

SURE
HEALTHCARE
COMPLEX CARE
STEPHEN'S STORY



INTRODUCTION FROM OUR CLINICAL LEAD - **Lorna Doyle RGN**

My name is Lorna Doyle, I am the Clinical Lead and Training Manager at Sure Healthcare. My main responsibility is developing and building the complex care service and overseeing the day-to-day management of our Complex Care clients in addition to the Domiciliary Care clients as required, ensuring that work is carried out to a high standard.

I am also responsible for writing the curriculum, developing staff competency packages, and delivering training for staff. This enables Sure Healthcare to provide a safe and effective service for all clients.

My journey in healthcare started back in 1998 as a Buttercup nursing student with Hull College, working as a Healthcare Assistant until 2006 when I qualified as a Registered General Nurse at The University of Hull. I furthered my education by obtaining a PGCE as part of a post-graduate diploma and MSc programme in Clinical Education.

This naturally saw me progress into educational and managerial roles, which have led me to work as a Senior Nurse in endocrinology and diabetes, care of the elderly and GUM / family planning. I went on to become an Operational Practitioner at Hull and East Yorkshire Hospitals, then a Nurse Practitioner in Disability Analysis, and latterly clinical lead roles.

My greatest passion has always been education, and I have worked with The University of Hull on the Associate Practitioner Foundation Degree for Care Assistants to progress academically and professionally. I have also been a practice educator and facilitator for pre-registration students, palliative care, and end of life care. I have also developed pathways for hospital trusts whilst working as a Registered Nurse at a local hospice.

This document offers you an insight into the work we do at Sure Healthcare, and the impact it has on the lives of those we care for. If you have any questions or would like more information, please don't hesitate to contact Sure Healthcare using the details at the end of this document.

Lorna Doyle



“Please enjoy this document as an example of what a Complex Care package in the community looks like with Sure Healthcare.”

- Will Draper

MEET THE COMPLEX CARE TEAM



KERRY

Registered Manager

Kerry's role is to manage and oversee operations of the Complex Care team, ensuring our high standards are adhered to.



SAM

Student Nurse

Sam's role is to deliver our package of care as a specially trained Care Assistant, dedicated to our individual service user.



JULIE

Complex Care Team Leader

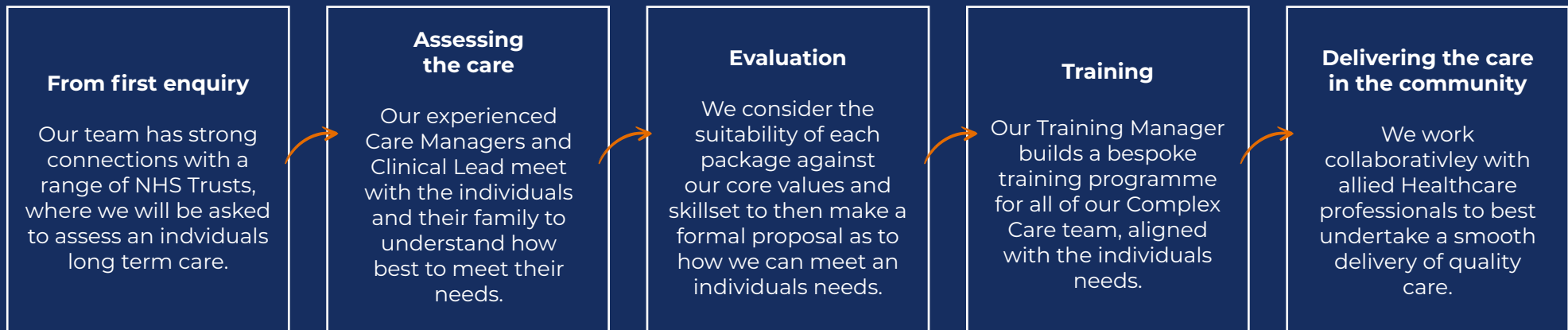
Julie's role is to be the day-to-day contact for our individual service user, ensuring wellbeing and happiness.

Wherever one of our Complex Care teams are deployed, each team is comprised of a Registered Manager, Team Leader, and a unit of dedicated Care Assistants with the support of our Clinical Lead.



SURE HEALTHCARE COMPLEX CARE TEAM

DELIVERY OF PROVISIONS OF CARE.



Please read on to see an example of how Sure Healthcare has impacted one of our service users Stephen's life.



“I’m determined to get things done, on my own terms, in my own home” - Stephen’s story



STEPHEN'S STORY

“It started with a shortness of breath back in 2019.” 61-year-old Stephen Boam started noticing that it was more difficult to work and walk around like he usually had been. Now 63 years old, Stephen is at home after being diagnosed with Motor Neurone Disease (MND), a rare condition that affects the brain and nerves. More prevalent in men, it affects two in 100,000 people every year.

“I initially went to the doctor and was referred to the hospital for tests. They tried to fit stents in to address potential cardiac issues, but my arteries were too wide, so I was sent home.” said Stephen.

“My symptoms weren’t improving, and a friend took me back to hospital. I started walking with a hunch, and with the pandemic affecting hospitals, it was harder for the doctors to be able to investigate. Eventually, I was referred to the Neurology department at Castle Hill Hospital in Hull, and a consultant diagnosed me within 10 minutes of speaking to me.”

“I continued working after I was diagnosed with MND and it was one night while I was working with my secretary, they noticed that I was slurring my speech. They phoned the ambulance and I ended up being admitted to the ICU for six months.”

Stephen recalls his first two months where he felt hopeless – and eventually he was given the choice of going into a specialist care facility in a different county or going home with live-in care and 24 hour support.

Sure Healthcare, which provides various levels of care throughout the region, has provided that support. Sure Healthcare staff spent two months shadowing the nursing and physiotherapy team at Scunthorpe ICU on tracheostomy training and use of the ventilator so that Stephen had the best support he could from home.

The Sure Healthcare Complex Care Assistants had concurrent theoretical training developed and delivered by the Sure Group Clinical Lead and in house simulation and scenario-based learning, with extensive support from the Hull and East Yorkshire Hospitals' Home Ventilation Team Nurse Specialist. Stephen was determined to carry on as normal for as long as he could. His entrepreneurial spirit, borne from his passion for teaching through working with local councils and logistics, has seen Stephen develop a strong forklift certification business, which was founded in 1995.

Despite working from home, Stephen is still running the business in the Scunthorpe area, where he was born and has lived all his life.

Stephen said: "I spent most of my adult life in the T.A, which was formerly known as the Army Reserves. I spent 38 years there and got my HGV licence through it. It was there where my passion for teaching was born, and it's why I set up my business.

Stephen said: "Going home was a no-brainer for me. "I'm determined to get things done, on my own terms, in my own home, and Sure Healthcare has provided that opportunity for me.

"It's allowed me to ensure that my business continues, and I can pass it on to others in my own time – it has been my passion for the last 27 years and I wanted to make sure it was in good hands.

"The support I've had from the team at Sure Healthcare has given me the independence I need to be able to do that."



SURE HEALTHCARE TRAINING SCHOOL

With each new Complex Care team that we build, we deliver a bespoke training package tailored to each individual service user. In Stephen's example this meant developing an evidenced- based curriculum focused on his tracheostomy and home ventilation needs.

Our unique training room is a purpose-built facility that allows all Sure Healthcare staff to access high-quality training, devised in house by our Clinical Lead. We provide induction training, refresher training and tailored courses to meet client needs and can broadcast each session to our various offices across the UK where appropriate.

We have brought in specialist equipment that enables staff to receive practical training alongside the theoretical studies, giving them confidence when they go out 'into the field'.

Having a dedicated training manager enables us to always have our finger on the pulse when it comes to our clients needs, and we can ensure that staff are always confident in delivering the quality care.



OUR ACCESSIBLE VEHICLE FOR CLIENT USE



In our experience in providing 24 hour care and management of life limiting conditions such as MND, we have found some of our most rewarding work and support is giving our clients access to their local community. In doing so we have built up a fleet of wheelchair accessible vehicles.

Our adapted vehicle allows Sure Healthcare staff to take clients out and about, whether that's to appointments or simply for coffee and cake! The adapted interior allows for wheelchairs and any other equipment that a client may need to enable them to be away from their house for a period of time.

This vehicle adds another element of independence for clients, where they may previously have been unable to leave the house or found it incredibly difficult to do so, they now have the freedom to make journeys that were previously difficult or impossible.

“At Sure, we believe the best way to preserve life is to live, so by enabling our service users access to a dedicated transport solution we can help maintain some level of normality. Access to an outside environment not only helps our clients but brings exciting elements to our Complex Carers work.”



Will Draper

Director

✉ william.draper@sure-grp.co.uk



Lorna Doyle RGN,

Clinical Lead

✉ lorna.doyle@sure-healthcare.co.uk

REGIONAL HEADQUARTERS

- 📍 **HULL** - 01482 629797
- 📍 **LEEDS** - 0113 3502100
- 📍 **SCUNTHORPE** - 01724 898007
- 📍 **RUGBY** - 01788 296256
- 📍 **LONDON** - 0203 9244445
- 📍 **GOOLE** - 01405 497636

✉ info@sure-healthcare.co.uk

🌐 www.sure-healthcare.co.uk

CLOSING STATEMENT

We hope this document offers you some insight into the services that Sure Healthcare can provide. Whilst we have focussed on one individual within this literature, it reflects the flexibility and developing skillset of our wider team.

As Stephen's condition continues to deteriorate, his needs will evolve, but thanks to our training room and efficient programme devised by the Clinical Lead, our team is able to access training that will allow them to continue providing person-centred care.

This is indicative of our approach to all service users, and we pride ourselves on our capability and willingness to adapt to rapidly changing situations.

If you have any further questions or would like to discuss a bespoke package with Sure Healthcare, please contact a member of our management team using the details provided at the back of this document.

