

Case Study

Intensive Support for a Young Adult with Complex Learning Disabilities



Inspected and rated

Good



Snapshot

- Service user is an 18-year-old male with severe learning disabilities, autism, and ADHD
- Lives at home with family and requires continuous support across all environments
- Receives 336 hours of tailored care per week, managed by NLG since February 2020

Case Introduction

Service user is an 18-year-old young man with severe learning disabilities, autism spectrum disorder (ASD), and attention deficit hyperactivity disorder (ADHD).

He lives with his parents and younger brother, and requires intensive daily and overnight support to manage a range of complex behavioural and personal care needs.

NLG began delivering care following a request for interim crisis support in early 2020, and the care package has since been adapted and scaled to meet evolving requirements.

“Providing specialist, consistent care in complex cases like this makes a real difference, helping the individual feel safe, settled, and supported every day.”

— NLG Team Lead



Challenge: Service User Needs

- Experiences high levels of anxiety which can result in volatile or anti-social behaviour, requiring consistent behavioural management strategies
- Requires 1:1 support at all times to ensure safety at home, in the community, and while attending college
- Needs full assistance with personal care, hygiene routines, and use of the bathroom
- Has limited awareness of risk or danger, particularly outside the home
- Needs encouragement to engage positively in daily activities and routines to support emotional regulation

Solution: NLG Intervention

- NLG conducted an urgent assessment and commenced care on 12 February 2020, delivering 100 hours of weekly support
- The care package was scaled up to 336 hours per week by April 2020 to include overnight care and seven-day support
- Adjustments were made in June 2020 to reflect changes in presentation, before returning to 336 hours per week by September 2023
- Staff provide structured daily routines, safety supervision, and positive behavioural reinforcement at home, in the community, and during college attendance
- Carers build rapport with the service user and use consistent strategies to manage behaviours and maintain a calm environment

“The carers have made a huge difference, their support has brought calm, routine, and a real sense of safety to our home.

— Parent of Service User B



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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