

About Us

Abilities Enabled
Professional Care

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Who we are

We are a CQC-regulated, premier care provider, and provide at-home TDDI Nursing, Complex Care and Mental Health services for all ages.

Backed by a multi-disciplinary team with expertise in nursing, care, executive search, and management consulting, we want to transform and maximise the care experience to suit the user's lifestyle and goals.

We work with...



Nursing & Complex Care at home

We provide 24/7 TDDI nursing or nurse-led complex care at home for all ages

Regulated by the CQC and backed by a team of specialists of varying backgrounds, we deliver a service that is tailored to every individual.

We support

- ✓ Brain and spinal cord injuries
- ✓ Tracheostomy and ventilator care
- ✓ Gastrostomy and catheter care
- ✓ Neurological rehabilitation
- ✓ Challenging behaviour, ASD and mental health



Our Approach to Transforming Care

The Challenge

Working with the care community, we learned that there was a need for high quality care. Carers were unreliable and often didn't show up, some carers didn't speak the language of the user, packages were generic, outcomes monitored weren't tailored, and families were often left frustrated.

We tailor the care experience to the user

What you can expect from us:

A team and care plan curated to the user's needs

- We match each carer and/or nurse to the care user based on several factors including personality and competencies
- We collaborate with the user's multidisciplinary team of therapists and doctors to tailor metrics for health goals and outcomes, and incorporate this into a custom care plan

Nurse-led clinical oversight for governance, training and planning

- Each package has a Nurse Clinical Lead who manages the care plan, and monitors care notes in near-real-time via our care app and eMAR system
- The Clinical Lead also oversees training and ensures every member of the care team receives requisite training on an ongoing basis

Continuous support and relationship management

- All our staff are measured and incentivised to be punctual and stay for the entirety of their shifts, so the care user always has someone to rely on
 - Each package also has a single point of contact, the Relationship Manager, who works with the user and their family to ensure care delivery runs smoothly
 - This includes coordinating and forecasting rotas quarterly to account for holidays, ensuring on-call support, and managing capacity to ensure the user receives the highest quality and continuity of care
-

How we support our partners in care: Case Managers & Law Firms

We provide comprehensive care that promotes client independence and aids in their rehabilitation journey, while providing the necessary documentation to support legal proceedings

Court of Protection & Litigation Support

We work in close collaboration with case managers and law firms as a key part of the client's support network. We provide:

- ✓ Real-time access to care logs, monthly download of all care logs and key metrics/outcomes for each service user
- ✓ Monthly care analyses and improvements on outcomes
- ✓ Expert witness testimony
- ✓ Regulatory compliance with the CQC
- ✓ Support with setting up an MDT to enable client needs

Assessment & Care Planning

Our care plans and assessments are designed to be person-centered and meet the immediate and long-term needs of our clients. All our care plans are dynamic and reviewed, at minimum, once a month, to be adapted as the client's condition or legal situation changes.

We provide:

- ✓ Detailed assessments for clinical and care needs
- ✓ Complete nurse-led clinical oversight and management of care plans

End-to-end Management of Care Delivery

- ✓ Providing a consistent, high-quality care service that supports the client during the legal process
- ✓ End-to-end management of care delivery including
 - ✓ Training
 - ✓ Rota management,
 - ✓ Recruitment,
 - ✓ Care planning,
 - ✓ Holidays forecasting etc.

How we measure our performance

As a CQC-regulated business, we take our performance measures seriously to ensure a consistently high quality in the care experience for our clients and employees

Reliability of Care

Are clients satisfied that they always have someone to rely on?

- % of shifts on-time
- % shifts where staff stay for the entire duration
- # shifts covered at the last minute/ in case of emergencies
- Quarterly customer feedback

Quality of the Care Experience

How do we ensure consistent quality in safety, care, effectiveness, responsiveness and governance?

- CSAT survey on safety, care quality, responsiveness, governance and effectiveness
- Frequency of staff training
- Updates to staff training

Improvement in Outcomes

*Is there an improvement in the care user's quality of life?
Do families feel they can get their own lives back?*

- % of increase in visits out of the house or % of increase in engagement in leisure activities
- Reduction in reliance on family for care
- Tailored for user – clinical outcomes; e.g. reduction in # of hospital visits
- Tailored for user – non-clinical outcomes

Employee Experience

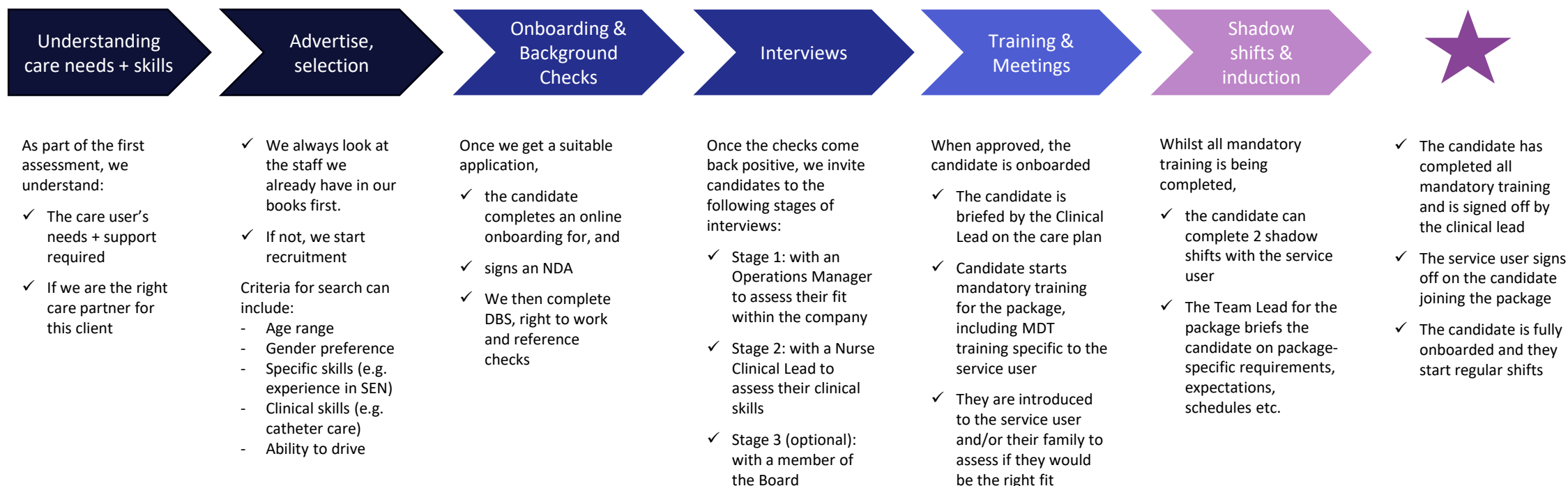
*How do we ensure our colleagues feel like they belong?
How do we ensure retention?*

- Competitive pay
- Performance-based financial rewards
- Employee satisfaction surveys and continuous feedback
- Investment in career progression and opportunities
- Continuous training and upskilling
- Investment in employee wellbeing

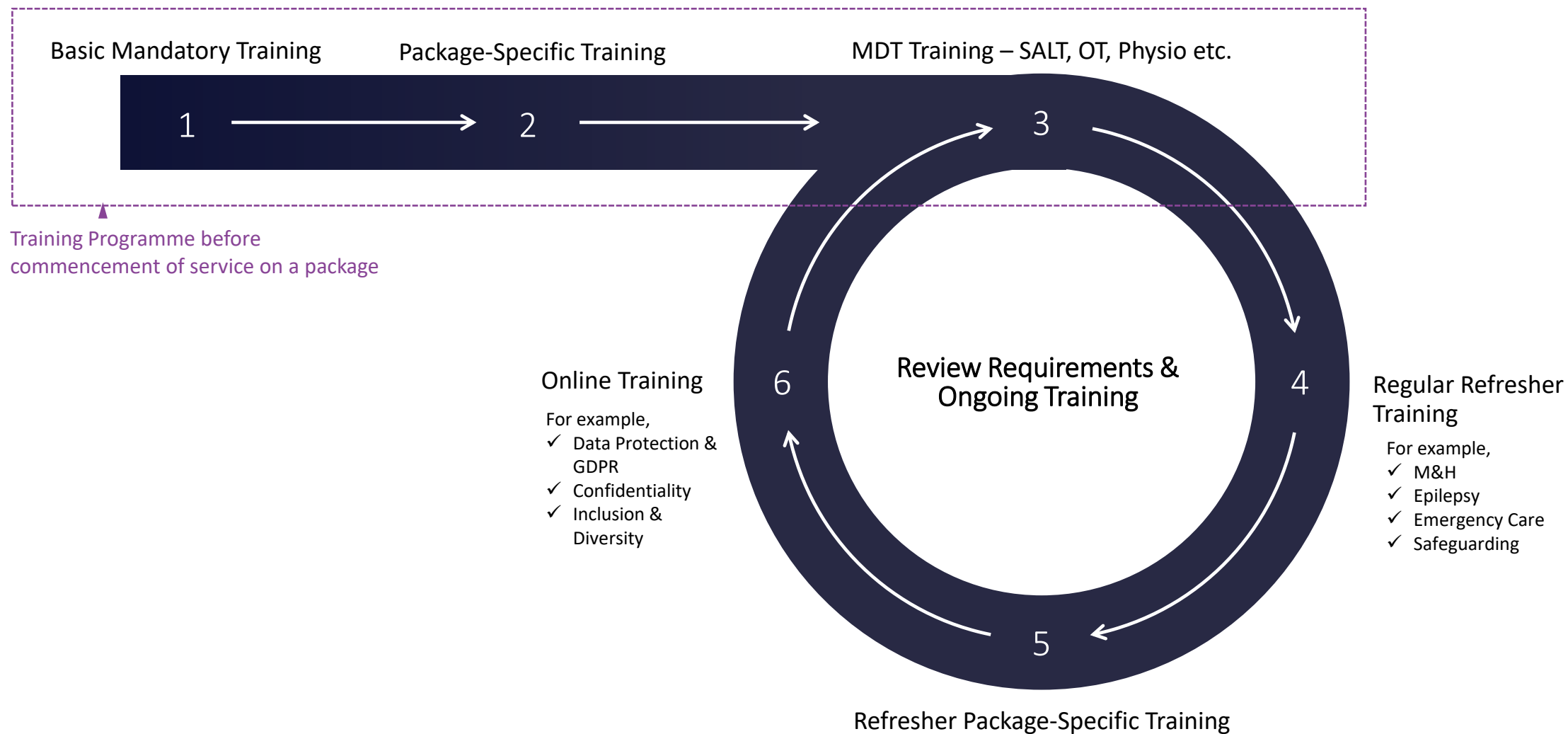


How we recruit & onboard staff

*Our CEO has a background in executive search for Fortune 500s, and we have adapted these principles in our selection and recruitment process for at-home care. This entire process can take anywhere from **4 days to 2 weeks**, depending on the service user's needs*



How we train our teams



Value delivered to the care experience

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99%

Carers arrive on time,
every time, and stay for
the entirety of their shifts

3x

Increase in visits out of
the house, including
travel to different cities

72%

Reduction in
“clarification” calls from
care users and families
since joining AE

100%

Increase in satisfaction on
the care experience
through positive feedback

Case Studies

Complex Care Client 1

Profile: Male, aged 32, severe autism and cerebral palsy requiring complex care since birth

Care requirements: 2:1 care, 24/7. Hydrotherapy twice a week

Preferences: No preference on gender for carers, prefers older carers – aged 40+, likes discussing classic British movies and comic books, does not enjoy sports

Outcomes since joining AE:

- Improvement in number of visits outside the house from none to 3x a week, including trips to different cities
- Had his first international holiday supported by us
- Parents and carers indicate an improvement in mood and overall well-being

Feedback from client:

"The biggest difference I've seen is a quick response from carers and AE's decision-makers, rather than having to wait weeks for an answer to a question like with my previous provider"

Complex Care Client 2

Profile: Female, aged 27, profound multiple learning disabilities, drug-resistant epilepsy and requires emergency rescue medication and a PEG

Care requirements: 2:1 care, 3 days a week, no nights. Largely supported by family members including 2 brothers.

Preferences: Female carers preferred to maintain dignity and privacy, enjoys sitting outside in the sun in her buggy, likes listening to stories about animals

Outcomes since joining AE:

- Reduction in number of hospital visits due to respiratory arrest: currently none, compared to at least 2 a month previously
- Decreased reliance on family and other stakeholders, including enabling her brother to not be involved in her personal care

Feedback from client's mother:

"If I had 10 stars to give, I would. I'm so grateful and feel like you have been here forever."

Getting Started

1

You contact us to discuss your requirements

We are often contacted either directly by care users and their families, or representatives such as case managers and/or lawyers

2

We assess the care requirements and present a plan to review

We have an in-person or video call assessment

- ✓ If we are the right care partner for the client and family
- ✓ Conduct a clinical & care needs assessment
- ✓ Identify what the client/family are looking for in terms of HCAs or nurses

3

Once approved, we provide terms of the care package, and introduce the care team

Terms of the package will include information on:

- Our process to plan around family events and holidays
- Our process to integrate external services
- How we can help transition from a current provider, if relevant

4

Once the contract has been signed, we start service

We arrange a kick-off workshop with key stakeholders and staff to align on desired outcomes for the care user and ensure all mandatory training, shadow shifts and competencies are completed.

As part of ongoing service, we provide regular reviews and governance, and ensure consistent contact with all stakeholders to ensure all concerns are addressed as quickly as possible

Get in Touch

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