

Case Study

Comprehensive Ventilatory
Support for Progressive
Neurological Condition



Inspected and rated

Good



Snapshot

- AE is a 39-year-old male with Duchenne's Muscular Dystrophy
- Progressive deterioration leading to full dependence on ventilatory support and specialist nursing care
- Requires continuous 24-hour monitoring, advanced respiratory management and multidisciplinary coordination

“Providing consistent, high-quality care is what we're here for, tailored to each person, every day.”

— NLG Clinical Team Lead ”

Case Introduction

AE, aged 39, has a confirmed diagnosis of Duchenne's Muscular Dystrophy, a progressive neuromuscular disorder characterised by severe muscle weakness and respiratory compromise.

Over time, AE became reliant on complex care interventions including continuous ventilatory support, percutaneous enteral feeding, airway clearance assistance and vigilant pressure ulcer prevention.

His previous care arrangements proved insufficient to manage escalating weekend needs and clinical complexity.



Challenge: Service User Needs

- Loss of ambulation at age 11; wheelchair dependency
- Following spinal surgery at age 13, developed chronic sinus tracts necessitating daily sterilisation and dressing changes
- Requires nocturnal bilevel ventilation and intermittent non-invasive ventilation during daytime
- Staff must provide assisted cough techniques to maintain airway patency
- Nutritional and hydration needs managed via PEG feeding tube
- Persistent risk of pressure injuries requiring strict repositioning regimes
- Previous provider could not reliably deliver weekend and full-week clinical support

Solution: NLG Intervention

- From March 2022, NLG implemented weekend clinical care via three 12-hour shifts to address immediate gaps
- Due to client satisfaction with clinical competence and consistency, AE's package was expanded to 36 hours per week
- In October 2022, given increasing needs, NLG transitioned to full 168-hour weekly coverage with specialist ventilatory nursing staff
- Dedicated NLG clinicians established strong professional relationships with AE, blending high clinical standards with supportive companionship
- NLG coordinated closely with healthcare professionals to ensure continuity of care and appropriate escalation protocols

“The support I receive from NLG has made all the difference. I feel safe, respected, and truly cared for every day.”

— Service User AE



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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