

Thank you for downloading our guide

Whether you are enquiring for yourself or a loved one we hope that you find the contents of this guide useful. In this guide you will find the following details.

1. [What is Complex Care](#)
2. [Care Choices for People with a Complex Care Need](#)
3. [Costs of Complex Care at Home](#)
4. [Benefits of Receiving Complex Care at Home](#)
5. [Funding Sources for Complex Care](#)
6. [NHS Healthcare Funding](#)
7. [Local Authority Social Care Funding](#)
8. [Personal Care Budget \(PCB\)](#)
9. [Steps for Choosing the Right care](#)
10. [Ocean Healthcare Complex Care](#)
11. [Contacting Us](#)
12. [Further information resources](#)

A little bit about us...

Ocean Healthcare provides a fully managed and regulated complex care (CQC) service for people at all stages of life, in their own homes who live in Devon, UK. Our professional care teams are nurse-led and supervised by experienced managers and nurses – 24 hours a day, 7 days a week.

Our care is truly person-centred so from the beginning we work with the person who needs the care, their family and their medical team to establish a bespoke care plan that covers all their healthcare needs. We also care for a person's well-being to facilitate independence, social interaction and emotional health which enables a person to fulfil their potential and lead a quality life.

If you would like to find out more about us then please do visit our website and book a discovery or call us on 01803 470025 and we would be happy to talk through your needs and how we may help.

What is Complex Care?

Complex care is the care of someone who has significant, continuing medical, behavioural or social needs or a combination of these. This type of care is for anyone of any age whether they were born with a condition or disability, have developed an illness as they have aged or acquired complex needs due to an injury.

Care choices for People with a Complex Care Need

Care for someone with a complex care need can be given in a hospital, nursing home or at home. The choice of what care would best suit someone varies depending upon their condition, whether their health or condition is generally stable and what informal care and support they can rely upon at home.

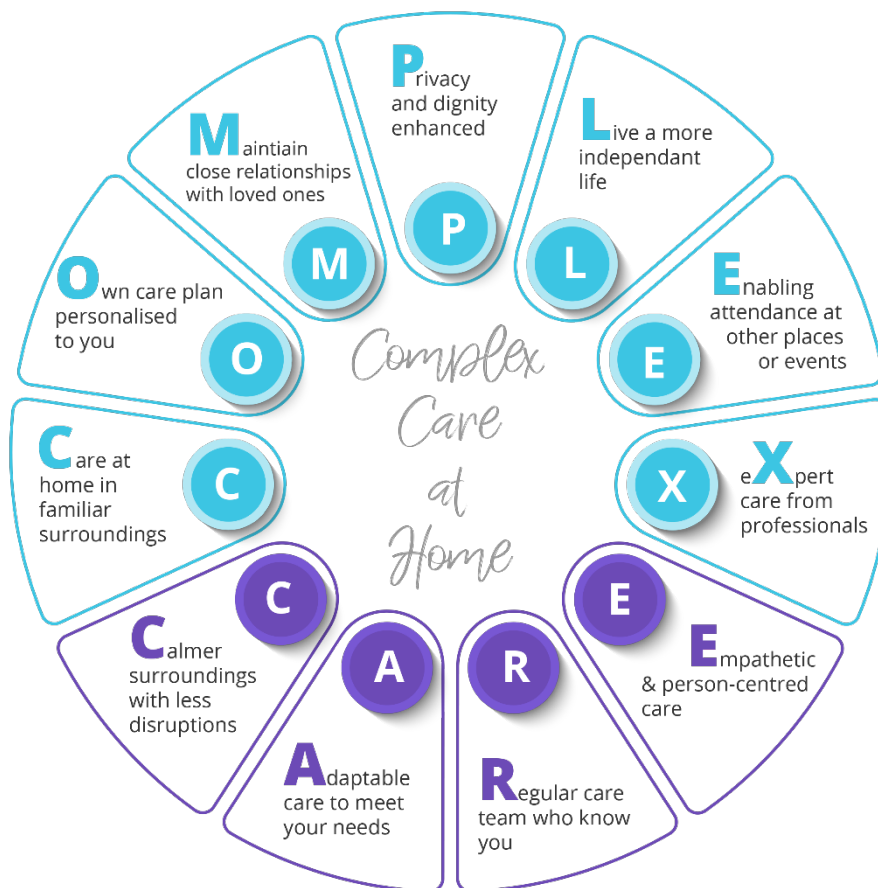
Care for someone at home, regardless of how much or how little they need is called 'Domiciliary' care. This kind of care covers all the services to support an individual in their own home. There are varying levels of domiciliary care from short 30 minutes visits to support someone with day-to-day household tasks and personal care through to 24-hour care for people who have more complex medical or health needs.

Costs of Complex Care at Home

The cost of full-time complex care at home but is comparable to the cost of someone living in a nursing or care home, but with all the benefits of staying in the familiarity, safety and comfort of your own home.



The benefits of receiving Complex Care at home



Funding Sources for Complex Care

Getting funding for you or your loved is very important. In the UK, care for those who have an identified complex healthcare need it is free of charge.

- **‘NHS Continuing Healthcare’ (CHC) funding is for adults.**
‘NHS Continuing Care Package’ is available for children and young people up to the age of 18. With both of these the NHS may cover some costs to provide complex care for medical or healthcare needs subject to an assessment and meeting their eligibility requirements.
- **Local authority funding** – your local authority may pay for all or some personal and social care. This is subject to a free means test.
- **Self-funding or private funding** - the person being cared for, their family or a third-party (ie Insurance firm) pays for all or most of the costs for the care.

NHS Healthcare Funding

In order to get funding each individual needs to be assessed as eligible. Assessments are requested by a persons' medical team and are then arranged through the regional Clinical Commissioning Groups (CCG's). To find out more talk to the medical team caring for the person.



Local Authority Social Care Funding?

If you need help with day-to-day tasks at home, your local council may be able to help you pay for care. However, this kind of social care funding is not free for everyone. It is assessed by means test taking into consideration your finances to see whether you need assistance from the local authority or whether you can pay for all, or part, of your care yourself.

In some cases, people may receive funding from both the NHS and their local authority. If all, or some funding is agreed with the NHS and / or local authority an individual receives a 'Personal Care Budget (PCB).

Personal Care Budgets (PCB)

Once funding is agreed PCBs can be managed by your local authority, by a third party or by you. Using your PCB there are 3 different ways you can take it:

1. As a direct payment to you.
2. Is an account managed by a local authority or third party, they arrange the care you require but you specific how they spend it.
3. Paid directly to a care provider or organisation.

You can also opt to have a mixed package which is a combination of the arranged care through the local authority and you having direct payments so you can be more flexible with you support and care.

Steps for Choosing the Right Care



Ocean Healthcare Complex Care

We are trusted by our clients, their families and loved-ones, commissioning groups and case managers to provide the highest quality care to generations of people from;

- Babies and infants requiring paediatric care
- Children with a learning disability
- Young people who have physical disabilities
- Adults who have had a life-changing accident
- And older people who are living with neurological conditions such as dementia.

We provide nurse-led clinical interventions including respiratory and airway support, such as tracheostomy management, feeding support including PEG feeding and stoma and catheter care.

Our team provide specialist care of neurological conditions such as dementia, Parkinson's or Motor Neurone disease as well as physical disabilities such as Muscular Dystrophy and Cerebral Palsy. We also have palliative and end of life ambassadors for those who are nearing the end of their life's journey.

All our carers are handpicked, and go through a rigorous interview process to ensure they have the right qualifications, skills and competencies. Once they join us, they continually receiving training and are updated on best practice to ensure they work to the highest standards.

Contacting Us

If you are looking for care for yourself or a loved one who is living or will be living in Devon please book a discovery call via our website or contact us at:

Ocean Healthcare Complex Care, 45 Devon Square, Newton Abbot, Devon, TQ12 2HH

Email: care@oceanhealthcare.co.uk or call us on 01803 470025

Further Information Resources:

- [NHS Choices:](#)
- [Care Quality Commission](#)
- [United Kingdom Homecare Association](#)

There are many organisations who represent different kinds of complex care needs who are also useful sources of information.