

GRAY
HEALTHCARE



Bringing Healthcare Home



Welcome To Gray Healthcare

Gray Healthcare provides services across the whole of England. We have created a bespoke service to support individuals with complex needs in their own home. We are able to offer care to young people and adults who may have a learning disability, mental health diagnosis or personality disorder and those with an Acquired Brain Injury, dementia and physical disabilities.

Gray Healthcare offers highly individualised and tailored care packages for individuals

Our services are able to support those with a range of needs and behaviours which are perceived to be challenging, through 24 hours of 1:1, 2:1 or 3:1 care a day dependent on the individual's needs and risk. A tenancy in the person's name, sourced with the support of the Gray Healthcare Property Team, provides stability and reduces the need for future moves.

Gray Healthcare supports those who no longer require treatment and care in a hospital setting or residential service, or where their community placement is no longer viable, but who require ongoing care and support from an experienced clinical team, thus reducing the likelihood of re-admission to hospital. Such packages offer a smooth transition into the community and allow individuals to be supported in the least restrictive environment.

Our bespoke care package includes qualified support staff (selected to match the individual's needs), nursing, psychology and occupational therapy within a framework of risk management strategies in partnership with an NHS consultant psychiatrist and the clinical team in the community. All primary and secondary care is provided in the community.

Our services provide independent living support and rehabilitation in the individual's chosen home destination. The right input in the right environment produces results in both clinical and lifestyle recovery.



The Gray Healthcare Team

Our CQC registration enables Gray Healthcare to offer personalised care and treatment to individuals under the CQC Hospital Directorate: Treatment of Disease, Disorder and Injury

We are able to offer support and intervention from a specialist clinical team that is truly bespoke and person centred, underpinned by psychologically informed care and positive behavioural support, enabling the person we support to achieve their optimum level of functioning and an independent and meaningful life in the community.

Our multidisciplinary packages of care are delivered by:

- Qualified support staff selected specifically for and by the person we are to support
- Nursing staff
- Psychologist
- Occupational Therapists
- Positive Behavioural Support practitioners

Our small leadership team continues to oversee all of the people we support to ensure we remain close to operational delivery and maintain effective governance.

People we Support

Gray Healthcare is able to support:

- Adults
- Young people from the age of 16 who may be transitioning from children's services

The people we support may have a range of complex needs which include learning disability, a diagnosis of a mental disorder and personality disorder and Acquired Brain Injury. We are also able to support people with dementia and who may have physical disabilities.

Current settings where people may be referred from are:

- Acute Psychiatric Units
- Secure and rehabilitation hospitals
- Within the NHS or private sector
- Residential care homes
- Community Treatment Order
- Restriction Order
- Guardianship

Typically, the people we support have been long stay hospital patients and may have had numerous failed placements both in hospital and the community.

Gray Healthcare is able to accept people through the following legal safeguards or on an informal basis:

- Deprivation of Liberty Safeguard
- Court of Protection
- National Offender Management Services
- MAPPA
- Ministry of Justice
- Leaving Care Teams

We work collaboratively with the following agencies to ensure the needs of the people we support are met:

- Community learning disability / mental health / children's teams
- National Offender Management Services
- MAPPA
- Ministry of Justice
- Leaving Care Teams



Person Centred Assessment

One of Gray Healthcare's experienced multi-disciplinary assessment team members will visit the individual in their current setting and liaise with their care teams and families, where appropriate, to complete a full clinical and risk assessment to determine the package of care.

A comprehensive report and service proposal with costings will then be provided to the commissioning and case management team. When the package and funding is agreed by commissioning teams, Gray Healthcare, working with the existing MDT and care teams will arrange a thorough discharge plan.

Structured Programme of Care

A robust transition consisting of in reach into the persons current setting, whereby the person we are to support is able to build trust with our staff and they gain an understanding of the person's needs is an essential element of the package of care to ensure its success

They are supported to manage their risks and behaviours through positive behavioural support and their care is led by the nursing and psychology teams through a formulation led psychologically informed approach. We work in close partnership with the individual's community learning disability / mental teams and ensure structured monthly reviews are held.

We work with the people we support to develop their independent living skills and access the community to live meaningful lives. Our support staff and Occupational Therapists assess needs and develop support plans.

We enable people to manage their tenancy, benefits and money and access to advocates and appointees as appropriate.



Property Placement

The Gray Healthcare Property Team work with the person we will support and their care team to source appropriate accommodation to meet their needs in line with local authority allowances.

To enable us to 'bring healthcare home' we offer:

- A bespoke property selection based on environmental considerations, clinical needs and / or forensic history
- Property sourced through private landlords or housing associations to ensure their destination gives greater choice and quality
- The individual is involved in the property viewings to ensure personal choice
- The tenancy in the person's own name
- Gray Healthcare may act as the guarantor if required
- The Gray Healthcare Property Team will arrange all aspects of relocation from the hospital or current placement into their own home
- Gray Healthcare will help furnish the property and apply for appropriate community care grants
- All properties will have appropriate safety checks in line with the Landlords Act

Positive Behavioural Support

We recognise that providing a bespoke package of care and support in a person specific environment reduces or eliminates many of the antecedents present in shared accommodation and hospital settings.

By considering and combining the key components of Positive Behaviour Support within our approach, we provide packages of individualised support in people's homes, that have been assessed as being the best environment to nurture their development and thus enhance their quality of life.

For us at Gray Healthcare, behaviour that is perceived to be challenging is something that occurs, it is not person specific. We avoid labelling people as "challenging", but instead invest our time and effort into understanding the reason as to why someone is responding in the way they are. Through our staff training and consistent positive behaviour support systems, we respond positively and tailor our approach to meet the needs of the individual, thus ensuring that their identified needs are met.

Social Inclusion

Whether the person we support is repatriated to their home area or moving to a new region, their specially selected staff team will help with:

- Accessing the GP, dentist, optician and other primary and secondary care services
- Maintaining support from the clinical team in the community
- Accessing local amenities and facilities
- Developing sustainable social networks
- Understanding and accessing public transport
- Road safety awareness
- Re-establishing relationships with significant others, where appropriate

Living Skills

Basic living skills are often taken for granted. Our comprehensive needs assessment ensures living skills are assessed and led by our Occupational Therapist and support is provided in the following areas.

- Menu planning
- Food preparation
- Shopping
- Budgeting
- Money management including benefits
- Kitchen safety skills
- Cleaning and laundry skills
- Medication management
- Tenancy management





Education, Employment and Voluntary Opportunities

We recognise that meaningful activities leading to voluntary or employment opportunities increase the ability for the person to sustain their life in the community. As such we support people to:

- Identify and access education, voluntary and employment opportunities
- Prepare for interviews
- Access education and vocational courses
- Develop their IT skills

Outcomes

We aim to enable the people we support to:

- Live sustainable and meaningful lives as part of their community
- Increase their self esteem
- Live with dignity, choice and respect
- Reduce the likelihood of an admission to hospital

Gray Healthcare produces clear and measurable results through the use of recognised outcomes measures which are shared with commissioning and care teams.



Contact Us

To make a referral: Telephone: **0151 236 4807** Email: referrals@grayhealthcare.com

or confidential information can be sent to grayhc.referrals@nhs.net

For more information visit www.grayhealthcare.com