

Complex Care

Our Promise



At Ark our service goes beyond clinical care. We believe in making a difference to people's lives and supporting individuals and their families to live as independently as possible. We understand the importance of developing close relationships with the people we work with to encourage trust and understanding.

As part of the Ark Complex Care service, we want to give you peace of mind. To ensure you have a central point of contact for any questions or queries, you will have a dedicated care support team who are there not only to guide your care, but are also able to support your social needs and to put you at the centre of everything they do, helping you to live your life to its full potential.

The Complex Care team provide a professional and supportive network for the individuals we work with. No request is too small for our team – our services are bespoke to each individual and their family, meaning you get a personal care plan to meet your needs.

The care support team will be supported by a Nurse Care Manager and a Regional Manager from day one. Our Partnership Managers have worked in healthcare for many years and are dedicated to supporting individuals to live their lives more fully. The Partnership Manager will explore ways of providing you with the high quality care and support you require, in the most cost effective and sustainable way.

Ark consistently assesses compliments and feedback from both customers and employees and shares this with the senior team to ensure any feedback and suggestions are acted upon and any compliments are shared with the team and employees are recognised for their efforts.

If you have any compliments or feedback about our service or our team, please contact us directly on [0345 521 3377](tel:03455213377) and we would be happy to hear from you.

“We believe in making a difference to people's lives”

t: 0345 521 3377

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Complex Care : Quality care handled with dignity and efficiency

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Our Promise



At Ark our service goes beyond clinical care. We believe in making a difference to people's lives and supporting individuals and their families to live as independently as possible. We understand this is also important to the partners we work with and we work to provide a cost effective, sustainable, dedicated and professional service at all times.

As part of the Ark Complex Care service, we want our partners to have confidence in us and to have a single point of contact who provides timely and consistent responses to any questions you may have. To ensure you have this key contact you will be supported by a Nurse Care Manager who have worked in healthcare for many years and will explore ways of providing people with the high quality care and support they require in the most cost effective and sustainable way. We feel our service offers that little bit extra for our partners.

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If you have any compliments or feedback about our service or our team, please contact us directly on [0345 521 3377](tel:03455213377) and we would be happy to hear from you.

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Ark's Services



At Ark we have a wide range of services that are tailored to meet the needs of the individuals we work with. Our services are completely flexible and all designed to help individuals live in their own homes for longer.

“Ark's Complex Care service is designed to support people of all ages who have specific needs that require higher levels of clinical expertise to help them stay living safely and securely in their own homes. We provide support to people with a wide range of complex health needs which include Medication administration, Seizure Management, Enteral Feeding and Respiratory Management, including: Tracheostomy, Ventilation, Suctioning, Cough Assist.

We are able to provide care and support for:

- Spinal injuries
- Brain injury
- End of life
- Neurological Conditions
- Physical disabilities
- Mild learning disabilities

Our care is tailored to meet the needs of every individual and care packages can include a whole host of support services, including occupational therapy, physiotherapy and social enablement through access to community services and social interaction.

“Our wide range of services are completely flexible and tailored to meet individual needs”

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Outcome Focussed Care



Ark is regulated by the Care Quality Commission (CQC) and when planning, delivering and reviewing your care we ensure that quality is an integral part of all we do. Each of our care packages are outcome focussed and as part of this we ensure that we consistently work to the CQC Fundamental Standards of Quality and Safety.

Each of our care packages are outcomes focussed and as part of this we ensure that we consistently work to the CQC Essential Standards of Quality and Safety. Throughout this literature you will see that we have demonstrated key examples of the CQC standards that have been met and outcomes achieved during each package of care. These examples provide a basis for the care and support we deliver, but please be aware that Ark works to all 13 CQC standards as follows.

The 13 CQC Fundamental Standards of Quality and Safety and their expected outcomes are outlined below.

Fundamental Standards of Quality and Safety	Outcomes
1. Person Centred Care	You must have care or treatment that is tailored to you and meets your needs and preferences.
2. Dignity & Respect	You must be treated with dignity and respect at all times while you're receiving care and treatment. This includes making sure: <ul style="list-style-type: none">• You have privacy when you need and want it• Everybody is treated as equals• You're given any support you need to help you remain independent and involved in your local community
3. Consent	You (or anybody legally acting on your behalf) must give your consent before any care or treatment is given to you.
4. Safety	You must not be given unsafe care or treatment or be put at risk of harm that could be avoided. Providers must assess the risks to your health and safety during any care or treatment and make sure their staff have the qualifications, competence, skills and experience to keep you safe.
5. Safeguarding from Abuse	You must not suffer any form of abuse or improper treatment while receiving care. This includes: <ul style="list-style-type: none">• Neglect• Degrading treatment• Unnecessary or disproportionate restraint• Inappropriate limits on your freedom

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Complex Care
Outcome Focussed Care

If you have any questions about Ark's regulated services, please contact our Complex Care Team on **0345 521 3377**

Fundamental Standards of Quality and Safety	Outcomes
6. Food & Drink	You must have enough to eat and drink to keep you in good health while you receive care and treatment.
7. Premises & Equipment	The places where you receive care and equipment and the equipment used in it must be clean, suitable and looked after properly. The equipment used in your care must also be secure and used properly.
8. Complaints*	You must be able to complain about your care and treatment. The provider of your care must have a system in place to they can handle and respond to your complaint. They must investigate it thoroughly and take action if problems are identified.
9. Good Governance	The provider of your care must have plans that ensure they can meet these standards. They must have effective governance and systems to check on the quality and safety of care. These must help the service improve and reduce any risks to your health, safety and welfare.
10. Staffing	The provider of your care must have enough suitably qualified, competent and experienced staff to make sure they can meet these standards. Their staff must be given the support, training and supervision they need to help them do their job.
11. Fit & Proper Staff	The provider of your care must only employ people who can provide care and treatment appropriate to their role. They must have strong recruitment procedures in place and carry out relevant checks such as on applicants' criminal records and work history.
12. Duty of Candour	The provider of your care must be open and transparent with you about your care and treatment. Should something go wrong, they must tell you what has happened, provide support and apologise.
13. Display of ratings	The provider of your care must display their CQC rating in a place where you can see it. They must also include this information on their website and make our latest report on their service available to you.

*Ark aims to resolve complaints within 14 days. Where this is not possible, all parties are updated every 7 days.

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Complex Care Spinal Cord Injuries



At Ark we provide flexible care and support for individuals with spinal cord injuries and associated conditions. We understand this level of care can be sensitive and our dedicated team ensures the support provided reflects that.

Our support may include:

- Bowel management
- Pain management
- Ventilation and breathing support
- Temperature
- Catheter care
- Tracheostomy care
- Autonomic dysreflexia
- Postural management

Our care is tailored to meet the needs of every individual and care packages can include a whole host of support services including occupational therapy, physiotherapy and social enablement such as confidence building and social interaction.

Ark support in practice

Ark has been supporting Mary, 67, since she was involved in a car accident and required a tracheostomy and ventilated respiratory support. During her recovery Mary struggled with self-confidence and day to day tasks such as washing and dressing and needed support with daily duties.

Mary had become withdrawn and didn't have the confidence to leave the house so Ark created a care package that would not just meet Mary's clinical needs but give her social support too. Ark provides a 24/7 live in care service for Mary, supporting her with mobility, management of her medicines and personal care. Mary is now more independent and Ark is supporting her to do the things she loves – shopping and socialising with her friends.

CQC Outcomes

- 1 – Person Centred Care
- 2 – Dignity & Respect
- 10 – Staffing

“We help individuals work towards their physical goals and regain social and vocational skills”

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Complex Care

Traumatic and
Acquired Brain Injury



At Ark we provide specialist support for individuals who have physical, behavioural and cognitive needs as a result of a brain injury. This support is completely flexible to meet all abilities and developed in line with personal requirements.

Our support may include:

- Physical Disabilities & Rehabilitation
- Emotional support
- Social interaction / Confidence skills
- Daily living support

Our care is tailored to meet the needs of every individual placing them at the centre of everything we do and care packages can include a whole host of support services including help with daily tasks, such as getting up and dressed in a morning, accessing the community, building confidence through enablement and supporting you to meet your goals and aspirations.

Ark support in practice

Ark began supporting Peter, 63, after he had a stroke. Peter was left paralysed down one side and unable to walk and talk clearly. Peter and his wife wanted to live as independently as possible so a care plan was developed that would allow Peter to stay living at home with his family, whilst maximising his potential. Peter's swallowing was affected and Ark supported him with Percutaneous Endoscopic Gastrostomy (PEG) feeding to ensure he was getting the right nutrients and medication. Ark also worked with local stroke support groups to help Peter understand what had happened and encourage him to meet other individuals who had been through similar circumstances.

With ongoing support from Ark, Peter can now speak clearly, eat, wash and dress independently and spend quality time with his family.

CQC Outcomes

- 1 – Person Centred Care
- 2 – Dignity & Respect
- 3 – Consent
- 6 – Food & Drink

“We’ll help individuals develop their life skills in familiar surroundings of their own home”

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Learning Disabilities



At Ark we use a person centred approach to support people with mild, moderate and severe learning disabilities to live as independently as possible and maintain control over their lifestyle and choices. We offer short and long-term support for people with various needs, such as Autistic Spectrum Disorder, Down's Syndrome and Attention Deficit Hyperactive Disorder.

Every individual is different and we ensure they receive a personal approach to their care to help them maintain control and encourage them to live as independently as possible, whatever their age or ability.

Ark support in practice

Ark provides support for James, a 22 year old who has Down's Syndrome. As a young man James wanted to live his life fully and refused to let his care needs be a barrier to his lifestyle. Ark's support enables James to live as independently as possible – attending college one day a week and visiting friends.

James is now looking to move out of the family home and Ark will be on hand to ensure he has the right levels of support to give him the freedom to live his life safely and independently, from helping cook healthy meals to working with community groups to increase his social interaction.

“We understand everyone is different and our support reflects individual needs and requirements.”

CQC Outcomes

- 1 – Person Centred Care
- 2 – Dignity & Respect
- 4 – Safety
- 5 – Safeguarding from Abuse
- 6 – Food & Drink
- 10 – Staffing
- 11 – Fit & Proper Staff

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Paediatrics /
Support for Children



At Ark we understand that when a family requires care and support for a child, adapting can be difficult. We aim to make the process as straightforward as possible, offering the highest levels of tailored support for children of all ages, from birth into adulthood.

We can help children and families who require support with various needs, such as brain injury, neurological conditions, mechanical ventilation, spinal cord injuries and undiagnosed conditions. We recognise the need for appropriately qualified care and support, and as such, our paediatric care teams each have a Paediatric Nurse assigned to them.

Our paediatric care services are tailored to meet every family's unique needs, supporting them to continue with their social and professional lives.

“We support families to lead a ‘normal’ life with a personalised healthcare plan that is tailored to the needs of the whole family”

Ark's support in practice

Evie is a 5 year old who was born prematurely with a number of medical issues that has meant she requires constant care and support. Evie has an older brother and her parents were struggling to develop a 'normal' family life.

With care and support, including the management of clinical needs, management of medicines and structured active play, Evie's parents have now been able to focus on being parents and return to work, allowing them to regain their own independence and provide for their young family. Evie's parents recently took her and her brother to Disney Land for a holiday of a lifetime.

CQC Outcomes

- 1 – Person centred care
- 2 – Dignity & Respect
- 4 – Safety
- 5 – Safeguarding from abuse
- 10 – Staffing

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Neurological



At Ark we provide a range of services for individuals with long-term neurological conditions and our complex nursing team helps individuals to make choices and live as independently as possible. We provide care and support for conditions such as Multiple Sclerosis, Motor Neurone Disease, Muscular Dystrophy, Parkinson's Disease, Huntington's Chorea and varying levels of Dementia.

Our support includes mobility, personal care, eating and drinking and behaviour and cognitive management. We also work with specialists including Speech and Language Therapists, Occupational Therapists, Dieticians and Physiotherapists to offer a personalised care package which encompasses a full spectrum of care, support and reablement.

Ark's support in practice

Jacqueline is 46 and has cerebral palsy. Her speech is limited and she was struggling to communicate how she wanted her care to be delivered. Ark has been working with Jacqueline to develop communication methods so she can manage her own care which has included her using voice control on her computer to specify what she needs and when, particularly at night.

Jacqueline's care has been specifically tailored around a dedicated team of carers who have the right skills and experience to deliver her complex care. Jacqueline was hands on in choosing her care team to ensure she felt completely comfortable.

Jacqueline was keen to get back into the local community to encourage social interaction. Ark has supported Jacqueline and her family to achieve this and she now attends a coffee morning at a local community centre.

CQC Outcomes

- 1 – Person Centred Care
- 2 – Dignity & Respect
- 3 – Consent
- 4 – Safety
- 6 – Food & Drink
- 10 – Staffing

“We understand care is more than just delivering a service; we help people live happy and fulfilled lives”

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Physical Disabilities



At Ark we support individuals with physical disabilities to take responsibility for their own care, whether support is required on a temporary or permanent basis. Our care is designed to encourage independence and achieve personal outcomes through an enabling approach.

Our clinical support is tailored to individual needs and may include:

- Assistance with daily routines such as washing, dressing and medication
- Support with cooking, cleaning and shopping
- Facilitating social trips out and visiting friends and family
- Practical support to integrate individuals into the community such as entering employment or volunteering

Ark's support in practice

Jacob is 57 years old and was born with physical disabilities. Ark began working with Jacob to complete practical tasks at home and support him to enter employment.

Ark recruited a team of Care Support Workers to support Jacob, who would develop a friendly relationship and support him to lead the active social life that he wanted without feeling that he had full-time carers. Jacob's care team supports him to live independently, ensuring he has help around the home and support to complete daily duties such as food shopping and cooking.

Jacob now works part-time for a charity and leads an active social life, spending quality time with his family, friends and colleagues.

CQC Outcomes

- 1 – Person Centred Care
- 2 – Dignity & Respect
- 3 – Consent
- 6 – Food & Drink
- 10 – Staffing

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Palliative and End
of Life



At Ark we understand the importance of being with the people you care about most and in the place you feel most comfortable in the final stages of your life. We help individuals live the rest of their lives as fully as possible, taking into account personal tastes as well as medical needs.

People who are nearing the end of their lives are supported to make their own decisions and their care is coordinated so they can spend time how they want and where they want to, with personal nursing, advice on pain control and practical and emotional support.

Ark's support in practice

Brian's wife Sue was suffering from cancer and in the final stages of her life she just wanted to be at home with her family. Ark supported Sue and Brian to ensure Sue's pain was controlled so she could do the things she loved to do most, watching Coronation Street and sitting in the park with Brian and their dog. We liaised with the community Macmillan Nurses to ensure that we had a consistent and clinically appropriate approach. We ensured that all the care support team were aware of the Advanced Directive in place, and how to support Sue in the event of an emergency or deterioration in her condition.

Sue sadly passed away but Brian and his family were continuously supported throughout the difficult time and Sue was able to pass away peacefully at home where she wanted to be.

CQC Outcomes

- 1 – Person Centred Care
- 2 – Dignity & Respect
- 3 – Consent
- 10 – Staffing

“We help individuals live the rest of their lives as fully as possible, with dignity and meaning”

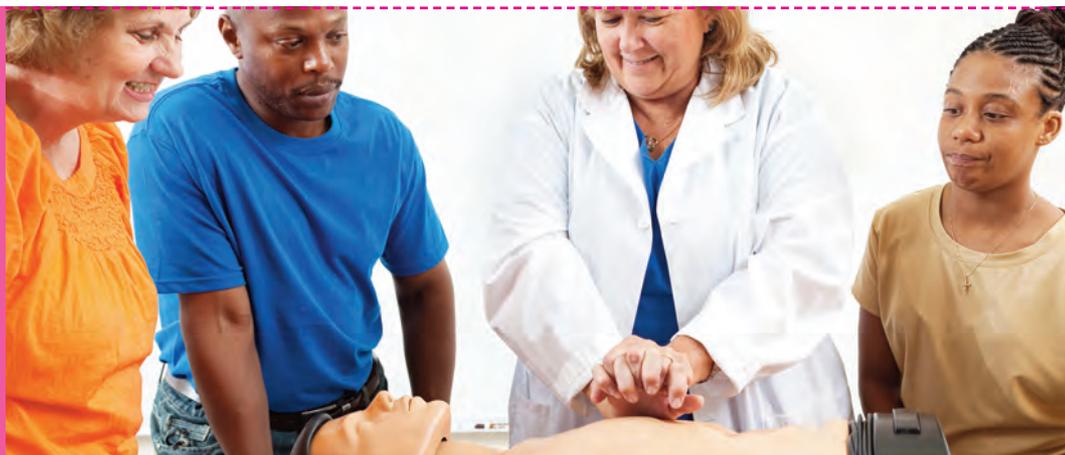
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Complex Care Training and Quality



We have invested, and continue to invest, in the training and personal development of our staff. Each of our Care Support Workers must attend our mandatory training course and be deemed competent by our Community Nurse Managers, before they are able to start working in a person's home.

Key Induction and Training Modules

Our comprehensive induction and training programme includes but is not limited to:

- Manual Handling
- Administering of Medication
- Protection/Safeguarding of Vulnerable Adults
- Complex Care
- Confidentiality/ Data Protection
- Health & Safety/Fire/Lone working
- Food Hygiene
- Equality & Diversity

In addition to the above, Ark will agree and deliver any customer-specific training requirements. This training is delivered during a period of shadow shifts where the client needs are understood to ensure the support is bespoke to their needs

All training must be refreshed on an annual basis and carers are closely supervised by Nurse Care Managers until competent then have 3 monthly supervisions following competency sign off. They also have appraisals to ensure that they remain clinically competent and to discuss any issues/further training needs they may have.

All of Ark's Care Support Workers are also encouraged to undertake a fully funded Health and Social Care Diploma which supports future career development and progression within the industry.

Staff, contractors, trainees and where appropriate, visitors, receive induction and training, updates and refresher courses, according to a company-wide training plan, in the above processes and policies that are key to NICE and CQC compliance and designed to help deliver patient safety, improve patient experience and promote clinical excellence.

We also ensure all members of staff are appropriately culturally trained including managing diversity, equality and diversity and utilising our technologies and assistance for patients where English is not their first language

**“Well trained staff
is a vital part of
delivering a
quality service”**

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