

Welcome to NL Group

Your Guide to Getting Started

Welcome

Whether you are receiving our support yourself or reading this on behalf of a family member or someone you care for, I would like to offer you a very warm welcome to NL Group.

Beginning care can bring relief, but also questions and uncertainty. Whatever you are feeling, we are here to listen and help you feel reassured.

Thank you for placing your trust in us. We take that responsibility seriously. We will get to know what matters to you, your routines and preferences, and work with you and those close to you to provide support that feels right and helps you live as independently as possible.

This guide explains what happens next and where to find help. Please return to it whenever you need to. If anything is unclear, get in touch. No question or concern is too small.

On behalf of everyone at NL Group, welcome. We look forward to getting to know you and supporting you in the months and years ahead.

Richard Blyth
Chief Executive Officer

■ Good to know

Your personalised care information, including the care plan and named contacts, will be provided separately. This guide is here as a general reference, so come back to it whenever you need to.

What Happens Next?

Now that the assessment has been completed, we'll begin preparing everything needed for care to start safely and smoothly. We'll guide you through each stage, keep you informed and make sure everyone involved understands what happens next.

Preparing for care

Before care begins, we'll make sure the right arrangements are in place. Depending on the support being provided, this may include confirming a start date, arranging specialist training for our staff, preparing equipment, coordinating with healthcare professionals and making sure the care team has the information they need.

Introducing the care team

We'll introduce the people who'll be providing care and support. We know familiar faces help build trust and confidence, so wherever possible we'll aim to provide a consistent care team. Occasionally another colleague may provide support during annual leave, training or unexpected illness, but they'll always be prepared for the role.

From time to time, a different colleague may need to provide your care, for example to cover annual leave, training or sickness. We'll let you know in advance about any planned changes to your care team and, where required, arrange an introduction before they provide your support.

In unforeseen circumstances, such as unexpected staff illness or an emergency, it may not always be possible to provide advance notice or arrange a meet and greet. If this happens, we'll let you know about the change as soon as we can and make sure the colleague providing your care has the appropriate skills, knowledge, training and competence to support you safely. They'll also have the information they need about your individual needs, preferences and agreed care and support plan.

When care begins

The first few days are an opportunity for all of us to make sure the arrangements are working well and that everyone feels comfortable and confident.

We'll check that the agreed arrangements are working as intended, answer questions and make any adjustments needed. If something isn't quite right, please tell us. Small changes made early can often make a big difference.

As needs change

As needs, circumstances or goals change, we'll review the support being provided and work with your health team and Commissioner to flag what needs to be adjusted.

■ Good to know

If circumstances change before care begins – for example, there's a change to medication, equipment or health – Please let us know as soon as possible. It helps us make sure the right support is in place from the very start.

The People Supporting You

Every member of the NL Group team has an important role in making sure care is safe, well-coordinated and centred around the person receiving support. Depending on the type of care being provided, you may meet some or all of the people below.

Care Workers

Our Care & Support Workers are the people you'll usually get to know best. They provide day-to-day care and support, taking time to understand routines, preferences, goals and the little things that make a difference. They promote independence wherever possible and work closely with families and other professionals.

Care Coordinator

Your Care Coordinator is one of your main points of contact with NL Group. They'll help coordinate support, answer questions, communicate changes and work with the wider team to help ensure everything runs smoothly.

Nurse Case Managers

Where clinical oversight is required, your Clinical Lead will provide specialist guidance, oversee clinical competencies and help ensure complex care is delivered safely and effectively.

The Wider Team

Behind every care package is a wider team - including trainers, quality specialists, recruitment colleagues and managers - helping to make sure the right people, skills and resources are in place.

Good to know

Everyone providing care on behalf of NL Group will carry identification and will be happy to introduce themselves. If you're ever unsure who someone is, please ask.

Your Personalised Support

No two people are the same, and neither is the support we provide. Every care package is tailored to the individual, considering your needs, preferences, routines, goals and the people who are important to them.

NL Group adheres to the standards set by the CQC. Trained Clinical Leads conduct initial needs assessments with you virtually and face-to-face. Using CQC quality statements to guide our approach to care planning, assessments will include:

- Medication needs
- Previous Care Plans (CPs)
- SU's understanding of their conditions
- Communication/interaction preferences
- Application of the Mental Capacity Act (MCA)
- SU history/environment
- Personal preferences/wishes

Your Lead consults with you about your personal preferences regarding service delivery. By gathering your and your family's preferences, we establish how best to support you, or individuals who may lack decision-making capacity. Where possible, you should lead all decisions, including:

- Visit times
- Meals
- Family inclusion
- Interaction

Before care begins, we'll work closely with you to understand what's important and how support can best fit your needs and lifestyle.

Your Personalised Care Information

Alongside this guide, you'll receive confidential care information specific to you. Depending on the care being provided, this may include:

- A personalised care plan
- Risk assessments
- Medication information
- Clinical guidance
- Emergency or contingency plans
- Key contact details
- Other service-specific information

These documents help everyone involved provide safe, consistent and person-centred support. They'll be reviewed and updated when circumstances change.

We know how sensitive care records are and that people want these to be kept safely and securely. The Data Protection Act requires us to control how confidential personal information is used by businesses and the Government.

All our staff are trained in the importance of confidentiality and the computer systems we use and the paper records we keep are secure with access limited to only those people who need to know about you and your care.

Working Together

The best care is built on partnership. We encourage open, honest and respectful communication and welcome feedback at every stage.

We'll always treat the people we support, their families and everyone involved in their care with kindness, dignity and respect. In return, we ask that our colleagues are treated with the same courtesy and respect.

There may be occasions when we can't accommodate every request exactly as it's made. If that happens, we'll explain why, listen to your concerns and work with you to find the best possible solution.

Staying Connected

Knowing who to contact - and when - can make all the difference. We want it to be easy to reach the right person when you have a question, need to tell us something has changed or simply need some reassurance.

Your Main point of Contact

Your Care Coordinator will usually be your main point of contact. Where a care package has clinical oversight, you may also have a Nurse Case Manager for clinical questions or concerns. Your personalised information will include the relevant names and direct contact details.

During Office Hours

Our office team can help with general enquiries and put you in touch with the right person. Our standard office hours are 8am – 8pm, every day.

NL Group Head Office

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

Telephone: 01482 60 60 40

Email: contact@nlgroup.co.uk

Website: www.nlgroup.co.uk

Outside Office Hours

If something urgent relating to the care being provided happens outside normal office hours, our on-call service is available to help. You'll receive the appropriate out-of-hours contact details with the personalised care information. Routine questions can be directed to the usual team during office hours.

In an emergency

NL Group's on-call service doesn't replace emergency services or NHS medical advice. **Call 999** if someone is seriously ill or injured, their life may be at risk or immediate emergency help is needed. **Call NHS 111** for urgent medical help or advice when the situation isn't life-threatening.

■ Good to know

Not sure who to contact? Don't worry about getting it wrong. Contact your Care Coordinator or the NL Group office and we'll make sure your question reaches the right person.

Safe, Skilled and Trusted Care

Inviting someone into a home and trusting them to provide care is a big responsibility. We take that trust seriously.

Choosing the Right People

We recruit people for their experience and skills, but just as importantly for the qualities that embody our values and matter in care - kindness, reliability, professionalism and respect.

Everyone joining NL Group goes through a rigorous recruitment and onboarding process, including the appropriate identity checks, right-to-work, employment history, reference and DBS checks. Where professional registration or specific qualifications are required, we'll verify these too.

The Right Training and Skills

Our colleagues receive training appropriate to their role, alongside ongoing supervision and development. Where someone has specific or complex needs, the colleagues supporting them also receive the relevant specialist training. For clinically delegated tasks, they must demonstrate their competence before carrying them out independently.

By providing this training, we ensure our team is equipped to support you with complex care needs while encouraging overall independence. Our online training, aligned with Skills for Care, is provided by accredited provider Healthier Business. Setting us apart, we are the only accredited provider in the area to deliver De-escalation Management training.

New Members of the Care Team

We know that familiar faces matter. Wherever possible, new colleagues will be introduced before providing support independently and will have the information, training and competencies they need for the role.

Even with the best preparation, it can take a little time for someone new to become familiar with individual routines, preferences and the little things that make care feel truly personal. We ask everyone involved to give new colleagues a fair opportunity to settle in, build confidence and get to know the person they're supporting.

Open communication really helps. If there's something a new colleague needs to know, please tell them - and if you have a concern about the care being provided, speak to your Care Coordinator so we can address it promptly.

Good to know

If you'd like to understand more about the training or competencies required for the care being provided, please ask. your Care Coordinator or Nurse Case Manager will be happy to talk you through them.

Choice, Dignity and Independence

Good care should support people to live their lives in the way that matters to them. We'll take time to understand routines, preferences, abilities, goals and what makes a good day. Wherever possible, we'll support the person to make their own choices, maintain independence and stay involved in the things that are important to them.

Being Part of Decisions

We want the person receiving support to be involved in decisions about their care as much as possible. How someone communicates or makes decisions will be different for everyone. Some people may want or need support from a family member, advocate or legally appointed representative. We'll work with the right people while keeping the individual's wishes, rights and best interests at the centre of decisions.

Dignity and Respect

Our colleagues receive training appropriate to their role, alongside ongoing supervision and development. Where someone has specific or complex needs, the colleagues supporting them also receive the relevant specialist training. For clinically delegated tasks, they must demonstrate their competence before carrying them out independently.

Getting to Know Your Care Team

Everyone has the right to be treated with dignity, compassion and respect - and we believe that respect should always go both ways.

Our colleagues will respect the privacy, preferences, culture, beliefs and personal space of the people they support. In return, we ask that they are treated with the same kindness, courtesy and respect by everyone they come into contact with while providing care.

Positive, respectful relationships create a better experience for everyone and help us provide the very best care and support.

■ Good to know

Independence doesn't have to mean doing everything without help. Sometimes it's about having choices, being involved and receiving the right support to do as much as possible for yourself.

Keeping Everyone Safe

Everyone has the right to feel safe and protected from harm. Safeguarding is everyone's responsibility, and we take any concern about the wellbeing of a person we support seriously.

If Something Doesn't Feel Right

Please tell us if you see, hear or experience something that concerns you - however small it may seem. You can speak to your Care Coordinator or call the office directly. We'll listen, take your concern seriously and explain what happens next.

How We'll Respond

If we believe someone may be at risk of harm, we have a responsibility to act. Depending on the circumstances, this may mean involving our safeguarding team or sharing information with other professionals or statutory services. Wherever possible, we'll explain what we're doing and why, while respecting the rights, privacy and wishes of the person involved.

Keeping Our Colleagues Safe Too

A safe and respectful care environment matters for everyone. We have a diverse team of skilled and compassionate colleagues, and we're proud of the different backgrounds, cultures and experiences they bring to NL Group.

We won't tolerate discrimination, harassment or abusive behaviour towards anyone providing care because of their race, nationality, religion, sex, disability, sexual orientation, gender reassignment, age or any other personal characteristic.

We'll always listen to genuine concerns about a colleague or the care being provided. However, decisions about who provides care will be based on the person's needs and the colleague's skills, experience and suitability for the role - not on discriminatory preferences.

If inappropriate behaviour occurs, we'll address it openly with those involved and work together to find a way forward.

■ Good to know

You don't need to be certain that something is wrong before raising a concern. If something doesn't feel right, please tell us. We'd always rather know.

Medication and Clinical Care

Some people we support have complex health needs or require help with medication or clinical care. Where this is part of the care being provided, clear guidance will be included in the personalised care information.

Medication

If our colleagues support with medication, they'll follow the agreed medication plan and only provide support they're trained and authorised to give. Please tell us about any changes to medication as soon as possible, including new prescriptions, dosage changes or medicines that have been stopped.

Clinical Care

Where specialist clinical care is required, this will be overseen by the appropriate healthcare professional, Clinical Educator, or Nurse Case Manager. Colleagues carrying out clinical tasks will receive the relevant training and must demonstrate their competence before providing that care independently.

If you're ever unsure about any aspect of the medication or clinical support being provided, please ask.

■ Good to know

Please don't ask a colleague to give medication or carry out a clinical task that isn't included in the agreed care plan. If something needs to change, speak to your Care Coordinator or Nurse Case Manager so we can make sure it's reviewed and arranged safely.

Your Home, Our Workplace

We never forget that our colleagues are guests in someone's home. At the same time, while they're providing care, it's also their place of work. We ask everyone to help us create an environment that's safe, comfortable and respectful.

We'll always respect the home, belongings and privacy of the person we support. In return, we ask that our colleagues have the space and equipment they need to work safely and aren't exposed to smoking, vaping or other avoidable risks while providing care.

We love pets too, but there may be occasions when we ask for them to be kept away from the care area if they could affect someone's safety or ability to provide support.

Our colleagues will build positive relationships with the people they support, while maintaining appropriate professional boundaries. Please don't ask them to carry out tasks outside the agreed care arrangements, lend or borrow money, share their personal mobile numbers or social media profiles, or become involved in personal or financial matters outside their role.

If something in the home is making it difficult to provide care safely, we'll always talk to you about it and work together to find a practical solution.

■ Good to know

We're not expecting anyone's home to feel like a workplace. We simply need to make sure our colleagues can provide great care safely and with the respect everyone deserves.

Feedback, Concerns and Complaints

We want to know how we're doing - what's working well and where we could do better. Your opinion really matters to us, so we'll also check in from time to time to ask about your experience.

If you have feedback, a concern or a complaint, please tell us. Raising an issue won't affect the care being provided. Many concerns can be resolved quickly through a conversation with your Care Coordinator, but you can always visit our website at nlgroup.co.uk and click on 'Compliments, Complaints and Suggestions' in the footer, or call the NL Group office if you'd prefer to speak to someone else.

If you have a serious concern about wrongdoing or unsafe practice and feel unable to raise it through the usual channels, you can contact us confidentially at whistleblowing@nlgroup.co.uk.

And please tell us when things are going well too. Your feedback helps us recognise colleagues who are making a difference and understand what we're getting right.

■ Good to know

You can raise a concern or complaint on behalf of someone else, and we'll support anyone who needs help to give feedback. You can read our Complaints Policy [here](#). [LINK TO BE ADDED].

Privacy and Your Information

Providing good care means having the right information and treating it with care and respect.

We'll only collect and use personal information when we have a legitimate reason to do so. We'll keep it secure and only share it with people who need it to support the care being provided, or where we're legally required to.

This may sometimes mean sharing relevant information with healthcare professionals, commissioners or other organisations involved in the person's care. We'll always handle information responsibly and respect confidentiality. If you have any concerns, please email our Data Protection Officer at dpo@nlgroup.co.uk.

If any personal or contact information changes, please let us know so we can keep our records up to date.

■ Good to know

You have rights over how personal information is used and stored. Please get in touch if you would like a copy of our Privacy and Information policy.

When Things Change

Life doesn't always go to plan, and care arrangements sometimes need to change at short notice.

If a colleague is unexpectedly unable to attend, we'll do everything we can to arrange suitable cover and keep you informed. Any colleague providing replacement care will have access to the information they need and, where specialist skills are required, will have the appropriate training and competencies.

Equally, if plans change at your end - perhaps because of a hospital admission, appointment, holiday or change in circumstances - please let us know as soon as you can.

The earlier we know about a change, the easier it is for us to make the right arrangements and minimise disruption.

Useful Contacts & Information

Keep these details handy so you know where to go when you need us.

NL Group Head Office

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

Telephone: 01482 60 60 40

Email: contact@nlgroup.co.uk

Website: www.nlgroup.co.uk

When You Need Medical Help

Call 999 if someone is seriously ill or injured, their life may be at risk or immediate emergency help is needed.

Call NHS 111 for urgent medical help or advice when the situation isn't life-threatening.

Useful Documents

- Complaints Policy
- Privacy Policy
- Safeguarding Information

Accessibility & Communication

- Support

All our policies and procedure documents are available to you upon request.

■ Good to know

Not sure who to contact? Start with your Care Coordinator or call the NL Group office. We'll make sure you reach the right person.