

# Introduction

Abilities Enabled  
Professional Care

# Contents

This pack contains information about us and the services we provide.

1. Who we are
2. Our Services
3. Our Approach to Transforming Care
4. Value Delivered to the Care Experience
5. Case Studies
6. Getting Started
7. Get in Touch

# Who we are

We are a CQC-regulated, premier care provider, and provide at-home 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...



# Our Services

---

## Complex Care

We provide TDDI/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.

### Other at-home care services:

- Private Nursing
- Live-in care
- Palliative Care
- Post-Operative Care
- Holiday & Respite Care

## Care Planning & Management

We help care users and their families independently audit their care package, update their care plans and coordinate with their healthcare stakeholders to ensure the highest quality of care is delivered.

## Concierge Services

We enhance the care experience by simplifying and navigating the complexity around care. We offer support with administrative tasks, interpreting regulations, and connecting with various healthcare and legal professionals if required. These add-on services can be customised to the individual and their family.

# 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 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

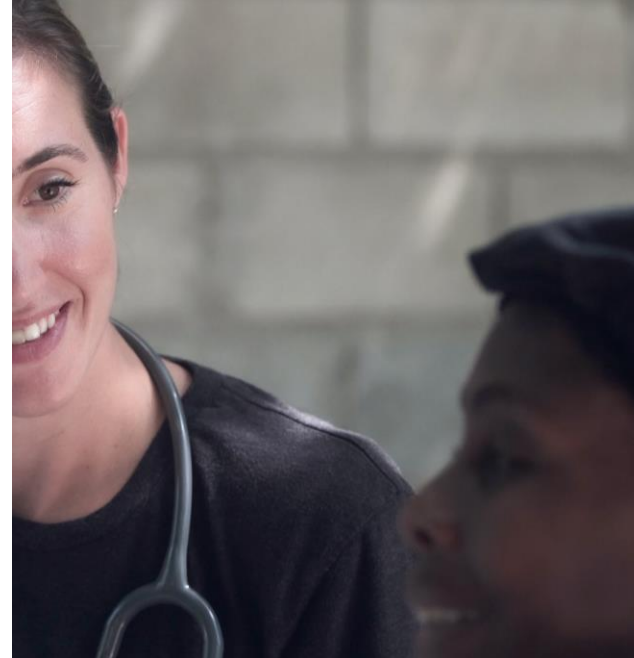
## Employee Experience

*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



# Value delivered to the care experience



Abilities Enabled  
Professional Care

## 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 assess care requirements holistically to see if it is suited for the user. At this stage, if we deem necessary to modify care provisions to meet user safety, we would be happy to coordinate with various stakeholders and agencies

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



**James Davies**

CEO and Founder

[Jd@AbilitiesEnabled.co.uk](mailto:Jd@AbilitiesEnabled.co.uk)



**Sneha Shankar**

Director

[Sneha@AbilitiesEnabled.co.uk](mailto:Sneha@AbilitiesEnabled.co.uk)



**Ed Faulkner**

Recruitment & Training

[Ed@AbilitiesEnabled.co.uk](mailto:Ed@AbilitiesEnabled.co.uk)



**Vicky Myers**

Registered Manager

[Vicky@AbilitiesEnabled.co.uk](mailto:Vicky@AbilitiesEnabled.co.uk)



**Cheryl Birch**

Care Delivery

[Cheryl@AbilitiesEnabled.co.uk](mailto:Cheryl@AbilitiesEnabled.co.uk)

## General

[enquiries@AbilitiesEnabled.co.uk](mailto:enquiries@AbilitiesEnabled.co.uk)  
[AbilitiesEnabled.co.uk](http://AbilitiesEnabled.co.uk)

## London

0203 005 3827  
CityPoint, London EC2Y 9AQ

## Midlands

01785 904 077  
10 Pearl House, Stafford ST18 0GB

# Abilities Enabled

Professional Care