# one call 24 healthcare



# A Specialist Provider of Person Centred Care

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## Our Services to Case Managers

One Call 24 Healthcare work closely and in partnership with Case Managers, Personal Injury Solicitors, Financial Deputies and private clients and welcome referrals from any of these sources.

One Call 24 Healthcare provide bespoke care packages to suit the individual needs of each client that we support. Whether they require complex nurse managed clinical care or reablement support to access the community in which they live our teams of support workers have the skills, experience and personality to meet your clients needs.

We recognise the importance of providing evidence-based care and how this is crucial to the litigation process which quite often is being undertaken in the background. Our support workers are trained to look for and record the small details that quite often are the first steps in providing our clients case manager and wider Multi-Disciplinary Team with the information they need to get the right treatments in place.

## A National Complex Care Provider

### Providing Care Packages across England, Scotland, Wales & Northern Ireland

## Fully Transparent Quotes

Upon submitting your referral you will receive a comprehensive quote covering all the elements of the required care package so that you can be confident that there will be no hidden costs as things move forwards.

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### Client Conditions We Support

- Acquired Brain Injury
- Traumatic Brain Injury
- Spinal Cord Injury
- Locked in syndrome
- Tracheostomy Care
- Full or partial ventilation
- Cerebral Palsy
- Life Limiting Conditions
- Complex Orthopedic Injuries
- Epilepsy & Seizure Monitoring

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## Care Solutions

Our Care packages can be made up of any of the following elements:

- Hourly Day Care

- Hourly Waking Night Care

- Sleeping Night Care

- Live in care

- Holiday enablement support

- 2:1 Double complex care support

- Support to attend University of college

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## Communication is key

At One Call 24 Healthcare we recognise that communication between our care coordinators, the client or their family, their case manager and the wider multi-disciplinary team is vital for achieving successful outcomes for clients. We will go the extra mile to keep all parties informed at every step of the way. Whether that be with updates on recruitment , rota management, or equipment and medication issues. As your clients Case Manager you will know exactly what is happening at all times.
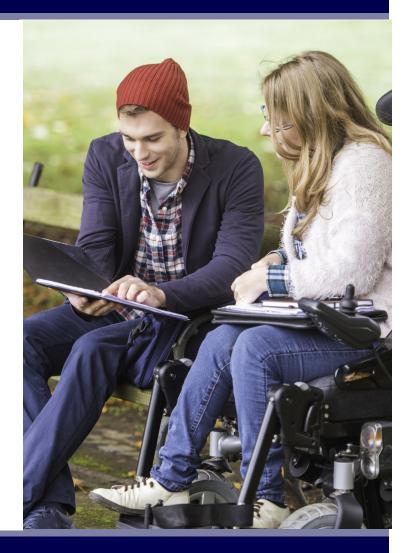
**one call 24 healthcare**

## Detailed Reporting

One Call 24 Healthcare's detailed reporting system will enable you to evidence why your client requires the care and support that is being provided. We do not just record what has happened on each shift but go into detail on the "how's" and the "why's". Documenting such things as levels or fatigue and changes in mood and behaviors enable you as a Case Manager to implement different strategies or involve alternative treating professionals in your clients rehabilitation journey. You will receive an electronic copy of your clients shift report at the end of each and every shift to ensure that you always have the most up to date information available.

**www.onecall24healthcare.co.uk**

## Our Referral Process

- Email cmclients@onecall24healthcare.co.uk or call 0333 22 11 22

- Give us as much information as you are able to provide about your client, their condition and the type of care package you require .

- We will provide you with a quote within 24 hours.

- If you are happy with the quote then just send us an email formally giving your instruction to commence recruitment.

- We will recruit specifically for your client based on their individual needs and their specific requirements.

- We will organize short meetings with potential staff to enable your client to choose their own support team.

- We will then put a detailed implementation plan in place.

# One Call 24 Healthcare

239 Old Marylebone Road,
London, NW1 5QT

Tel: 03333 22 11 22

Email : cmclients@onecall24healthcare.co.uk

Inspected and rated

Good

**CareQuality Commission**

**CareQuality Commission**