



**Healthcare  
with you in mind**

**Sova Healthcare Complex Care Service**

## The Sova Healthcare Complex Care Service

At Sova Healthcare we support people with all types of conditions and illnesses, some of which are quite complex. When faced with a long-term illness or a disorder for which you need constant care, you may feel like you are losing the freedom you used to have. You may be worried that as the illness progresses you will have to move into a care home. At Sova Healthcare we offer you an alternative. With our Complex Support Plan we can provide you with expert one-on-one support in the comfort of your own home whilst helping you retain your independence. No matter your age or situation, whether you have had complex physical or learning difficulties from birth, or have acquired a serious degenerative condition, we have the right Support Plan for you.

### Our Care Process

We recognise that everyone is different and has different requirements, therefore our services are always tailored to each individual to ensure we provide you with the best possible care that suits your needs and situation. We like to begin our service with an assessment of your particular requirements. If you decide to choose us as your care provider we will arrange to have a member of staff come to visit you and discuss your needs and situation with you and your family, taking into account any input you and your family may have. Our staff are all very friendly and approachable; we are here to answer any questions or queries you may have and ensure that you are entirely comfortable with the Support Plan arranged.

### Here is an overview of the services we can offer you as part of our Complex Care Service:

#### Acquiring a condition

Acquiring a complex condition such as Huntington's disease, spinal cord injury or Alzheimer's can be difficult to deal with not only for you but also your loved ones, and it may seem like a very daunting prospect arranging care and planning for the future. We are here to help. Our carers are qualified and trained to a high standard, they provide compassionate and sensitive support, and have experience in working with people with all kinds of disorders. After assessing in depth the details of your condition and your specific needs we can draw up a Support Plan that will benefit you and supply you with everything you need to lead the life you choose. As your illness progresses we can also increase the amount of support you receive. We believe that being diagnosed with any illness should not affect your quality of life and we will do our utmost to do everything we can to keep you happy, healthy and safe at all times.

#### Arriving back home from hospital

If you are due to be arriving home from hospital after a life-changing accident we can help you arrange and plan for your care. It may seem very overwhelming to have to organise these next steps after dealing with what has happened and the consequences it will have on your life. You may be suffering from mental trauma as well as physical disability and we understand that it's likely to be a very challenging time for you. We can help you with the organisational aspects by working with you to implement a Support Plan that suits you. We will do everything we can to ensure the process from hospital to home goes as smoothly as possible and help you to adjust to your new life. We will be with you every step of the way and help you overcome any problems or issues

that may arise, allowing you to relax in the knowledge that you are in safe hands and will be taken care of.

#### Physical or learning difficulties

If you have physical or learning difficulties we can take care of all your mental health and social care needs. We support people of all ages with a wide variety of illnesses and disabilities including physical or learning difficulties of a complex nature. Your satisfaction and happiness is of utmost importance to us and we will work closely with you and your family to ensure you get the support you need. Suffering from a long-term complex condition can be challenging and can cause your loved ones stress and anxiety. With our expertise and experience with complex cases of all sorts, we can provide you with the right support and clinical requirements to suit you. If required we can also work closely with other specifically skilled healthcare professionals to supply the correct medical administration you require. At Sova Healthcare we work hard to deliver care that will maximize your quality of life. Providing this care in the comfort of your own home empowers you to have choice and be in control, retaining as much independence as possible.

#### Respite care

If you have a personal carer or family member supporting you we can also offer respite care for complex condition cases. This is to allow your carer a well-earned break so that they are fully rested and can continue doing their job to the best of their ability. How often you wish our carers to provide respite is entirely up to you, we create our Support Plan around your individual needs and requirements.



## Frequently Asked Questions



### When can my complex care service begin?

As soon as you want it to. When you first contact us we will arrange for a member of the team to come and visit you and discuss and assess your individual situation and needs. Together with you and your family we will produce your personalised Support Plan. It will be tailored to suit your lifestyle, preferences and abilities, so we need to ensure that you are completely happy with the plan. We also like to take this opportunity to answer any questions or deal with any worries or concerns you may have. From then on we can begin providing you with the services in your plan.

### What if I need services that you haven't advertised on your website?

At Sova Healthcare we pride ourselves in offering an extensive variety of different care and support, and we do our utmost to meet our clients' needs. Often we will work directly with other healthcare professionals to ensure each and every one of our clients is getting the right care they need. If you feel you require support that hasn't been outlined in this brochure, or you feel that your needs are too complex to be covered by one of our Support Plans, please do not hesitate to contact us and we will see what we can do for you. The care we provide is very flexible and adaptable which allows us to support people with many different conditions. We will always strive to meet your needs, no matter what they are, so please get in contact or arrange a meeting with one of our carers.

### What if my circumstances change?

Sometimes we find that after producing the Support Plan and going to practice, people's needs are slightly more or less complex than originally thought. We are flexible with what we do and fit our services around you, so if at any time your needs or preferences change, this can be modified and updated on your Support Plan.

### Do you provide complex care for children?

We can provide care for children and young adults of any age no matter how complex their needs are. We will always take a child's wishes into consideration, as well as their parents', in order to offer them the right Support Plan. All the services we provide for Complex Care are available for children and we have carers specifically experienced and trained to provide care for children and young adults. Please do not hesitate to contact us with any questions.

### How much does it cost?

To receive a quote on what your Support Plan would cost, please contact the Sova Healthcare Team. You may be entitled to funding from social services. To find out if you are you can contact your local authority. Alternatively, you can contact us for more information and we can discuss your financial options with you, as well as directing you to

## Quality Assurance

We guarantee that all of our staff have the necessary training, experience and qualifications needed in order to do their jobs professionally and effectively. During our recruitment procedure we certify that they are compliant with the Care Quality Commission (CQC) and the Disclosed Barring Service (DBS). We undertake rigorous measures to ensure that they are constantly working to the highest of standards with regular observations, spot checks and reviews. Many of our staff undergo further training with us in order to continually advance their skills and improve themselves professionally. Please see our website for more information regarding our training and recruitment procedure.



[www.sovahealthcare.co.uk](http://www.sovahealthcare.co.uk)  
Call our team today 0800 688 8866