

Case Study

24/7 Clinical Support for a
Service User with Tetraplegia



Inspected and rated

Good



Snapshot

- Service User is a 57-year-old male with a spinal cord injury resulting in tetraplegia
- Requires full ventilator support, PEG feeding, and tracheostomy care
- Receives 336 hours of intensive, high-level care from NLG each week

Case Introduction

Service User is a 57-year-old man who sustained a severe spinal cord injury after falling from a ladder while working as a window cleaner.

The injury, which occurred at the C4/5 vertebrae, resulted in complete tetraplegia. He is now fully dependent on others for all aspects of his daily life and clinical care.

Following increasing complexity in his support needs, NLG was requested to take over his care package in 2021 and now delivers 24/7 care.

“Providing 24-hour care for someone with such complex needs is a responsibility we don’t take lightly. Our goal is always to deliver consistent, expert support that empowers the individual to live life on their terms.”

— NLG Team Lead



Challenge: Service User Needs

- Service User has a tracheostomy and requires continuous ventilator support; he can only breathe independently for a few minutes
- He experiences frequent muscle spasms and is at risk of aspiration pneumonia, requiring careful respiratory management including oxygen therapy and cough assist
- Service User is PEG-fed overnight but also enjoys oral intake during the day
- Requires full assistance with hygiene, including hoisting to and from a shower chair, and dressing and cleaning of his tracheostomy, PEG, and stoma
- Staff support Service User with all aspects of daily life, including social interactions and helping him engage in activities both inside and outside the home

Solution: NLG Intervention

- NLG initially provided ad hoc support from August 2018 to assist with clinical tasks and build rapport with DM
- In October 2021, at the request of the service user, NLG assumed full responsibility for DM's care, delivering 336 hours per week of intensive support
- A specialist care team was deployed with training in tracheostomy care, ventilator management, PEG feeding, and complex manual handling
- NLG's consistent team approach has supported DM in pursuing a more active and socially fulfilling life, while ensuring his clinical needs are expertly managed

“Since NLG took over my care, I’ve felt more confident and more in control of my life, even with the challenges I face every day.”

— Service User



NLG is a key provider of complex home care in Yorkshire and N.E. Lincolnshire.

Ability to support people with complex needs

“NLG generally manage their care packages very well. They have taken a client that I previously had placed with another agency that was having a lot of issues fulfilling the package requirement. NLG took over and there has been no issue with them.”

— Anita Broadwell, CHC Senior Clinician, East Riding of Yorkshire CCG

“For the more complex service users, NLG is the main provider we use in this area.”

— Diane Murray, Home Ventilation Service Lead, Hull University Teaching Hospitals NHS Trust

NLG's local reputation

“We have a good working relationship with NLG. Whenever we need to raise any issues, they are dealt with efficiently and are easily managed.”

— Hull CCG

“I have worked with NLG in both North Lincolnshire and East Riding. They are good at managing their packages, and we don't get contacted with issues.”

— East Riding CCG

Staff are well trained

“We often use NLG when our packages are in crisis; NLG will stabilise the packages and return them to order. NLG definitely provide well trained staff.”

— Head of NHS Funded Care, North Lincolnshire CCG

“NLG is a 'go to' provider for us when we need to get complex service users out of hospital quickly and into specialist packages of care.”

— Jeanette Johnson Ross, Brokerage Officer, Hull City Council

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