what is important to them. A sense of control over life is crucial for wellbeing. We empower people to participate and exercise choice in the support they receive.

Live-in care

Independence is being in our home and community. The familiarity and associated memories make us feel safe and secure. Clients choose who will stay with them in their home so they do not have to leave.

Education and occupation

Self-esteem is enhanced by feeling that we have purpose and a valued role. If clients wish to continue their learning or resume work, they will be supported to achieve their potential. We explore client’s aspirations, liaise with employers and education providers and help them to develop.

Quality assurance

- CQC registration
- DBS checks
- Employment history and references
- Identity checks
- Eligibility to work in the UK
- NMC registration
- Immunisation
- Staff training
- Customer surveys
- Staff feedback forms
- Audits – internal and external
- Audits by clients
- Daily care reports
- Staff assignment report
- Competency based interviews



Our person-centred approach enabled us to allocate staff with the knowledge and skills to compliment the client's needs

Case study

How we helped Ben, a young adult with complex needs, through a transition to adult services

The referral

Social services had a client whose care had broken down. He was 17 years old, had an ABI and complex needs. They needed a service able to provide support and cater for the transition to adult services.

Our approach

Within seven days we were providing support with a structured and individually tailored plan. Our person-centred approach enabled us to allocate staff with the knowledge and skills to compliment the client's needs.

With open communication, regular supervision, comprehensive training and team work, we were able to continue to understand the clients' needs and his resulting behaviour. This enabled successful implementation of the rehabilitation and support plan.

A view from our care worker

"With support from the team in the office we implemented an appropriate, effective and pro-active support plan, providing a consistent and engaging structure for the client. Within 6 months, he was able to move into his new placement which gave him a great chance of a more independent future."

Summary of outcomes

- Developed and maintained relationships
- Improved communication skills
- Positive experience of care teams
- Reduced verbal and physical aggression
- Increased independence and functional development
- Successful transition to adult services
- Reduced carer distress

"Life was intolerable, things were desperate, care agencies couldn't cope with my son. I had to have unpaid leave from the job I had only just started.

I was scared to be alone with my son, yet I had no choice, he was physically and verbally aggressive. Police, mental health and social services passed him around like a hot potato and it was just me left to cope. In walked VP Complex Care, finally I felt I could take a step back. The best thing was, I felt safe!

With very fair and firm boundaries their team of staff gradually won my son's trust and worked with him on his behaviours. Life became tolerable, my relationship with my son improved, he became largely pleasant. He had fun with the team; they remained constant, but firm of purpose. For the first time ever, he had respect for others.

I have lived with our team of 3 for the past 6 months; they worked with my son, seeing him into his new placement enabling a smooth transition, even giving a final handover to his new support team. In many ways, it has been really sad to see the team go, although I know their job is done, it is the first time ever my son has left a successful placement.

The VP Complex Care team have literally changed all our lives. They were easy to live with, good to be around and I cannot thank them enough".

Jane - Client's mother

"My client now lives a fulfilling life in the community and has engaged in activities we never thought would be possible"

Brain Injury Case Manager

Acquired brain injury services

We treat every client as an individual, each with unique needs

For over 10 years we have been providing specialist support for clients who have sustained an acquired brain injury. We treat people as individuals with unique needs, values and aspirations and help them live a fulfilling and functional life, whilst ensuring their safety and wellbeing.

We work with clients across a wide spectrum of needs. Many have experienced a huge sense of loss across multiple life domains including socially, vocationally, physically and cognitively. The trauma associated with this can affect an individual's overall health and wellbeing.

Our specialist support, including innovative services for settled cases, is designed to help clients achieve their potential; from management of their self-care and psychological health, to maintaining relationships and returning to work.

We also support families to help contend with their own feelings, including uncertainty about the future, anxiety and sadness, as well as changes to their role and relationship with the client.

We provide care for clients and families with:

- Complex needs including forensic
- Traumatic brain injury
- Encephalitis
- Tumour
- Hydrocephalus
- Haemorrhage
- Hypoxia/Anoxia
- Stroke
- Mental health difficulties
- Physical disability and spinal cord injury

"My relative had a number of care regimes, none of them able to cope with his behaviour. We were faced with a sad prospect of a secure unit when I was referred to VP Complex Care.

My relative is very positive, very happy and speaks really highly of the carers. They've enabled my relative to live in the community and to lead as normal a life as possible."

Robert - Client's relative



Find out how we can help, call us on **0870 850 4265** or email **vp@vpfn.co.uk**



We take a holistic approach to caring for the individual



Learning disability and Autism services

Support and development

We help our clients to live the life they want by strengthening the voice of the person and those who know them best, and including them as much as possible in the decisions related to their care.

Often people with a learning disability and/or Autism have a history of isolation, loss and a lack of control over their lives. Barriers exist to accessing health, education and a social life. These include stigma, stereotyping, discrimination, lack of understanding, language difficulties and physical disability.

We actively combat the negative language and practice that often accompanies the care of vulnerable people. We aid understanding, re-frame difficulties, explore people's feelings, concerns and abilities.

Rather than focus on what people believe is the 'problem', we take a holistic approach to caring for the individual. We take time to find out who people are, who is important to them, and concentrate on their strengths, skills, likes and dislikes.

We encourage them to participate and have a role in their community, and support the development and maintenance of relationships.

We provide care for clients and families with:

- Forensic history
- Complex behavioural difficulties
- Autistic spectrum disorders
- Communication difficulties
- Mobility limitations
- Profound and multiple disabilities
- Dementia
- Sensory difficulties
- Mental health difficulties



“Samantha was exceptionally brilliant in supporting the patient despite the challenges the patient presented to us”

Practice Development Nurse and MAPA Instructor

Specialist staff and training

Expertise and experience in every area of health and social care

Providing exceptional healthcare is at the heart of our company. Our dedicated team, from office staff to field staff, all have a background in health and social care, allowing us to provide a responsible, ethical and effective service.

Dedicated staffing consultants respond swiftly and effectively to client's needs and our field staff are experienced and trained in the area in which they are placed, allowing clients and the service to feel more supported.

And if you're looking for an independent training provider, our experienced Branch Manager, Staffing Consultants, Clinical Psychologist and NHS approved Training Team offer comprehensive staff training and management courses, available at your organisation or at one of our in-house courses.

- Our team**
- Experienced Support Workers
 - Team Leaders
 - Community Care Coordinators
 - Qualified Nurses: RNLD; RMN; RGN
 - Qualified Training Team
 - Experienced Branch Manager
 - Clinical Psychologist

Our specialist training services

As an independent training provider we can provide flexible and cost-effective training for your staff. This can take place at your organisation or at one of our in-house courses.

Face-to-face training (onsite)

- No force first - passive supports, conflict management and de-escalation
- Therapeutic management of violence and aggression and breakaway
- Personal safety
- First aid – emergency at work and paediatric
- Mental capacity act and deprivation of liberty safeguards
- Acquired brain injury, learning disability, mental health, cognitive behavioural principles and person-centred care
- Moving and handling
- Abuse – Risk, perception, types, effects and professional approach
- Protection of vulnerable adults, safeguarding children and young people
- Fire safety, food safety, health and safety, COSHH and infection control
- Incidents – observing, monitoring and reporting
- Legislation, policies and procedures, roles, responsibilities and boundaries
- Professional boundaries

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