

Specialist Nurse-Led Complex Care

Graded **'Excellent'** by the Care Inspectorate



Our mission is simple but powerful:
to provide expert, nurse-led complex care
for people with advanced clinical needs,
supporting safe, dignified living at home.

Our nurse-led service

Our dual Care Inspectorate registrations for Care at Home provision and Nursing Agency services enable us to offer a comprehensive range of high quality, complex care and support services:

- ✓ **Airway & Respiratory Care (invasive and non-invasive ventilation)**
- ✓ **Spinal Injuries**
- ✓ **Brain Injuries**
- ✓ **Neurological Conditions**
- ✓ **Learning Disabilities and Autism**
- ✓ **Transition Service**

Our nurse-led complex care service provides each patient with a dedicated clinical expert who coordinates care, monitors health and intervenes early. We liaise with GPs, specialists and community services to deliver seamless, person-centred care, keeping patients safe, well and supported at home.

Our proactive approach reduces hospital admissions, improves quality of life and eases pressure on families and healthcare systems. With our service, patients gain a trusted advocate and families gain peace of mind as Hamill Homecare delivers high-quality, clinical care for those who need it most.



The service Hamill Homecare provides is second to none. In my opinion, this company should be used as a model for all care companies.”

NHS Complex Care
Team Lead



Our Complex Care Services

✓ Core Clinical Skills

- Comprehensive assessment & care planning
- Long-term condition management
- Symptom control & escalation recognition
- Medication administration (oral, PEG, subcutaneous)

✓ Respiratory Care

- Tracheostomy care & suctioning
- Non-invasive ventilation (NIV)
- Oxygen therapy
- Secretion management
- Chest physiotherapy

✓ Neurological & Disability Care

- Care of patients with progressive neurological conditions
- Seizure recognition & management
- Spasticity management
- Pressure area care & positioning

✓ Enteral Nutritional Support

- PEG/RIG/NJ/ gastrostomy care
- Enteral feeding pumps
- Aspiration risk management

✓ Continence & Renal Care

- Catheter care (urethral & suprapubic)
- Bowel management programmes
- Stoma care

✓ Complex Medication & Devices

- Syringe drivers
- Intrathecal pumps (care & monitoring)
- Central venous access device care

✓ Palliative & End of Life Care

- Symptom management at end of life
- Advance care planning
- Care of patients with rapidly deteriorating condition

✓ Family-Centred & Community Care

- Education of patients & carers
- Multidisciplinary Team (MDT) working
- Care coordination & escalation

To find out more
about our Complex
Care Services

Scan here:



Complex Care Conditions

✓ Motor Neurone Disease

✓ Multiple Sclerosis

✓ Parkinson's Disease

✓ Huntington's Disease

✓ Cerebral Palsy



✓ Spinal Cord Injury

✓ Muscular Dystrophy

✓ Myasthenia Gravis

✓ Multiple System Atrophy

✓ Catheter, Stoma and Bowel Care

✓ Rare Genetic Disorders



Meet Josie

Complex Care Lead

As a Complex Care Nurse specialising in the management of adults with medically complex needs, I possess substantial expertise in supporting clients who require advanced respiratory care, including non-invasive ventilation and tracheostomy management. I am also skilled in providing tailored care for autistic clients, adapting my approach to address sensory, communication and behavioural needs in a composed and structured manner.

My professional experience encompasses the delivery of specialist nursing care to individuals with complex neurological conditions, including Multiple Sclerosis (MS), Cerebral Palsy, Motor Neurone Disease (MND), Duchenne Muscular Dystrophy (DMD) and other forms of muscular dystrophy. I have extensive experience managing long-term, progressive conditions, coordinating multidisciplinary care and supporting patients and families to optimise quality of life.

20+
Years

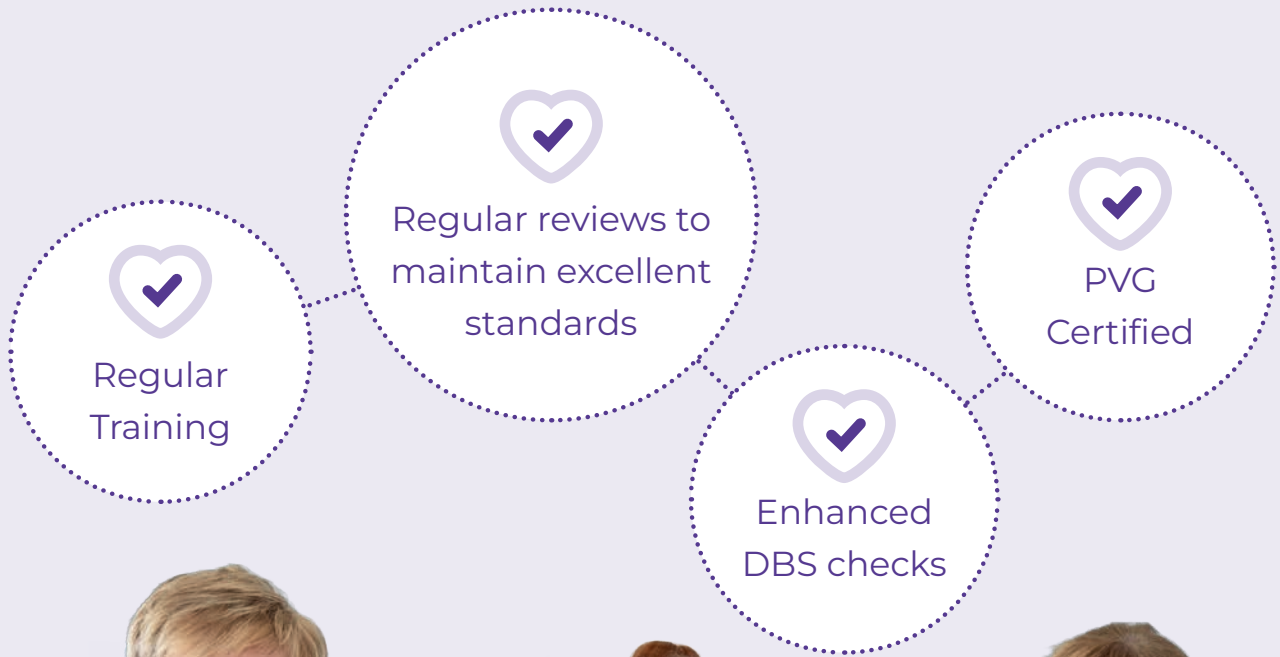


“As a Complex Care Nurse, my mission is to provide expert, person-centred nursing care for individuals with complex health needs while leading, supporting and developing high-quality services. I am committed to clinical excellence, multidisciplinary collaboration and continuous improvement to ensure safe, effective and compassionate care.”

Josie Rooney

Our Complex Care Team

Our small, dedicated team of complex care carers delivers high-quality, person-centred care and is fully supported through regular supervision and ongoing competency assessments led by the Lead Complex Care Nurse.



Rated '**Excellent**' by
the Care Inspectorate



Meet Steven

Steven is a 36-year-old man who describes himself as a Manchester United Supporter with a questionable taste in music. He was born with Duchenne Muscular Dystrophy (DMD), a muscle wasting disease that causes progressive muscle weakness.

Hamill Homecare's Complex Care Lead, Josie, worked in partnership with Steven's family and NHS commissioners to structure an appropriate package of care for Steven.

Josie built a core team of specialist carers around Steven ensuring continuity and building trust, enabling the team to fully understand his needs and desired outcomes, providing the highest quality care.

“The team don't just care for Steven, they genuinely care *about* him. Having such highly skilled, nurse-led support around him every day gives us complete peace of mind. They've become part of our family.”

Steven's Mum & Dad



Meet Jill

Jill is a vibrant and determined client living with Type 1 Diabetes, Multiple Sclerosis, Epilepsy and an acquired Brain Injury. Despite her complex health needs, she has always embraced an active lifestyle and continues to exercise twice daily, keeping her body and mind strong.

Jill has a deep passion for music and loves nothing more than a good sing-along at 4 am with her dedicated care team. She has also discovered a new love for playing musical instruments, especially shaking her maracas, always followed by a well deserved nap!

Since 2017, Hamill Homecare has supported Jill overnight, adapting her care package as her needs have evolved. She has her own specialist trained team, ensuring continuity, consistency and a personalised approach to her care.

Care Pathway

01

Referral Received

A request for specialist complex care at home is received and acknowledged.

02

Home Assessment

Our Complex Care Lead, Josie, completes a full assessment of physical, emotional & social needs.

03

Care Plan Created

A comprehensive care plan & risk assessment are developed together with the client, family & advocate.

04

Collaborative Working

We liaise with the wider health & social care team to ensure seamless support.

05

Specialist Training

Josie delivers tailored training to the care team, specific to each individual's needs.

06

Team Orientation

Carers are introduced, oriented and competency-assessed before care begins.

07

Care Delivery

Care is delivered at home, with Josie involved at all critical stages.

08

Supervision & Delegation

Nurse-led supervision ensures safe delivery of complex tasks with ongoing support.

09

Evaluation & Review

We continuously review outcomes with the client, family & healthcare partners to adapt care as needs change.

Technology-Enabled Care

Our in-home digital care system keeps everyone connected and informed. From live eMAR and clinical task tracking to real-time call monitoring, we maintain complete oversight of care delivery. With 24-hour, on-call coordination and senior medical oversight, our integrated governance dashboards and digital audit tools guarantee that the highest clinical standards are met, every visit.



Comprehensive Training

Our care team is highly trained to support complex needs, including tracheostomy and airway management, epilepsy care, ventilation, enteral feeding and specialist support for learning disabilities, autism, brain injury, behaviours that challenge and palliative care. Using advanced technology, specialist training and a nurse-led approach, we deliver personalised care packages that enhance quality of life, promote independence and give families confidence and peace of mind.

Areas We Cover

With offices in both Stirling and Glasgow, we're ideally placed to support clients across Stirlingshire, Falkirk, Clackmannanshire, East Dunbartonshire, Glasgow and East Renfrewshire.



Funding

Our complex care services are privately funded, either by our client, their representatives directly or supported by a Local Authority or NHS. The cost of required care and support is based upon a comprehensive Care Assessment which is shared and discussed with our client, their family and authorised professionals who are concerned about their welfare.

Key Actions for Accessing Funding

Assessment:

The first step is to ask a GP, social worker or district nurse for an initial screening for complex needs.

Partnership Approach

Care is often coordinated through a multi disciplinary team, which may include nurses, social workers and other professionals.



Speak to one of our team today

0141 221 2826



If you would like to speak to a member of our team, please get in touch today via our website hamillhomecare.co.uk or scan here:



Office Hours: 9am - 5pm Monday to Friday

 **Glasgow Office:** 0141 221 2826

 **Stirling Office:** 01786 583472

 enquiries@hamillhomecare.co.uk

 complexcare@hamillhomecare.co.uk



hamillhomecare.co.uk

