



Your Life
Your Way

Managing Director And Founder:



Health and social care has changed a great deal over the last 20 years and it continues to evolve today with the future of care at home now recognized as the first choice for the vast majority of people who need care and support.

20 years ago my first job in social care inspired me to enter the sector having witnessed firsthand the amazing job that health care professionals do in a hospital setting. Care in the home back then offered mainly very basic care in the way of personal care and day to day help.

From my very first shift I was hooked on the feeling of contributing to people's needs and found the interaction and relationships that could be built when invited into a person's home were different from any other care setting I had experienced.

Given the fact that most care companies at that time didn't provide nursing care, I went back to University to complete a nursing degree to enable me to achieve my ambition of opening my own home care company.

In November 2007 Complete Care Agency opened its doors and began what has been an amazing journey. From our first tiny office we have grown a great deal in ten years but have ensured that we have never lost our personal touch.

I had a vision of a more specialist company that was nurse led, providing holistic nursing and health care in the community setting. A company which would ensure that it delivered safe, effective, knowledgeable and innovative health care in the community.

I envisioned we would support people who would previously not have been able to be cared for in a community setting due to the inability to deliver nurse led and competent support staff.

We have gone on to be so much more than that, the people we support and the staff that work with us are a team. We strive to provide a physical, emotional and social value to all of those who we work and partner with. We seek to identify ways to support you to live your life your way no matter what you need.

We work in partnership with the National Health Service, Local councils the private sector and other stakeholders to continue to improve on the high quality delivery of specialist care in the community setting.

Choosing such a personal and life changing service is not easy and I hope you allow us the opportunity of supporting you.

Louise Ellis-Copley

Finding good support is like being on a roller coaster...

We understand finding support can be a rollercoaster. Complete Care Agency are confident in getting you off the ride, helping you to implement positive changes to start gaining control of your life.

Complete Care Agency Ltd was founded in 2007 with a vision of empowering our service users. We are a nurse led service with strong relationships with the NHS, Case Managers, General Practitioners and the wider health and medical profession.

We support everyone, no matter how old you are, what your needs are, we are here to support you 24 hours a day 7 days a week, 365 days a year.

There are always ups and downs and sometimes the ride can be a little scary we have a team of staff who are dedicated to supporting you.

Complete Care Agency are the support you need!





Wanting to be heard?

If you feel like your voice is not heard, your wishes are not a priority then we want to hear you. Complete Care Agency recognises that you are at the centre of your care. That as human beings we all have the right to make choices about how and where we live our lives, you are no exception.

Together we will develop a support plan which meets your needs, helps you to achieve your goals no matter how big or small they may be.

Choice is something taken for granted, we recognise that people needing support often feel their choice is removed and given to others.

“ I am so grateful to you all for the patience and humour showed in dealing with my husband's illness. He so enjoyed his trips out and felt everyone understood his quirky sense of humour, you made his time at home more easy to bear. My very best wishes to you all, you do a wonderful job. **”**

Gill Breese

We hear you!



The cherry on top!

If what you're looking for is that little bit extra from the service you receive you have found it. In a world of buzz words and false promises we are a stable and solid company that is entirely built on the basis of providing for our users wants and needs.

We will provide you with safe and outcome driven support which is tailored to your needs. By listening to you, together we will achieve a quality of life you thought was out of reach.



Your support needs should not limit you!

**Choose a
company with
some imagination,
let's see what
happens!**

We are all different and unique and having support in your home should not mean you have to fit a template.

We will tailor your care around you, empowering you to make choices and decisions about your life.



A case study: Jennie



1. What challenges or needs did you face that led you to meeting Complete Care Agency to see if they could provide care for you?

"So many challenges I had trying to find the impossible and a decent care company. Complete Care Agency came to my rescue, it was difficult to find a company that would cope with the level of my needs".

2. During the implementation of the care package starting, what problems developed and how did you work with the company to solve these problems?

"The main problem was with an inexperienced member of staff not giving carers enough information. I had a visit by a senior manager and we solved the issues. Without Emma (support worker) and Complete Care Agency I would now be living in a nursing home. Where there are issues Complete Care Agency works with me to solve them".

3. Describe how you selected Complete Care Agency and what you found most attractive about the company and its service?

"Absolutely amazing about Complete Care Agency, they have always tried to do their best for me. They come up with the best solutions and things I wouldn't have thought of. They have found specific staff for me, Complete Care Agency have met the challenge no other company have done that for me".

4. How has Complete Care Agency helped to support you in your life?

"Complete Care Agency find carers who can cope with my personal and unique needs. It's tricky my condition has deteriorated but without Complete Care Agency I would have been far worse, they have made sure I have a decent life. Its all about the little extra out of the box, things that matter. Almost everything I do, I am thinking about taking a trip to London which I couldn't have done this before without my team and Complete Care Agency".

5. What are three words that describe your experience working with Complete Care Agency and why would you recommend this company to your peers?

"Careful, Enablers, Considerate. I would recommend them because I feel they are all of the above and I would not have a life without them".

Can we help you?

We believe our staff are our superheroes, they have the empathy and knowledge needed to support you. These special people are drawn to care and support others. They are truly unrecognised heroes of the care sector.

Like all good superheroes we are not always perfect, we make mistakes, we recognise sometimes it's not about the mistake but rather how it is dealt with.

Starting a new support package can be difficult for you and the team and rarely does it run smoothly in the first weeks. There will be ups and downs while relationships are built, however understanding your needs and how you want your support to progress is our primary focus.

Becoming part of the Complete Care Agency family means that we understand that in our adventure together it won't always be smooth sailing. We endeavor to listen and improve your service as time progresses.

We believe communication, honesty, training and dedication is what makes Complete Care Agency different.

Our services are delivered to, but not limited to people with;

- Brain Injury (Acquired or Traumatic)
- Complex and specialist care needs
- Children, young adults and families
- Cerebral palsy
- Dementia and Alzheimer's
- Degenerative illness
- End of life care
- Learning Disabilities
- Physical Disabilities
- Spinal Injury



We have the tools and the skill...



As a company we recognise the tools needed to adapt to the ever changing needs of our users. Like everyone, we are always learning, we take our years of experience and apply all the lessons learned to the service we provide today.

Positivity is so important in the care sector which is why this value is one of the foundations of Complete Care Agency.

We can provide support with but not limited to:

Assistance with	Support to	The fun stuff
<ul style="list-style-type: none">WashingShoweringBathingOral CareDressing/UndressingContinence careHair careShaving & groomingMake upNail care	<ul style="list-style-type: none">Getting up and going to bedMedication administration and supportWriting shopping listsFood shopping - escorted/onlineMeal preparationAssistance eatingAssistance with paying bills, correspondenceEscorting to appointments - arranging transportHousehold tasksManaging Finances	<ul style="list-style-type: none">Escorting to cinema, theatre, eventsHelp clothes shoppingGift shoppingAttending the gym, swimmingAccessing educationHorse riding and other sportsSupport in the work placeCompanionship visits and sitsAccessing local groups and eventsHolidays in the UK and abroad

Do you need a specialist?

If your needs are specialist then we can support you. Each and every condition is so unique, we believe that you are the expert, you live with your condition and everything that surrounds it, you are crucial in helping us to understand how it affects you.

Complete Care Agency works as a provider to the NHS, private individuals and with the medical negligence profession in delivering specialist complex care support.



Our service is nurse led and we ensure our support staff have not only the clinical theory but are supported to be clinically competent in the delivery of specialist care to you.

Competency of support workers is maintained in the field at regular intervals to ensure your team remains trained to the highest standards.

We can support you if you require your support with

- Ventilator care
- Cough assist
- Oral suction
- Nasal suction
- Tracheal suction
- Tracheostomy care
- Ambu-bagging
- Chest Physio
- Epilepsy management
- Bowel care
- Stoma care
- Oxygen therapy
- Gastrostomy care
- Catheter care



Funding your care at home

There are many ways that care at home is funded, more and more care at home is the choice of the majority. Having support at home offers you the flexibility to have the support you need at the time you need.

Local NHS CCG's, local councils and health professionals recognise that better outcomes in health and wellbeing are achieved when we remain in our own homes.

We can support you if you have any of these types of funding

NHS Personal Health Budget

Having your own budget can be daunting without the support of a company that is familiar with the process and can help you to manage the transition. We work closely with Care Managers in the NHS and have strong relationships with them.

Through good communication and organisation a Personal Health Budget is an easy choice which can be managed in a number of ways which we can support you with.

Direct Payment

Direct payments are payments from the local council and NHS for people who have been assessed as needing help, and who would like to arrange and pay for their own care and support services.

These payments are made directly to the person (or to someone acting on their behalf), to arrange their own care package.

Anyone who is assessed as needing care services has the right to request a direct payment instead of having those services provided by their local council.

Private Funding

Many people pay for their own care, and it is important that this is with a reputable provider. Private funding can come from many sources, income, savings, via medical negligence payments and family. We ensure you have clear and transparent costs and a contract so that there are no hidden surprises.

Help managing your budget.

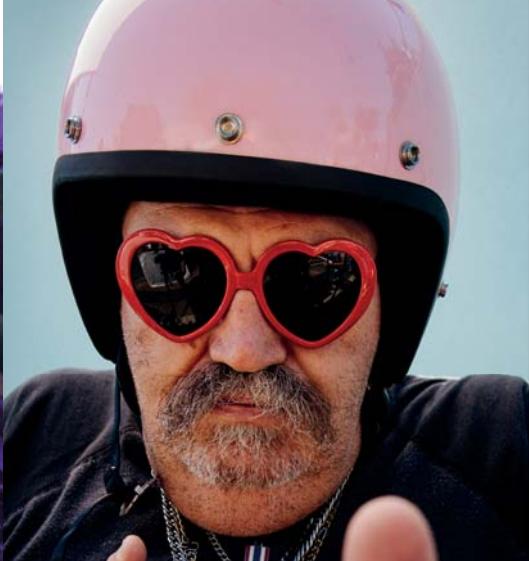
More and more people that access the service do not want the worry of managing their allocated care budget. We are able to set up a client account for you and will liaise with you, your family any other professionals where appropriate to ensure your budget covers your costs and works for you.

Call or email us today for
more information on:

0333 2000 441

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We believe
we are all
different,
unique and
wonderfully
special...





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