



# Statement of Purpose

Domiciliary, complex and condition-led care at home.

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Inspected and rated

Good



**Providing, regulated,  
local, in-home care  
for over two decades.**



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- Neuen Consult (Badge Of Excellence)
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# Mission Statement

## Who We Are

NLG Homecare ([www.nlgroup.co.uk/homecare](http://www.nlgroup.co.uk/homecare)) is a trading brand of NL Group Limited, we are CQC registered and regulated to undertake specialised health & social care within people's homes.

The NLG Homecare team have built an excellent and far-reaching reputation for delivering only the very best in domiciliary, social & home care services. From simple social care calls to the most demanding nurse-led complex care calls, we cover everything in-house.

Our roots are local, and we have been supporting individuals at home for two decades. NLG Homecare is still a family owned and operated business with family values at our core, we have established ourselves as a leading provider of complex home care within North East of England, including Yorkshire & Lincolnshire.

We are proud to have built our range of home care service on the strength of our local reputation, recognising that from your perspective it is the quality of carers that matters. So much so, 80% of our care referrals are from existing customers who recommend us to provide care for their friends and family. We work hard to listen, learn and improve our services every day. The safe provision of care and support. We are a caring and clinically focused workforce: approximately 55% of our colleagues are clinically qualified. But scale isn't our motivation. We are passionate about each and every service user and young person's needs and how we can help them to better help themselves, as every service user is different.

This document is reviewed and updated yearly, unless there are significant changes where amendments will also be made mid term.



# Mission Statement

## Our philosophy

To provide every service user and customer with a service that delivers an individual person-centred care or support plan.

To be recognised at all levels for our high standards of professionalism, service and quality of care provided within appropriate, safe and therapeutic and home environments. To nurture a working environment which will attract, motivate, develop and retain, the very best people in our sector.

To be open, honest, fair and transparent in all our dealings. To integrate all these values into every aspect of our operation for the mutual benefit of our clients, our team members and our stakeholders.

## Our aim

Our overall aim of is to provide an outstanding level of care to all our service users and customers to their specific needs and wishes.

This embraces the fundamental principles of good care practice and may be witnessed and evaluated through the delivery, conduct and control of quality care. Those that receive services from us will be able to do so by our philosophy of care and our service user and customer's requirements.

## Our principles

NLG Home Care are committed to delivering Person Centred Care, and as such, all staff are trained in this philosophy. By adopting a person-centred approach to care, the services we offer is far more flexible and responsive.

We achieve this by ensuring that all care plans fully take into account the service users & customers expressed preferences:

- **Valuing** - A value base that asserts the absolute value of all human lives regardless of age or cognitive ability
- **Individual** - an individualised approach, recognising each service user and customer uniqueness
- **Perspective** - understanding the world from the perspective of the service user
- Supportive psychology providing a social environment that supports psychological needs
- PCC (person-centred care) = V+I+P+S (Brooker, 2005)

# Key Contacts

## Responsible Individual

### Mark Hathway Ch Mgr, MBA

Managing Director of NLG Group home care services and Regional Director for the Recruitment and Employment Confederation, Mark is committed to the delivery of our NLG Home care philosophy and principles of care.

As a chartered manager with the Institute of directors, Mark upholds the standards required in maintaining and improving our quality management and service delivery.

Working within the public and private sector for over twenty years with a critical focus and responsibility on quality and service delivery standards. Mark has responsibility for supervising the management of our regulated activities within the sector of our organisation

## Registered Managers

### Debra Dunne RN, MSc

Debra is responsible and is in day-to-day charge of NLG home care team and our regulated activities. Her role is to uphold our philosophy and principles of care by enabling and monitoring compliance with essential standards across our operations and eliciting and managing change process to improve standards of care and support delivered.

Having been supporting NLG health and social care for over 10 years, Debra heads up the team enabling us to provide support for people with more complex health care needs who want to continue living at home with a degree of choice and independence.

"I have the pleasure of working with a multi-talented team who bring a breadth of experience in clinical intervention. We are able to follow a clear path of developing and supporting our customers with a wide variety of clinical, physical and emotional needs, enabling them to achieve their ultimate aim of living in their own home with choice and dignity."

### Vikki Nugent HNDip

Vikki is a highly experienced complex care and registered manager who jointly manages the service supporting and coordinating the care and support of our clients. Responsible also for the day-to-day supervision of the whole complex care team including our dedicated care co-ordinators. Vikki is passionate about ensuring that the service users receive the highest level of support and care. Vikki has over 10 years' experience working within NL group and is a champion of the service levels that we are renowned for supplying.

Vikki is an enthusiastic advocate of continuous professional development for our team and herself is currently working towards her Managers Award NVQ Leader in Adult Care level 5, while already holding her level 3.



## Main Office Contact Details

T. 01482 60 60 40

F. 01482 62 83 81

E. [homecare@nlgroupp.co.uk](mailto:homecare@nlgroupp.co.uk)

### NLG Homecare

Riverside House, 3 Earls Court  
Henry Boot Way  
Hull  
East Yorkshire, HU4 7DY

## Key Contacts

### Care Coordinators & Compliance Team

**As a family-run company, we are passionate about family values. We extend these values right the way through our business, from the compassion of each of our carers through to the commitment of our office-based team.**

**We are here for you all the way.**

It takes a special someone to make a great carer or support worker. So, we train and recruit only the very best. Every one of our carers is passionate, enthusiastic and full of 'can-do' attitude.

Above all, they have a calling to care and really want to make a difference to someone on a one-to-one basis.

# Homecare Service Portfolio



# Homecare Service Portfolio

## What we do

**We provide a range of in-home , residential and boarding care services which allow people to continue to live safely in their own home, with dignity.**

NLG Home Care services and Healthcare at home complex care can be provided little or often, short, or long term. Whether you are looking for the ongoing support of a full-time live-in carer or the flexibility of a visiting carer, we can provide the right level of care for you.

We specialise in providing carer and nurse-led, complex care for clients with a range of conditions as well as all of the usual social care services. We support adults and children throughout Yorkshire, Lincolnshire, Northeast Lincolnshire enabling them to live their lives as they choose from the comfort of their own homes.

NLG Home Care services are flexible to accommodate changes in times of delivery or frequency.

We believe in tailoring a package to meet your needs or the needs of your friend or loved one. **Whatever your need, we are there for you.**



## Homecare Service Portfolio

### Personal care services

# Supporting independent lives

Looking after individuals with restricted mobility or suffering from ill health, our services cover everyday functions like personal hygiene, toileting and dressing. Our friendly, dedicated and well-trained experts offer essential support and a shoulder to lean on wherever it's needed.

### Care with a capital 'C'

We putting people at the heart of everything we do at NLG, our Personal Care services come with an added personal touch.

We believe that seeing the same friendly faces time after time is vital, as familiarity helps to increase the overall sense of wellbeing. Even though our carers are trained to provide all aspects of personal care, there may be some things the individual would still prefer to do for themselves. Not only will we respect that, but we'll actively encourage it when appropriate.

### Preparation is everything

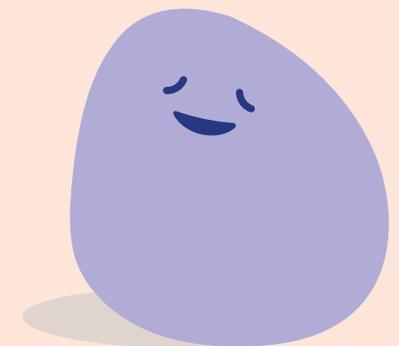
Getting to know every last detail of what's required, our care coordinator will create one of our unique bespoke plans for the service user, outlining their likes and dislikes, special task instructions, their favourite hygiene or beauty products, as well as what – and who – they feel most comfortable with.

### Home comforts

Personal care is available for any daily tasks the service user may need help with, such as having a bath or taking a shower, applying creams and lotions, putting on clothes and toileting, all carried out with sensitivity in the comfort of the individual's own home.

## All part of a day's work for our exceptional carers

- Assistance with medication
- Making meals
- Bathing, showering and bed-baths
- Help using the toilet, commode or bedpan
- Dressing and getting ready for bed
- Help brushing teeth
- Applying make-up and hair care
- Support with shaving
- Applying creams and lotion
- Foot care, particularly for those with diabetes who need to be extra vigilant
- Support moving position in bed, to prevent discomfort and bed sores
- Changing continence pads and cleaning intimate areas
- Changing or maintaining a stoma or catheter bag



## Homecare Service Portfolio

Personal care services *(Continued)*

### The choices for personal care

**Like all forms of in-home care, support with personal care is built entirely around your individual needs and existing personal routines. If you like to wash before breakfast or have a bath before going to bed, a carer will happily follow your schedule, letting you live the way you want.**

Care delivered by NLG home care, you have the choice of having a visiting carer – this is someone who visits at set times of the day or even overnight – to provide the support you need. If you require nursing support (to undertake more clinical duties), these visits can also be included, or for more ongoing, permanent home care it may be best and more cost effective to have a live-in carer, living at home with you.

NLG home carers support with many other tasks in addition to personal care. They are fully trained to administer medication, help those with restricted mobility to move safely around the home (especially when using hoists and other support equipment) and can prepare meals, complete light household chores and even offer simple companionship, ongoing support and encouragement.



## Homecare Service Portfolio

### Nursing care services

# Revolutionising Home Healthcare

**We offer a nurse-led and expertly managed clinical care service with a difference. Our dedicated team and unique care packages enable more individuals with complex medical conditions to continue living at home, where they really want to be.**

### Why choose NLG?

What sets our nursing care team apart is their ability to deliver solutions for those that others may not feel able to support at home.

This can take a high level of clinical care, and complex interventions, such as ventilator management. The NLG difference is apparent long before the actual work begins. At the recruitment stage, we get to know the person behind the CV and that enables us to offer them the training and development opportunities they need to get them where they want to be. We always take the time and trouble to get this right because we understand that happy carers provide better care.

### Ongoing attention to detail

Our determination to cover all the bases extends to each individual assignment. Our clinicians perform face-to-face assessments, carefully handpicking nurses and personal assistants to match the needs of the client and the service user.

### Wide-ranging expertise

Specialisms within the team include tracheostomy care, ventilator care, complex gastrostomy and continence needs with catheter and stoma care. Beyond this, we cover many progressive neurological conditions, as well as acquired brain and spinal cord injury.



### Which regions do we cover?

Working alongside all local clinical commissioning groups in Hull, East Riding and North Lincolnshire, as well as the network of case managers and solicitors, we supply flexible solutions that increase the independence of those we work for.

### Ensuring Quality, Safety, and Wellbeing in Proactive Ventilated Care

What's more, our robust clinical governance processes ensure that quality, safety, and management of risk are always central to the service we provide. Our nurse-led approach means that our people can proactively support the health and wellbeing of clients requiring ventilated care, and reduce any risks of complexities developing in the home.

### All part of a day's work for our exceptional nurses

- Continence care – including bowel care, catheterisation and bladder washout
- Parkinson's treatments – Duodopa or APO-go Pump
- Insulin injections and blood sugar monitoring
- Nephrectomy care
- PEG, RIG, low profile button, PEJ feeding tubes, gastrostomy and jejunostomy care
- Non-Invasive Ventilation, tracheostomy Invasive Ventilation
- Tracheostomy care
- Ventilated care –BiPAP, CPAP, PS, Nippy ventilation
- Oral and tracheal suction
- Cough assist
- Chest percussion
- Oxygen therapy
- Tracheostomy tube changes
- Bag Valve Mask use

## Homecare Service Portfolio

### Transitional care services

# Making the right move

Moving someone with health issues presents a unique set of challenges, but we can help them take this disruption in their stride. Our expert professionals provide continuity of care during any move from one healthcare setting to another, or back home.

### Why choose NLG?

If you work within an ICB, or are a Nurse or Care worker considering joining us, you'll be keen to know what sets us apart. In a nutshell, we take responsibility for more, so you have less to worry about. Managing the whole care process, our clinical team perform full face-to-face assessments and handpick carefully matched carers and personal assistants to meet the specific needs of each client.

Our clinicians oversee the full training and ongoing support needs and ensure continuity and coordination of care through effective carer and customer partnerships. This includes post-discharge rehabilitation plans, nutrition and physiotherapy. High-quality support is especially necessary for older adults with multiple chronic conditions and complex therapeutic routines.

### From A to B with TLC

We also manage the move itself from end-to-end, working directly with Continuing Health care teams. Our bespoke service looks after the individual and their family before, during and after the move. That means complete continuity of care, ensuring that the patient feels comfortable, and the family feels supported, throughout.

### Taking care of everything

Key areas of our transition care include home assessments before transfer, communication with family members, medication management, the transfer of health records and follow-up visits with providers and specialists. We'll also make the patient, and any relevant healthcare professional, aware of any red flags that might indicate a worsening condition or negative drug reaction.

### Funded packages through the NHS

We regularly work with Continuing Healthcare (CHC) commissioners, including clinical leads and nurse assessors, to arrange full-time or visiting care for complex needs. Contact us for a no-obligation consultation to confirm final costs, with no hidden charges.



## Homecare Service Portfolio

Condition lead care services

### Living with complex conditions

NLG Homecare provides high-quality, in-home care to help people manage a range of complex healthcare needs. It's the dedication, passion and experience of those we recruit that makes life easier for you, as well as those we care for.

Working with a wide range of clients with high-dependency care needs and conditions means that our people are skilled in many interventions.

These vary in complexity, including bowel management, epilepsy awareness, gastrostomy management, medication supervision, skin care regimes and ventilation management.



# Homecare Service Portfolio

## Condition lead care services (Continued)

**We are committed to providing exceptional care through clinical excellence; our nurse-led teams ensure that we are always upholding the highest standards of quality care for our clients, through regular monitoring, review, and training.**

**Some of the conditions we help our service users and clients live with every day.**

### Acquired Brain Injury

An acquired brain injury (ABI) is damage caused to the brain after birth. This could have been caused by anything from a road accident to a stroke.

### Alzheimer's

Alzheimer's disease is the most common cause of dementia, covering a set of symptoms that can include memory loss and difficulties with thinking, problem-solving or language.

### Cancer

A group of diseases involving abnormal cell growth which can advance to other parts of the body, as opposed to benign tumours which do not spread.

### Cerebral Palsy

A group of permanent movement disorders that appear in early childhood. Signs and symptoms vary and can include poor coordination, stiff or weak muscles and tremors.

### Down's Syndrome

Also known as trisomy 21, this is a genetic disorder associated with physical growth delays, characteristic facial features and mild to moderate intellectual disability.

### Huntington's Disease

An inherited disorder that results in the death of brain cells. Symptoms include subtle mental problems usually followed by a lack of coordination and an unsteady gait.

### Learning Disability

Many children diagnosed with profound and multiple learning disabilities (PMLD) will also have a sensory or physical disability, complex health needs or mental health difficulties.

### Motor Neurone Disease

A progressive neurodegenerative disease that attacks the motor neurones, cells which transmit electrical nerve impulses from one part of the body to another.

### Multiple Sclerosis

A lifelong condition which can cause mild or serious problems with vision, arm or leg movement, sensation or balance.

### Muscular Dystrophy

Diseases that result in increasing weakening and breakdown of skeletal muscles over time. Many sufferers will eventually become unable to walk.

### Neurological disorders

Diseases of the central and peripheral nervous system including the brain, spinal cord, cranial nerves, peripheral nerves, nerve roots and autonomic nervous system.

### Spinal Cord Injury

Damage that causes loss of muscle function, sensation or autonomic function in parts of the body served by the spinal cord below the level of the lesion.

### Stroke

This occurs when blood supply to the brain is cut off, causing brain cells to be damaged or die. This can have different effects, depending on where it happens in the brain.

### Ventilated Care

Resulting from complex conditions such as lung disease, ventilated care uses a machine that moves breathable air into and out of the lungs.

## Homecare Service Portfolio

### Dementia care services

# Maintaining quality of life

Coming to terms with dementia or Alzheimer's can take time, for the individual and the family. Eventually, professional support may be the only way forward. Our dedicated and compassionate carers help all those involved make the most of every day.

### A friendly, familiar face

A change in routines and surroundings can be very unsettling for someone living with Alzheimer's or dementia.

That's why more families are turning to care delivered at home rather than residential care, so that loved ones can stay in the place they know and love. But not all care services are the same.

At NLG Homecare, we know full well that our reputation depends on the dedication, expertise and empathy of our people. That's why we focus so heavily on finding the right people and then training them to further raise the bar. The level of care we take to get every assignment right is reflected in the quality of care our service users receive at home.

### Care that changes with your needs

Dementia is a condition with many different variants and stages. Throughout the changes, one of our expert, local carers will support the individual and their family on this challenging journey. Whether you're looking for the flexibility of a visiting carer or the long-term assistance of someone living in, we can provide the precise level of care you need.

### Value of experience

We have over 20 years' experience in caring for people with Alzheimer's and dementia, and our expertise can help reduce the pressure on the whole family. As well as caring for the individual's needs, we help them understand the changes in their behaviour and we make it easier to foster supportive family relationships.

### Tailored care

Not only does every person have different needs, but these can alter regularly. Our experts are fully-trained to support the developments that occur, while focusing on preserving the individual's dignity and wellbeing, and helping them to continue pursuing their favourite interests. Our unique tailored packages ensure that every need, however small, is always met with a willing hand and a friendly smile.

### Local heroes

As one of Yorkshire's most established dementia home-care providers, we help people every day across all parts of Hull, East Riding and North Lincolnshire cope with the challenges that come with symptoms such as memory loss.

### Funded packages through the NHS

We regularly work with Continuing Healthcare (CHC) commissioners, including clinical leads and nurse assessors, to arrange full-time or visiting care for complex needs. Contact us for a no-obligation consultation to confirm final costs, with no hidden charges.



## Homecare Service Portfolio

### Palliative care End-of-life support

**We know how distressing it can be to experience the terminal illness of a loved one. Our compassionate team will support your service users, and their families, through one of life's toughest challenges with expert and sensitive care at home.**

#### What is palliative care?

Palliative care is specialist end-of-life support. Carers, specifically experienced in palliative care, will provide 24-hour care at the service user's home. This can often be referred to as hospice at home.

The steadily increasing pressures within most ICBs won't be making your job any easier, but we can. Following the highest standards of compliance, our dedicated team provides exceptional complex care within the comfort of people's homes, helping to save costs, reduce waiting lists and free up vital hospital beds.

#### Why choose NLG?

Our team of highly-trained specialists will make the final days of the individual more comfortable and lessen the strain on the family. Importantly, our care enables the service user to remain in their own home, with family and close friends at their side.

As soon as the need arises, we step in to help, providing specialist support and quickly solving your problems. You can always rest assured that every expert carer supplied by NLG has been assessed to the high standards of the Care Quality Commission.

Even at such a difficult time, there can be many moments of light-heartedness and joy. That's what we endeavour to bring by adding the human touch to day-to-day tasks, so all involved can make the most of this precious time together.

#### Support for the family

Care at home means less disruption for everybody. Round-the-clock support reduces the burden on family members who know they will be contacted as soon as the need arises.

#### What level of care do we provide?

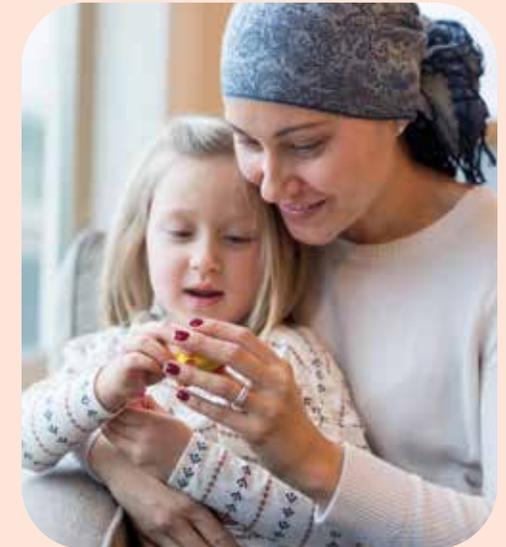
With our unique tailored packages, we provide the precise level of support you need. This can range from a little extra help at certain times to full-time palliative care including administering medication, cooking meals and sharing memories over a cup of tea.

#### How quickly can palliative care be arranged?

How quickly would you like it? The need for palliative care can be sudden and urgent when circumstances change and an individual is in pain. In most cases, we can begin arranging care within 24 hours of you getting in touch.

#### Funded packages through the NHS

We regularly work with Continuing Healthcare (CHC) commissioners, including clinical leads and nurse assessors, to arrange full-time or visiting care for complex needs. Contact us for a no-obligation consultation to confirm final costs, with no hidden charges.



## Homecare Service Portfolio

### Social Companionship Combatting Loneliness with Care

**In addressing the challenges of advancing age and the potential for loneliness, our focus lies in the careful pairing of carers with service users (you). We give paramount importance to aligning interests, personalities, hobbies, and pastimes to cultivate genuine companionship.**

We recognise that as mobility decreases with age, loneliness can become a pressing issue. The feeling of neglect can be particularly daunting. Our primary goal is to bring fulfilment and joy to those residing at home, alleviating the loneliness associated with ageing. Our comprehensive support services range from simple companionship, such as enjoying the morning paper with a cup of tea, to crucial assistance with personal care.

Specifically, our Social Companionship service is designed for individuals seeking reassurance and support. It not only offers companionship but also provides peace of mind for family members unable to visit regularly, knowing their loved ones are well cared for. Our carefully selected home carers offer not only company and conversation but also support with social activities. Your service is tailored to your unique requirements and can be adjusted to meet changing needs. To ensure your satisfaction, we arrange for you to meet your home care provider before your care package begins.

### Some of our Social Companionship activities include:

- Engage in companionship and conversation
- Participate in hobbies and crafts
- Reminisce about the past
- Assist with clothing selection
- Help with reading
- Assist with entertaining
- Arrange appointments
- Play games and cards
- Attend plays, concerts and clubs
- Buy magazines, papers and books
- Provide reminders for appointments
- Arrange DIY and gardening services
- Attend places of worship



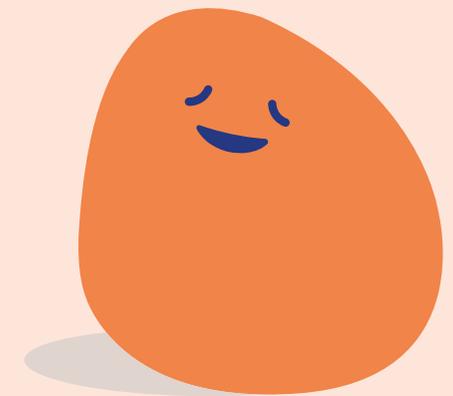
# Children and Young person care services



## Children and Young person care services

**To create support circles for children and young people to learn the fundamental knowledge, skills and behaviours, to contribute to a successful and fulfilled adult life.**

**Because every step towards empowerment is a stride towards a brighter future.**



## Children and Young person care services

This element of the statement of Purpose provides information about the focus and aims of NLG specific to the needs of Children and Young people. It is written in accordance with the following regulatory requirements:

- The Care Planning, Placement and Case Review (England) Regulations 2010
- The Quality Care Standards 2015
- The Children Act, Guidance and Regulations
- UN Convention on the Rights of the Child
- The young person's guide to the Children and Families Act 2014
- Children and Social Work Act 2017
- Child Protection Procedures 5th Edition

### Who can we support?

We are able to support children and young people from the ages from 0 years old up to their 21st birthday and beyond if needed, who may present with a range of complex social, emotional, educational, and behavioural needs.



### These may include the following:

- Challenging Behaviour
- Special Needs
- Attention Deficit Hyperactive Disorder (ADHD)
- Brain Injuries
- Severe and Partial Physical Disabilities
- Sensory & Dual Sensory Impairment
- Spinal Injuries
- Asperger's Syndrome
- Terminal Illness
- Children and young people with complex care needs
- Autistic Spectrum
- Profound and Minor Learning Difficulties
- An unstable family life or who may be at risk.
- Parent is living with long-term health difficulties.
- Cerebral Palsy
- Supporting Requirements
- Social, emotional and mental health (SEMH) needs
- Sexually harmful behaviour and risk of offending
- Risk of child sexual exploitation (CSE)
- Complex emotional trauma
- Moderate learning disabilities
- Attachment disorder
- Autism/Asperger syndrome
- Post-traumatic stress disorder (PTSD)
- Developmental delay
- Past criminal and anti-social behaviours
- Oppositional defiant disorder (ODD)
- Conduct disorder

To ensure that each child or young person obtain the support required, we identify their specific needs which is added to a personalised programme including but not limited to:

- Care
- Therapy
- Education
- Nutrition
- Behavioural support
- Pain management
- Postural management
- Play and leisure activities
- Cultural needs
- Religious needs
- Social outcomes
- Health outcomes
- Positive relationships

# Children and Young person care services

## Person-Centered Approach to Holistic Development in Children and Young People

At NL Group, we offer a person-centred approach to all of our service users, whether Adult or Child. A key component of our approach to our Children and Young People is around the development potentials in their early years and helping where possible to utilise the cognitive learning behaviours, to transfer these into lifelong skills. We are passionate about our service users being given the opportunity to strive to their full potential whilst treated with empathy, dignity and respect, all within setting themselves appropriate boundaries within their control. We encourage them to set their own pace in developing emotionally, physically, intellectually, socially and spiritually.

We are passionately committed to assisting Children and Young people who may have experienced childhood trauma to achieve better outcomes. We believe we provide a safe, family feel as an organisation, and pride ourselves on our friendly and empathetic approach. In addition, we believe that all young people deserve the best chance to grow, develop and receive support that prepares them for a bright and productive future.

In order to ensure we achieve these outcomes; the following approach is championed throughout our workforce.

- We listen to and value opinions, thoughts and feelings of children and young people.
- We actively encourage and reward positive behaviours.
- We appropriately challenge negative behaviours and discuss the implications of these.
- We provide role modelling for our children and young people, ensuring that the most appropriate staff members are placed based on their personality and skills.



## A Multi-Disciplinary Team Approach with 24/7 Availability

We operate a multi-disciplinary team (MDT) approach to supporting children and young people and this includes working with the Local Authorities, ICBs, NHS Departments, CAMHS and all other statutory services as required. From the point of referral, we work in partnership with families, carers, commissioners, stakeholders, and the young person to meet their requirements and provide the best level of support.

Our business operates a 24 hour on call facility, 365 days per year. As many of our service users require overnight stays and continuous supervision, we can tailor packages to include sleeping or waking nights with a core operating team. The majority of our children and young people are either supported in their own home or within a suitable residential settings, and our staffing structure is adjusted to reflect this. Supervisions and monitoring are continually assessed by management, in line with our PP12 – Supervision Policy and Procedure.

## Adherence to Strict Guidelines and Expertise in Working with Children and Young People.

We operate within strict guidelines and regulatory frameworks. Our entire workforce is highly trained and vetted to be able to work with children and young people. We develop an individualised care plan for the individual, and this is led by our Learning Disability and Challenging Behaviours Manager and Learning Disability Registered Nurses. For service users who require medical interventions, their care plans are developed by our Clinical department heads.



## Children and Young person care services

Please note below a number of our internal policies relevant to children and young people including:

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We listen to and value opinions, thoughts and feelings of children and young people.

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**AR01** – Safeguarding Children and Child Protection Policy and Procedure.

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**PE03** – Equality and Diversity Policy and Procedure.

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**CR57** – Protecting Vulnerable People from Radicalisation Policy and Procedure.

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**CR17** – Reducing Physical Intervention Policy and Procedure.

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**CP20** – Service User Care Planning Policy and Procedure.

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**CR46** – Mental Capacity Act 2005 Policy and Procedure.

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**AR35** – Missing Service User Policy and Procedure.

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**CR26** – Deprivation of Liberty Policy and Procedure.

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**CC123** – Positive Behaviour Support Policy and Procedure

A key component of our support with children and young people is our **“Children and Young Persons Guide”**, which is part of our care planning process. This guide enables the access to the following information:

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**CR26** – Deprivation of Liberty Policy and Procedure.

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How the day-to-day routines will be agreed and set.

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The information NL Group holds on them, why, how it can be accessed and who it may be shared with.

---

Their right to access their own case file.

---

The support they will receive from NL Group.

---

A copy of our Statement of Purpose.

---

How to make a complaint in line with NL Groups Complaints Policy.

---

How to access an Advocate or Independent Visitor.

---

How to contact the Office of the Children's Commissioner.

---

Effective communication is promoted at all times

---

Provide opportunities for children and young people and ensure that their parents/carers are involved as much as possible in developing and reviewing their care plans;

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Ensure staff have been trained to competently use a wide variety of communication aids as suitable for the child's needs.



## Our Commitment

NLG is committed to providing our clients and service users with an exceptional level of customer service. Our company values and standards underpin our entire ethos and are centred on four commitments.



### Passion

We show pride, enthusiasm and commitment in everything that we do. We are committed to supplying and delivering our solutions and services at only the highest level. Our clients, service users and employees are our partners in creating value; their happiness, health and loyalty is our greatest reward.

### Appreciation

We will see through the eyes of those whose lives we affect, identifying unmet needs and producing innovative and lasting healthcare solutions. We will bring to this task all of our experience and knowledge as the unique individuals we are.

### Integrity

We believe our promise is our most vital product. The relationships that are critical to our success depend entirely on maintaining the highest ethical and moral standards in everything we do. As a crucial measure of integrity, we will ensure the health and safety of the communities we serve and protect the environment in all we do.

### Respect

We treat our team members, clients, service users, partners and suppliers with mutual respect, sensitivity and care, recognising the importance of diversity. We respect all individuals and value their ideas and contributions.

# Accreditations

## Recognition of quality

Accreditations are a yardstick we use to measure ourselves against our competitors and our own ambitions.

At NLG, it's not just about achieving the required levels. We always set our sights higher, striving to go above and beyond.



## Accreditations

## Employment



### REC Recruitment and Employment Confederation

Membership number: 00047973

The Recruitment and Employment Confederation (REC) is the professional body that represents the interests of the UK's £19.7 billion recruitment industry in Parliament, Whitehall and the European Commission, as well as to the press and opinion formers.

They represent 3,750 Corporate Members, with more than 7,700 branches and 5,550 individuals within the Institute of Recruitment Professionals.

The REC along with its Accredited corporate members, such as NLG, are committed to raising standards and highlighting excellence within the recruitment industry, and all REC Members must abide by the REC Code of Professional Practice.



### Mental Health at Work Commitment

NLG actively supports the mental health and wellbeing of all our staff, and this commitment provides an effective framework, designed by experts, for us to follow. We promote open conversations about wellbeing in the workplace and encourage job applications from individuals with poor mental health who will always benefit from additional support to enable them to thrive at work.



## Accreditations

## Compliance



### Neuven Badge of Excellence

NLG has been awarded a Neuven Badge of Excellence in a Nursing Audit with an impressive Diamond score of 95.47%. Neuven has been at the forefront of Compliance and Public Sector engagement for over a decade and, as the UK's most successful neutral and independent consultancy, they provide guidance to some of the UK's largest Public and Private Sector organisations.

Neuven supports these organisations by ensuring their supply chains and employees are fully vetted and compliant to the highest possible standards, supporting large and small businesses via a Bid Management Service to engage with Government through their Framework applications and contracts.



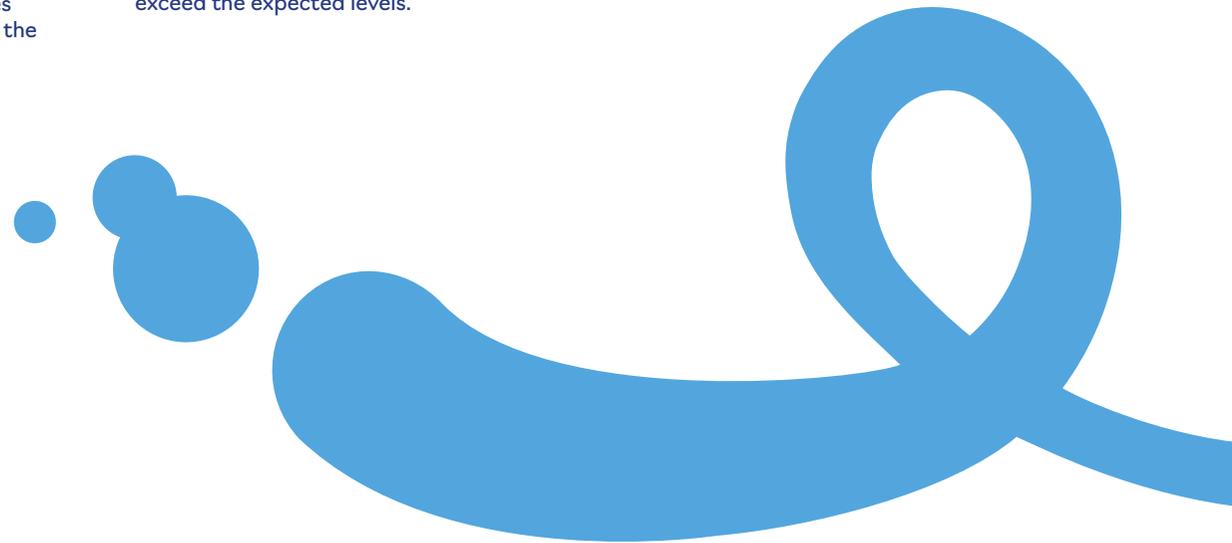
### NHS Workforce Alliance Audit

Every organisation within the Workforce Alliance has been proven to deliver award-winning, accredited, cost-saving, compliant agreements. With the alliance's reputation and expertise, their stamp of approval gives customers and suppliers confidence in the services provided.



### CQC Care Quality Commission

We're fully regulated by the Care Quality Commission (CQC) for England. After inspection, we received an overall rating of 'Good' which indicates that our standards exceed the expected levels.



## Accreditations

# Business and management



### ISO 9001

ISO 9001 is the internationally-recognised standard for the quality management of businesses. Providing you with reassurance concerning the quality of our services and processes, this certification gives you total confidence that your needs and expectations will be met.



### Cyber Essentials Certified Plus

This Government-backed scheme provides protection against a whole range of common cyber-attacks.



### Disability Confident

Disability Confident is creating a movement of change, encouraging employers to think differently about disability and take action to improve how we recruit, retain and develop disabled people. Being Disability Confident is a unique opportunity to lead the way in the community.



### Dignity in Care Campaign

NLG Home Care fully supports and promotes the Dignity in Care Campaign initiative. It is a mandatory part of our training for carers, and we strive to raise awareness on an on-going basis.

NLG Home Care team promotes awareness of the 10 Point Dignity Challenge. These challenges care providers to meet ten principles of care to ensure their services respect dignity. It creates a way of understanding and explaining what dignity looks like in the context of treating individuals with respect in a care setting.



### ISO 27001

ISO 27001 is an internationally-acclaimed framework for information security management. Whatever form information takes, and however it is shared or stored, this certification helps ensure it is always suitably protected in terms of confidentiality, integrity and availability.



# Funding your care

## NLG Home Care pricing

NLG home care prices for personal care depend on the level of support you require, so it is best to contact us for a personalised quote. Call us today on 01482 60 60 40 (Option 1) or request a callback.

Once we have spoken over the phone we can arrange for a free, no-obligation consultation in person – at your home, hospital or residential home – so we can confirm the final plan and price.

You can be assured of clear and simple pricing which is easy to understand with no hidden fees or charges.

## Funded packages through the NHS

We regularly work with continuing healthcare (CHC) teams, including clinical leads and nurse assessors, to arrange urgent 24-hour or shifts of visiting care for complex needs. If you are a healthcare professional who is looking for a regulated home care provider with years of experience to support your cases, please contact our team.

# Compliments, complaints and comments (CCC)

**We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality.**

If you feel that the service expectations are not being met or you have any concerns surrounding the support, you receive from you can follow our complaints process.

If you also feel that the service is meeting your expectations and you would like to compliment the service please contact our offices, it is equally important to us to recognise and compliment quality care or service you have received from our team.

We can assure all Service Users and customers that no-one will be victimised for making a complaint, we encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary.

We do not wish to confine complaints to major issues and encourage Service Users to comment when relatively minor matters are a problem to them; It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.

**How to send in a compliment, comment or complaint**

**We actively encourage feedback from our customers, both good and bad, so we can continuously improve and ensure we're continuing to provide care in the home that is of the highest quality.**

Your complaint may be resolved by way of an apology, providing the service required or by providing an acceptable explanation of the circumstances after an investigation. See below for the full details of our complaints process.

- **Email**  
[homecare@nlgroup.co.uk](mailto:homecare@nlgroup.co.uk)
- **Letter or in person**  
NLG Homecare,  
Riverside House,  
3 Earls Court,  
Henry Boot Way,  
Hull, East Yorkshire, HU4 7DY
- **Online**  
Send us your feedback at:  
[www.nlhomecare.com/ccc](http://www.nlhomecare.com/ccc)
- **Phone**  
01482 60 60 40 (Option 1)

# Compliments, complaints and comments (CCC)

## Our commitment to you during a complaint

### Stage One

- All complaints will be taken seriously;
- All complaints will be acted upon with fairness and impartiality;
- You will receive a response within 24 hours of the complaint being made and a final reply within 28 days;
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
- If you are not satisfied with our initial response at the end of stage 1, you may contact the Nominated Person, Mark Hathway to appeal any decision made.

### Stage Two

- You can expect a written acknowledgement of your complaint;
- You can expect a detailed response to your complaint within 20 working days of receipt;
- You will be notified in writing of any delays with reasons if a complete written response within 20 days is not possible;
- If you are not satisfied with our initial response at the end of stage 2, you may escalate your complaint further an external party linked to the package of care and its delivery, such as your locum Council or Social Worker.

### Stage Three

We hope that we would have resolved your complaint if however, you are dissatisfied with our response after stage 2 you can contact the regulator of care services the Care Quality Commission (CQC) at the address indicated below:

- Uphold the action taken at Stage 2 and provide details for our regulator, the CQC (see below)
- Implement changes to the Stage 2 recommendations/actions

**Care Quality Commission (CQC)**  
 National Correspondence  
 City Gate  
 Gallowgate  
 Newcastle upon Tyne,  
 NE1 4PA

## Receipt of anonymous complaints or concerns

Complaints and concerns received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation and we will be unable to provide the complaint with a full outcome.

# Compliments, complaints and comments (CCC)

## Data Protection

To process a complaint, we will hold personal data about the complainant, which the individual provides, and which other people give in response to any investigations completed with regards to the said complaint. We will hold this data securely in accordance with Data Protection Act 2018 ("DPA") and the UK GDPR (the DPA and UK GDPR are together referred to as the "Data Protection Legislation"). and only use it to help address the complaint.

The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies, or allegations are made which involve the conduct of third parties.

Under the Data Protection Act 2018 ("DPA") and the UK GDPR (the DPA and UK GDPR are together referred to as the "Data Protection Legislation"). individuals have a right to obtain a copy of their personal data. However, there are expectations to this right. We will normally destroy compliments and complaint files in a secure manner 6 years after the compliment has been made or the complaint closed.

## Monitoring

Compliments and complaints are an important tool which, alongside data provided by employee exit interviews and customer feedback, will allow us to learn more about the services we provide. They offer a useful source of information about how individuals see our services and how we are serving them.

To ensure we can learn from compliments and complaints, the following data will be collected:

## Compliments/Comments

- Name and address
- Nature of the compliment
- Date of the compliment
- Action(s) taken/ recommendations made in response to the compliment, if appropriate

## Complaints

- Name and address
- Nature of the complaint
- Date of the complaint
- Action(s) taken/ recommendations made in response to the complaint, if appropriate.
- Lessons learnt

Complaints, comments, concerns and compliment information will be considered on a monthly basis by the Clinical Services Director, and wherever possible, the data will be used to improve and develop the service.

# Credentials and Certificates:

Validating Our Accreditation  
Achievements



# Statement of Purpose

Domiciliary, complex and  
condition-led care at home.

Issue Date: 24.04.2024

## Head office

Riverside House,  
3 Earls Court,  
Henry Boot Way,  
Hull, HU4 7DY

## Email

homecare@nlgroup.co.uk

## Online

Send us your feedback at:  
[www.nlghomecare.com/ccc](http://www.nlghomecare.com/ccc)

## Phone

01482 60 60 40 (Option 1)

