



**Clinical Expertise.
Service Excellence.**

2026

nlgroup.co.uk



Introducing NL Group

Helping People with Complex Care Needs

Specialists in complex care across Yorkshire and the Humber and the North of England. Delivering high quality, reliable support to help people live in the communities they call home.

25
YEARS IN
COMPLEX CARE

280+

Carers and
Nurses

98%

Medication
accuracy rate

80%

Client
satisfaction

8,600+

Weekly hours
of care



Independently Accredited and Assured

Inspected and rated

Good



**MENTAL
HEALTH
AT WORK
COMMITMENT**



Setting the Standard in Complex Care

Clinically-led complex care for ICBs, NHS Trusts and Local Authorities. Safe, personalised care with rapid mobilisation.



Rapid Mobilisation

Referral-to-delivery pathway with 24-hour mobilisation and skilled workforce deployment.



Sustainable Delivery

Continuity-led staffing model providing stable, long-term care packages.



Governance Infrastructure

Robust governance frameworks, structured audit cycles and transparent commissioner oversight



Clinical Depth

High-acuity clinical expertise with embedded leadership and clear escalation pathways.

Complex Care Expertise

1. Complex Clinical

2. Complex Learning Difficulties

3. Complex Children



1. Complex Clinical

Our people are skilled in working with a wide range of clients, with high-dependency care needs and conditions.



Core Clinical Services

- Tracheostomy Care
- Long-Term Invasive Ventilation
- Suctioning & Cough Assist Therapy
- Non-Invasive Ventilation (CPAP, BiPAP, NIPPY)
- Gastrostomy & Stoma Care
- PEG Care
- Continence Care

Selected List of Conditions

- Acquired brain injury
- Spinal cord injuries
- Neurological conditions
- Motor neurone disease
- Multiple sclerosis
- Cerebral palsy
- Muscular Dystrophy
- Spinal Muscular Atrophy
- Stroke
- Learning Disabilities
- Alzheimer's Disease
- Cancer
- Epidermolysis Bullosa

2. Complex Learning Disabilities (Mild to Profound)

Structured, person-centred support tailored to individual needs and behaviours.
Care adapts over time to ensure consistency, stability and positive outcomes.

Experienced teams support people with various neurodevelopmental conditions and work closely with families and MDTs.

We support people with:

ASD

ADHD

PDA

PICA

Down's Syndrome

Cerebral Palsy

Complex Behavioural
Needs



3. Complex Children

NL Group have a proven track record working with highly complex, high-risk presentations in children.

We are a flexible, solution focused provider that responds quickly to the child and family's specific requirements and needs.



Core Services

- Community support for children with complex needs
- Hospital admission, discharge & transition support
- Flexible support levels based on need

Clinical and Therapeutic Approach

- Positive Behaviour Support
- Trauma Informed Care
- Person centred care plans
- Access to and collaboration with clinical professionals
- Reduce restrictions, improve quality of life

Workforce and Quality

- Specialist staff experienced in complex care for children
- DMI training, supervision & rigorous compliance

Our Delivery Framework

Purpose-built for sustainable care at scale.

Clinical Authority

High-acuity clinical expertise embedded within delivery teams, with clear senior accountability.

Reduced clinical escalation and faster, accountable decision-making.

Workforce Architecture

Defined team structures, competency assurance and continuity planning tailored to complex packages.

Sustained package stability and lower breakdown risk.

Mobilisation Readiness

Robust governance frameworks, structured audit cycles and transparent commissioner oversight.

Accelerated discharge and predictable mobilisation timelines.

Governance and Compliance Integration

Regulatory oversight, audit discipline and continuous quality assurance embedded across every package.

Reduced regulatory exposure and full performance transparency.

Supporting Complex Lives Every Day



Clinical

1. An Adult Living with Tetraplegia



Learning Disability

2. A Young Adult with Complex LD



Children

3. Hayden's Haven

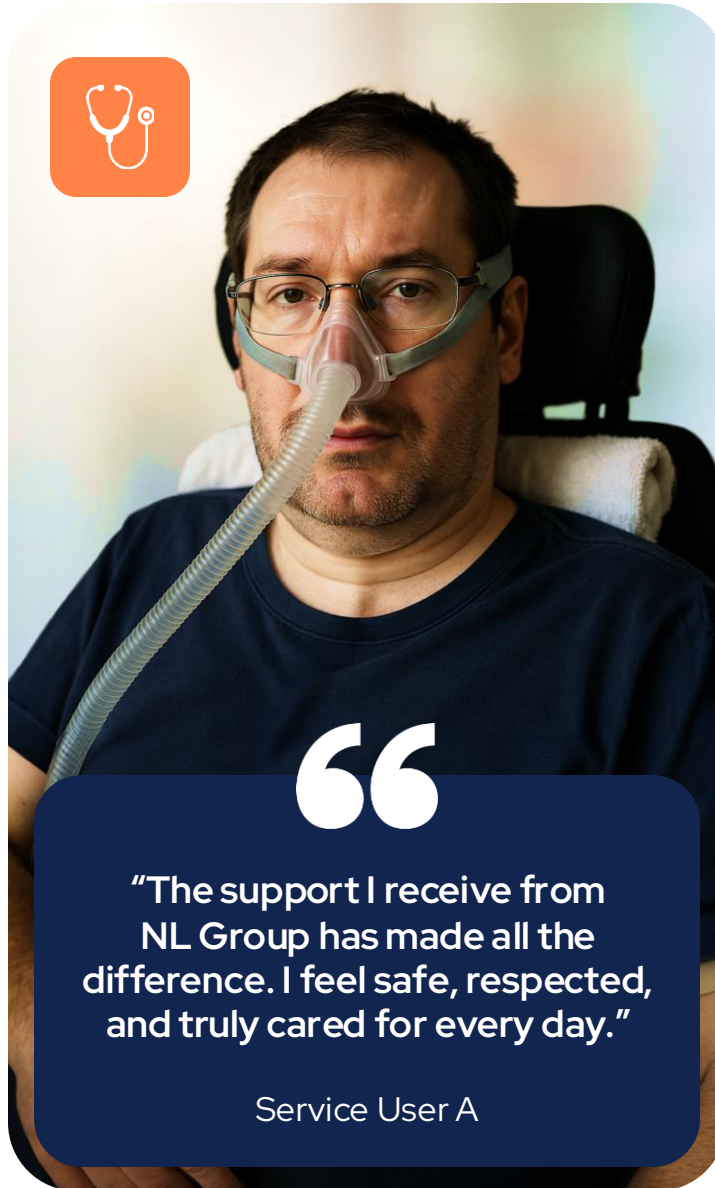


24/7 Clinical Support

1. An Adult Living with Tetraplegia

Snapshot

- 39-year-old male with Tetraplegia
- Progressive deterioration → full ventilatory dependence
- Requires 24/7 specialist nursing and respiratory care
- Complex needs: PEG feeding, airway and pressure management



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

Service User A

Challenge

- Escalating respiratory and clinical complexity
- Full reliance on ventilatory support
- High risk: airway, nutrition, pressure care
- Inconsistent previous provision and weekend gaps
- Lack of continuity and coordinated MDT input

Our Solution

- Rapid mobilisation of specialist clinical support
- Scaled to full 168-hour care package
- Dedicated ventilator-trained nursing team
- Clinically-led model with clear escalation
- Consistent staffing and MDT coordination

Intensive Support

2. Young Adult with Complex Learning Disabilities

Snapshot

- 18-year-old male with severe learning disabilities, autism, and ADHD
- Lives at home with family; requires continuous support
- High-intensity package (up to 168 hours per week)
- Complex behavioural and personal care needs



“

“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

Challenge

- High anxiety and behavioural needs
- Requires 1:1 support continuously
- Full support with personal care and routines
- Limited risk awareness, especially in the community
- Needs structure for emotional regulation

Our Solution

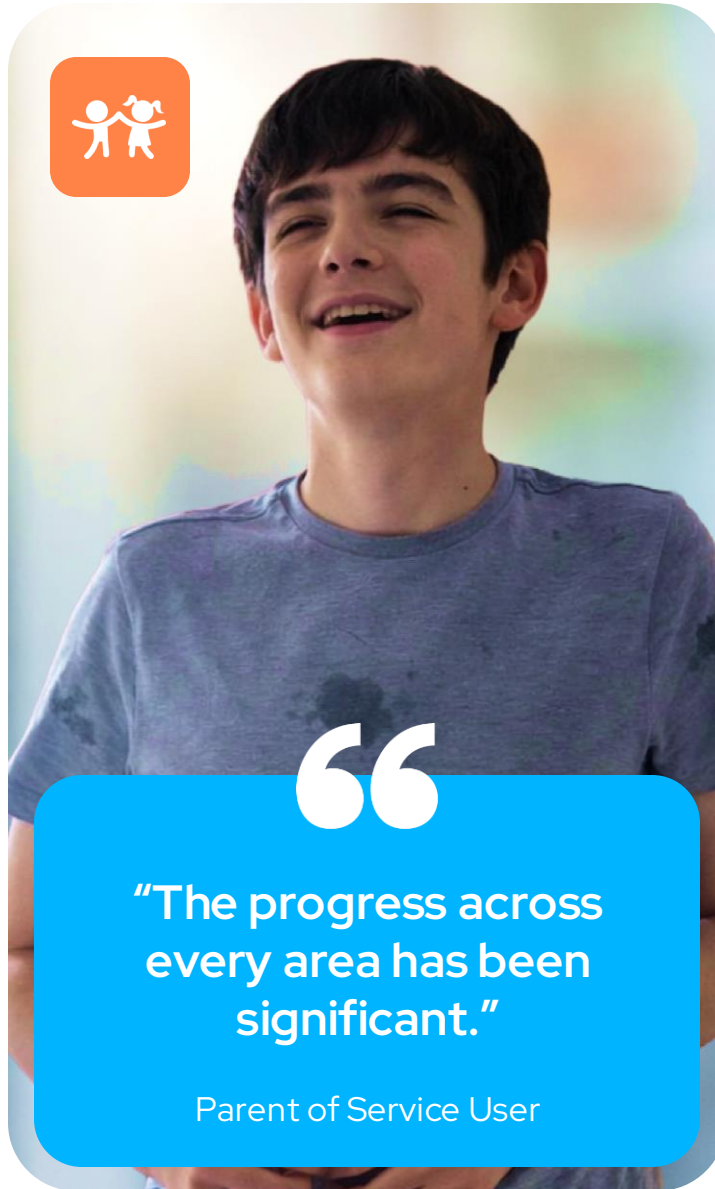
- Rapid team mobilisation of care
- Scaled to full-time support (336 hrs/week)
- Structured routines and behaviour management
- 1:1 support across all settings
- Focus on stability and calm

Bespoke Care

3. Building Hayden's Haven for one of the most complex children in the system.

Snapshot

- 17-year-old with severe autism and learning disability
- Non-verbal with highly complex needs
- Lived at home, then prolonged hospital stay
- Required high-intensity support (up to 5:1 staffing)



"The progress across every area has been significant."

Parent of Service User

Challenge

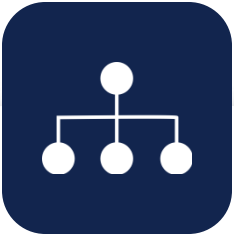
- Breakdown at home following serious incident
- 6–7 months in hospital with no suitable placement
- High-risk behaviours and dysregulation
- Limited independence and engagement
- Lack of stable, specialist care environment

Our Solution

- Supported through hospital crisis phase
- Secured and built a bespoke residential setting
- Placed a consistent, specialist care team
- Implemented structured routines and PBS approach
- Introduced communication support (AAC)
- Created a sensory-led, regulated environment

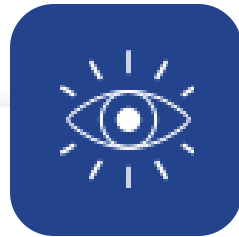
Partnership Assurance & Accountability

A partnership built on performance, accountability and improved outcomes for the people we support.



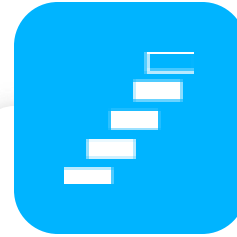
Accountable Leadership

Senior oversight with clear responsibility and defined escalation authority.



Transparent Performance

Structured reporting providing full visibility of delivery, compliance and standards.



Controlled Escalation

Clear processes for incident management and decisive escalation when required.



Stability & Cost Predictability

Ongoing operational review aligned to package continuity and predictable cost exposure.

“ Partner Endorsements

“NL Group was very good, responsive, flexible and communicated effectively about their capabilities”

Rotherham, Doncaster & South Humber NHS Trust

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

Home Ventilation Service Lead,
Hull University Teaching Hospitals
NHS Trust

“NL Group 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.”

Brokerage Officer,
Hull City Council

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

Head of NHS Funded Care,
North Lincolnshire

“NL Group has been very responsive when we need something high-end very quickly.”

Service Manager,
North Lincolnshire Council

“There are a certain number of providers that come to mind for very complex individuals and NL Group is one of them for me.”

CHC Senior Clinician, East Riding
of Yorkshire

Setting The Standard In Complex Care

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