



Complex Care in the Community Paediatric

Your care. Our passion.

Snapshot

- TCS were the number one choice of care provider
- High quality care delivered by TCS where no other provider could
- TCS went above and beyond to meet exceedingly high expectations
- 99.4% of shifts covered over the first three months
- Excellent feedback received for TCS from all stakeholders

“We were deemed the only provider that could successfully deliver the level of care required to meet the exceptionally high expectations set,”

Oliver's* background

At the age of four, Oliver was involved in a tragic car accident which resulted in the death of his younger sister and left him with catastrophic injuries. The crash left Oliver permanently brain damaged, paralysed from the neck down and he is now tracheostomy and ventilator dependent and requires around the clock care. Following the accident, Oliver was admitted to hospital for 16 months. Due to the complexity of his condition, he was moved to residential care at The Children's Trust in Tadworth, a rehabilitation service specialising in children and young people's brain injuries. Oliver stayed in Tadworth for three months before being discharged home.

First choice of care provider

Thornbury Community Services (TCS) was approached by the Private Case Manager to ensure the right care package was sourced for Oliver. We were the first choice of care provider right from the outset and deemed the only provider that could successfully deliver the level of care required to meet the exceptionally high expectations set out by Oliver's Mother and his team of professionals. Due to the complexity of Oliver's case, there was understandably a huge amount of anxiety around him being supported in the community. However, once all professionals had carefully reviewed our care plans, risk assessments and contingency and saw the quality of our work, they felt a lot more confident and assured that Oliver was in exceptionally safe hands and that we could effectively deliver on what we had promised.

Overcoming challenges

Gaining the trust of Oliver's Mother presented much more of a challenge. Understandably, she was extremely protective over Oliver, and had concerns over the level of care that he would receive after leaving The Children's Trust. She was heavily involved throughout and attended all multidisciplinary team meetings. Although this wasn't the usual protocol, we respected her decision and made sure she felt part of every discussion, translating all of the technical terminology she was unsure of and addressing any uncertainties she had. We worked closely with our internal team and went above and beyond to select the right candidates, but at the same time made sure we managed Oliver's Mother's expectations on what was realistically achievable.

Ensuring the perfect match

We selected a team of highly skilled, specialist nurses and put the necessary steps in place to ensure Oliver was happy with each nurse before he was discharged. Nurse profiles were created so that Oliver could find out more about each individual before meeting them for the first time. Our nurses spent time with the team in Tadworth to orientate and familiarise themselves with the cares, routines and preferences. At the point of discharge, we were confident that we had the right team of nurses for Oliver.

The outcome

Oliver arrived home in time for his 7th birthday, where he enjoyed a party with friends and family. He is now back at the school he attended before the accident, which has been adapted to include the appropriate amenities to meet his complex care needs. Through the support of TCS, Oliver now has access to the education and social interaction that he would not have received in residential care. During the three months that Oliver has been home we have successfully covered 99.4% of shifts and received extremely positive feedback from both the NHS team and Oliver's Mother.



*Name has been changed for data protection

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Thornbury
Community
Services

0333 323 1266

enquiries@thornburycommunityservices.co.uk
thornburycommunityservices.co.uk

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