aspire
care | support | independence at home

Established 2000









A guide for professionals

Ability-focused complex care at home

Nurse-led, and built around your client and your case

CQC Regulated by Care Quality Commission

Care Quality Commission

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WELCOME AND PARTNERSHIP PROMISE

Trusted care delivered with dignity, for more than twenty-five years

The right care package is about more than meeting today's needs. It requires careful planning, transparency and the flexibility to respond as circumstances change.

At Aspire UK, we work in partnership with case managers and legal teams, integrating seamlessly with your wider team. Through open communication, robust documentation and person-centred care, we help deliver outcomes that are safe, sustainable and fully evidenced.



Specialist complex care at home

A dedicated complex care service, built on more than two decades of experience in care at home. Our clients live with independence and dignity, whatever the level of clinical need.



Nurse-led oversight

Every care package is assessed, trained and overseen by a registered nurse, with senior clinical supervision and governance above that.



An extension of your team

We work in step with case management and legal professionals, sharing information openly at every stage.



Local presence, wider reach

The same standard of care, governance and reporting, wherever your client is based.

Aspire UK at a glance

- **Established 2000** | More than twenty-five years delivering care at home
- **Nurse-led model** | Registered nurse oversight, including clinical supervision
- **Regulated Services** | Regulated by Care Quality Commission CQC
- **Client-specific Training** | Built around each individual's needs

The cases you manage

Every case comes with its own demands: timelines to meet, funding to justify, and a client who needs care that works from day one. We work alongside case management and litigation processes every day, so these pressures are familiar to us too.

- Limited specialist care availability delaying discharge from hospital or a rehabilitation unit
- Sourcing responsive providers with genuine complex and clinical expertise
- Fragmented interim care that puts stability at risk
- Balancing cost efficiency with high, defensible standards of care
- Maintaining continuity with a trusted, consistent team
- Producing evidence and outcome reporting that holds up for funding and litigation

We understand case management and litigation processes, so our support is built around solving exactly these challenges.

What to expect with Aspire UK

Each of the pressures set out above has a specific, established response at Aspire.

Your challenge	Our response	Your benefit
Delayed discharge from hospital or a rehabilitation unit	Rapid & Responsive mobilisation of a tailored complex care package, with client-specific training completed before care begins.	A faster, safer discharge that helps reduce interim risk, with demonstrable diligence for our partners and funders
Sourcing genuine complex expertise	Registered nurse oversight of every package, with client-specific training for each condition and each individual.	Confidence that your client's clinical needs are met safely and to a consistent standard.
Fragmented interim care	Carefully matched, consistent care team, led by an experienced leadership team.	A single accountable provider and better stability for the client.
Cost pressure versus quality	Transparent costings that deliver value for money, with quality and outcome-focused goals for the individual, reviewed as needs change.	Clear, defensible cost evidence and fewer funding disputes.
Weak outcome and evidence reporting	Rigorous daily records, incident and behaviour charts, clinical charts, and structured evidence packs with regular updates for all stakeholders.	Court-ready documentation that strengthens the case and the client's funding position.

Why partners choose Aspire UK

Complex care in a litigation or case-managed context asks more of a provider than care alone. These are the strengths our partners rely on most.

Evidencing for litigation and funding

Meticulous records and structured evidence packs that support deputies, funders and the courts.

Nurse-led clinical oversight

Registered nurse leadership, with clinical governance and supervision throughout.

Rapid & Responsive mobilisation without compromising quality

Complex care packages established quickly following referral or hospital discharge. We provide a responsive service with safe, structured implementation from day one.

Client-specific training

No two clients are the same, and neither is our training. Our registered nurses create client-specific training programmes with client-specific, nurse-observed competency sign-offs that equip our care staff with the knowledge and confidence they need before they begin supporting an individual.

Multidisciplinary integration

Working alongside therapists, clinical specialists, the NHS and charities as one team.

A family approach

Honest, grounded support for the whole family, focused on their loved one's ability and quality of life.



CASE STUDY 1

Coming home and living life after severe brain injury



Client story

Evidences complex rehabilitation over time, genuine partnership with the family, and a can-do approach to independence.

Profile

A man supported at home following a severe acquired brain injury sustained in a road traffic accident in 2017, after many years in hospital and residential rehabilitation.

The referral

Mark was involved in a road traffic accident in 2017. He spent many years in hospital and in a residential rehabilitation home before eventually returning to his own home. His family chose Aspire UK on the strength of a recommendation. Mark lives with the lasting effects of a severe brain injury, including day-to-day challenges that affect his safety, his anxiety and, at times, his behaviour.

Our response

Aspire UK built a dedicated team around Mark who took the time to get to know him, to understand his injury and its impact on his daily life. The team put strategies in place to keep him safe, reduce his anxiety and prevent behaviour that could harm him or others. They encouraged him to eat and drink orally rather than rely on his PEG, and supported his wider independence, always led by the family's wishes and by what Mark himself wanted.

Outcome

- PEG removed, with GP agreement, after carers supported him back to eating and drinking orally
- Now eats three meals a day with support, and is kept well hydrated
- Strategies in place that keep him safe and reduce his anxiety and distress
- Able to direct his own care, choosing what he wears, what he drinks and when he goes to bed
- Supported to join family life, including attending his daughter's wedding and his brother's wedding

PEG removed, eating orally again	**Directing his own daily choices**	**Back at family occasions**

"Aspire UK put Mark first. This may never have happened without their approach: it is can do, not cannot do. We cannot recommend them highly enough."

Mark's father



I have had the pleasure of working closely with Aspire UK in supporting several of my most complex brain injury clients. The care staff genuinely care about the individuals they support and are committed not only to ensuring a high quality of life but also to maximising each client's recovery potential.

As a Neuro-Physiotherapist, I am reassured that rehabilitation does not stop the moment I walk out of the door. The care plans and support provided by the team are all focused on creating an environment that promotes recovery and independence. Aspire UK is a highly responsive organisation that consistently delivers high-quality care. I work alongside many care providers, but if I were looking for care for one of my own family members, Aspire UK would be my first choice.



Sally Chaffey

Clinical Specialist Neuro-Physiotherapist

Our areas of specialism

Our care starts with the individual. By combining a person-centred approach with specialist expertise, we support clients living with a wide range of complex conditions.



Enteral Feeding



Spinal Cord Injury



Polytrauma



Acquired and Traumatic Brain Injury



Complex physical and neurological needs



Stoma, Bowel and Catheter Care



Airway Management including Tracheostomy, Ventilation Care, Tracheal Suction, and Cough Assistance - working along with the Physiotherapists



Seizures & Epilepsy



Nippy and NIPPV (Non-Invasive Positive Pressure Ventilation) - working alongside your ventilation management team.

Where a client's needs fall outside this list, we will say so and help identify a more suitable provider.

CASE STUDY 2

Continuity and complex clinical care



Client story

Evidences sourcing a provider that lasts, safe management of high clinical need, and quality of life.

Profile

A man supported with 24-hour care following a spinal cord injury, with complex respiratory and nutritional needs.

The referral

Viney had received care for many years from several providers, but his family had often been disappointed with how his care was managed. His mother found Aspire UK and arranged a meeting. Following a spinal cord injury, Viney is unable to weight bear, walk or use his arms and hands. He has respiratory problems requiring a ventilation machine, and needs 24-hour support he can trust completely.

Our response

Care began after an assessment with Viney and his family. Aspire UK built a dedicated team around him, and never introduces a new carer without first having them shadow an experienced member of the team. The team manages his ventilation and responds quickly whenever he is unwell. When Viney moved to PEG feeding, following a decision with his hospital consultant and family, the team took on his feeding regime, fluids and medication. Carers were matched for language, speaking both English and Gujarati, and for shared interests.

Outcome

- 24-hour, ventilation-supported care sustained by a consistent and trusted team
- Safe transition to, and daily management of, PEG feeding, hydration and medication
- Continuity protected: no new carer works unsupervised until they have shadowed the team
- Cultural, religious and language needs respected, with quality of life through shared interests

Continuity restored after several providers	**Ventilation and PEG managed safely at home**	**Language and cultural matching**

"From our very first meeting, I felt confident that Aspire UK would provide the safe, quality care I needed. My carers know me extremely well."

Viney, supported by Aspire UK



I have had the pleasure of working alongside Aspire UK over the last two years. They have been supporting one of my case management clients following their transition home following a period of time in a rehabilitation facility.

The process to achieve this outcome was fully supported by the team at Aspire and they were available to support and understand the needs of my client. The team were willing to learn new information, and they have provided my client with an excellent team of support staff who themselves have embraced working with my client who has a brain injury.

The management have been very supportive, responsive and caring to the needs of my client and their staff team. They are always adopting a person-centred and inclusive approach and fully inform the case manager at every step.

I would not hesitate to work alongside Aspire in another capacity.



Nicola Ewell RGN

Senior Clinical Case Manager/Safeguarding Lead/Registered Manager

TBL · Expert Witness · Case Management · Rehabilitation Services



The Aspire UK process, referral to review

1

Referral

Share your client's details and care needs with our team.

2

Assessment

A thorough assessment establishes condition, routine and preferences.

3

Care planning

A care plan is built around your client's needs and goals.

4

Matching

Carers are matched to the client, and client-specific training is completed.

5

Mobilisation

Your client is introduced to their care team as care begins.

6

Review and reporting

Care is reviewed and adapted, with progress documented throughout.

You and your team are kept informed at every stage.

CASE STUDY 3

A flexible, two-carer package for profound and complex needs



Client story

Evidences flexibility, safe two-carer support for high clinical risk, and quality of life for a person other providers could not sustain.

Profile

A woman of 36 with Rett syndrome and treatment-resistant epilepsy. She is non-verbal, uses a wheelchair, and needs two carers and significant support with all daily living.

The referral

Hazel had been supported by several providers, but because she safely requires two carers, they had struggled to meet that requirement consistently, and she was often let down. After the pandemic, her family looked for a provider that could keep her living safely at home with dignity and as much independence as possible. They found Aspire UK through their own research, available reports, and by speaking with someone previously involved in Hazel's care.

Our response

Aspire UK provides consistent two-carer support for all of Hazel's personal care and daily living. The team manages the complexity of her seizures and the significant choking risk associated with feeding, supports medication concordance, and has taken the time to learn her unique methods of communication. They support her mobility and activity through swimming and wheelchair aerobics, which matter greatly given inconsistent access to NHS physiotherapy, and they help her take part in her community. On days when seizures or illness keep her at home, the team makes those quieter days meaningful, reading, singing and spending time with her.

Outcome

- Remains living safely at home with her family, where other providers had let her down
- Consistent two-carer support that safely manages her seizures and choking risk
- Carers who have learned her unique communication, understanding her wishes and preferences
- Independent mobility and activity maintained through swimming and wheelchair aerobics
- Respite that sustains the whole family

Safely at home with family	Consistent two-carer support	Her communication understood

"The care team provide Hazel with much more than practical care. They provide dignity, companionship, understanding and humanity."

Hazel's father



I have in recent times been involved with two people with significant and complex difficulties as a result of brain injuries with whom Aspire have provided the care input. It has been my experience that their staff are dedicated, conscientious and proactive. They are able not only to care at a high level, but to enable, and are mindful of wider family perspectives and needs.

I have found the staff to be well managed by supportive, empathetic managers, who endeavour to ensure their staff are trained in general approaches and also to tailor training and the approaches used to each individual's needs. Moreover, I have found both management and staff open to sharing their experiences to assist the work of the wider treatment team and open to learning new approaches.



Declan McNicholl

Consultant Clinical Neuropsychologist

Clinical governance and standards

Recommending a care provider carries real responsibility, and the wrong choice carries risk for your client and for your own professional standing. At Aspire UK, we take that responsibility seriously, so you can be confident that your client is safeguarded and that clinical quality is assured.

- **CQC registration**
  Registered with and regulated by the Care Quality Commission
- **Safeguarding**
  Systems in place to check, update and ensure our care is always safe.
- **Duty of candour**
  Open, honest communication between clients, professionals and the wider team.
- **Incident reporting**
  Every incident is documented and reported promptly, keeping you fully informed.
- **Staff vetting**
  Every member of our team is comprehensively vetted before working with a client.
- **Root-cause analysis**
  We investigate thoroughly so the cause of any issue is identified, recorded and addressed to ensure risks are minimised and lessons are learnt.
- **Nurse-led support with clinical governance oversight**
  Care is delivered by trained care workers under registered nurse oversight, with clinical supervision, competency sign-off and governance structure in place.
- **Reporting and evidencing**
  Clear, accurate documentation demonstrating the quality, consistency and effectiveness of care managed to support funding reviews, case management, and litigation.

CASE STUDY 4

Rebuilding independence after acquired brain injury



Client story

Evidences reablement, continuity of therapy at home, and outcomes over time.

Profile

A man supported at home following a frontal temporal lobe haemorrhage and craniotomy.

The referral

Jay spent more than seven months in hospital after a haemorrhage and stroke left him unable to walk and, at first, unable to make decisions for himself. His communication was severely affected by aphasia. His partner approached Aspire UK to support his discharge home to their two young sons, into a house with significant space constraints. He came home nervous, but determined to focus on what he could achieve.

Our response

Aspire UK met Jay in hospital and helped plan his discharge home. We matched a care team to him and his family, and built the support around continuing his rehabilitation between physiotherapy visits: encouraging him to walk, to practise his speech, and to make his own decisions rather than have them made for him. The team also supported the family's move to a more suitable home.

Outcome

- Now walks around his home with a single stick, having come home unable to walk
- Rebuilt his speech and communication despite ongoing aphasia, and makes his own choices again
- Stays active through daily exercise and everyday tasks: shopping, cooking and helping at home
- Reunited as a family, with his wife and sons able to be family rather than carers

Walking with a stick, from unable to walk	**Communicating and deciding for himself**	**An active family life at home**

"My carers encouraged me, made me laugh and made me feel normal again. When you have great carers, you can achieve anything."

Jay, supported by Aspire UK

Support through every funding pathway

Navigating funding arrangements can be one of the most complex aspects of delivering long term care. Aspire UK has extensive experience working alongside case managers, solicitors, deputies and commissioners to support clients across all major funding pathways.



Litigation and interim funding

Interim payment arrangements, with documentation prepared to support the litigation process.



NHS Continuing Healthcare

Proven experience supporting clients funded through NHS Continuing Healthcare.



Privately funded care

The range and flexibility to manage privately funded care as your client requires.



Integrated care systems

We are well versed in Integrated Care Boards processes.



Local authorities

Established links with local authority funding and assessment routes.

Discuss a case with our team

There is no need to commit at this stage. We offer a confidential, no-obligation case consultation for professionals seeking specialist support for a client with complex or life-changing needs. We will talk through the clinical and practical options, and how we can support you and your client.

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