

Care solutions with you and your client in mind



BUSH & CO
CARE SOLUTIONS

At Bush & Co Care Solutions we understand the complexities of managing care and support in the home. Whether you are already benefitting from our HR support for directly recruited care packages or want to know more about our care management and planning for future client support with direct employment, Bush & Co Care Solutions is a helping hand, all in one place.

Within our dedicated care support framework, we offer a wide range of services to assist you in overseeing cost-effective, well-led, and safe packages of care for a fixed-fee. Our aim is to provide your clients with comprehensive support and reassurance as they navigate their role as an 'employer' and make things a little easier for you to manage day-to-day.

From sourcing candidates and seamless onboarding to comprehensive training and ongoing supervision, our team is dedicated to ensuring that care staff are fully equipped to deliver exceptional support. We handle essential aspects such as payroll management, case audits, regulatory compliance with CQC guidelines, personalised care planning, nursing support, and even management of all employment-related elements.

Our Solutions

At Bush & Co Care Solutions we work with you, case managers and clients with the recruitment and ongoing support of the care team. From support with adverts and interviews, timesheets and payroll, employee relations issues or training and supervision, there are multiple options that can be tailored to meet your needs and you can talk to us or about how this can work in practice for you when support workers or nurses are needed within the home.

Think of us as the reliable scaffolding that holds all your clients' care requirements in place, ensuring a well-structured and seamless experience. Our goal is to ensure that your clients have exactly what they need, precisely when they need it from an experienced care manager and a knowledgeable care solutions team.

Care solutions at a glance



Experience the peace of mind that comes with Bush & Co Care Solutions — a comprehensive and reliable care support service. Whether you require assistance with employment management, compliance, training, or any other aspect of care provision, our team is here to make things more manageable for you and your clients. All of our care solutions are offered on a fixed-fee basis meaning you can plan for the financial year.

HR	Care Support and Management	Clinical Governance
Recruitment advertising	Care planning and care reviews	Clinical training
Interview support	Supervision	Competency sign-off
Onboarding	Medication management	Risk assessment
Payroll and pensions	Nursing	Training support
Employee relations including absence management	Rotas	Annual case audits
Leaver processing	Family liaison	Safeguarding

The role of a care manager

Our care managers are recruited specifically to manage the care and support for our clients in the home. Whether working in tandem with case management or independently, the primary focus is to ensure the provision of ongoing care over the long-term, the quality of care and the transition between milestones.



Why choose Bush & Co Care Solutions

Reassurance

- We provide you with reassurance that your client's money is being well spent on care. With no hourly mark-up, your client is able to recruit a higher calibre of support worker and/or nurse and, whilst our packages do have a fee, these are fixed up-front and are significantly less than agency rates meaning value for money.
- No other provider offers direct recruitment support once a case manager is no longer in place, meaning we can provide you with a seamless transfer of care once a case settles.

Compliance

- We are regulated by the Care Quality Commission (CQC) and this means we ensure that the care and support a client receives is safe, effective, caring, responsive and well-led. In real terms this means we support with policies and procedures and practical audits of all elements of care to include any care plans, risk assessments and medication management.

Flexibility

- When deciding to use the direct employment model, many of our clients and their families express anxiety about how this works and what it looks like. However, you can be assured that we have experience in implementing this for hundreds of clients following a life-changing injury.
- All support can be adapted. Whether your client needs full support or will benefit from just some of our expertise, we're here to help.

Why choose Bush & Co Care Solutions



Dignity and control

- Supporting your client with recruitment means they can play an integral role in finding the right person to deliver their care and support. Whether it's someone they know and trust, a person who shares their cultural and social background or someone from the same community, the client is in control and can be assured that the people in their home will treat them with dignity and respect.

Safety

- We ensure clients are safe by making sure the appropriate insurances are in place; carrying out necessary and enhanced pre-employment checks, managing mandatory training and any additional training support workers may need, including competency sign-offs. This ensures the safety of everyone involved as we work with Bush & Co's dedicated safeguarding team.

Structured support

- You could say Bush & Co Care Solutions is the scaffolding that holds all of a client's care requirements in place and ensures it is well structured; always making sure they have what they require, when they require it. Our care managers can be the client and family's first point of contact too.
- We work closely with our associate case managers and care managers to keep the client's needs and your requirements at the centre of care and support.



Care and Case Management

A key benefit to care and case management being under one brand at Bush & Co is the ability to provide the right skills at the right time in order to place the client at the centre of decision making and to ensure funds are spent on behalf of the client in a cost-effective and transparent way.

Care managers within Bush & Co Care Solutions work closely with case managers for the best outcomes when direct employment is in place.

If your client has a case manager supporting their rehabilitation, our care managers can support them in all administration and compliance tasks related to care; meaning the case manager can focus on rehabilitation outcomes and be on hand for changes in circumstances such as times of crisis, work or education.

Care and Case Management in action

Nichola is an experienced and highly effective case manager with a passion for working closely with deputies and solicitors which places her clients at the centre of every recommendation, intervention and support. On one particular case, Nichola was overseeing all elements of care as well as managing the client's rehabilitation pathway >>>

"Nichola was approached by the deputy to look at ways to save money for the client and what solutions she had for minimizing costs. It was a classic case of identifying case management fees versus care management fees and where efficiencies can be made.

"We discussed if care support could be primarily managed by me as a care manager, meaning the case manager intervention at a higher cost reduced and Nichola was able to use her time effectively to focus on proactive rehabilitation.

"We offered a fixed fee package for the management of care which now includes care planning, risk assessment reviews, overseeing rotas, staff supervision and liaising with the care agency - this case has an added complexity of a mixture of direct employment and two additional agency support workers."

Danielle Marchant, Care Manager

Meet the Care Team

Jo Wilkins, Head of Care Support Services and Registered Manager

Jo has worked in care for over 25 years, all of which have been within the neurological sector. She has experience as a registered manager for both inpatient and community services and has developed and managed services across Bedfordshire, Northamptonshire and Oxfordshire for Acquired Brain Injury and Nursing providers. Jo is charged with both the growth of the service and ensuring the care delivery and provision meets the fundamental standards of care.



Zoe Scott, Clinical Lead Nurse

As a registered general nurse, Zoe has over 22 years in care and 17 years' clinical experience working with clients with a variety of physical problems, specialising in the management of adults who have sustained a brain or spinal cord injury or who have sustained multiple injuries that mean they require complex care. This has included swiftly build supporting and therapeutic relationships despite sometimes challenging family dynamics. Zoe is responsible for setting up complex care packages for clients within the home and manages the ongoing requirements for support workers including recruitment, on-boarding, supervision and training.



Danielle Marchant, Care Manager

Danielle has worked in the care sector for over 20 years in a number of settings including Deputy Manager for Brain Injury Rehabilitation, Deputy Manager in Learning Disability Services, Care and Compliance Management and Care Co-ordinator for complex healthcare including spinal cord injury. She is responsible for a case load of clients, overseeing care planning, risk assessments, staffing and medication support. She also works closely with case managers to review care plans and risk assessments to support in maintaining CQC compliance.



Carolyn Morris, Care Manager

Carolyn's varied career pathway has provided her with a solid foundation to deliver exceptional support to her clients. She combines her skills and passion for the role to ensure her clients' needs are holistically met. Carolyn has experience working with adults and children with a range of needs and is responsible for a complex case load of care management with the home.



Kirsty Palmer, Care Manager

Kirsty is an experienced Care Manager who has worked with different patient groups in a variety of settings. She has worked at management level in residential care and is QCF level 5 trained in Leadership and Management. She is passionate about advocating on behalf of her clients and ensuring they receive high quality person centred care.



Luis Silva, Care Manager

Luis has worked both in the NHS and community settings where his strong interpersonal skills have aided him in achieving positive outcomes. He has worked with multidisciplinary teams to support clients in their discharge from inpatient settings and is skilled in solution focused working.



Gareth Hankin, Care Manager

Gareth has worked in the care sector for over 15 years, working in Brain Injury rehabilitation as well as supporting those living with mental health conditions, learning disabilities and dementia. He has held a number of clinical roles, working his way up from support worker, through to care coordinator, team leader and then onto managing services within the mental health sector. He is passionate about improving the quality of people's lives and advocating for the support they need as well as building professional, supportive relationships with clients and understanding their backgrounds and cultures. He also has a keen interest in new technology and innovations.



Sue Bowers, Support Worker HR & Recruitment Team Leader

Sue has been in her role at Bush & Co for over seven years providing HR administration services to care and case managers, She leads on direct employment tasks and queries ranging from annual leave through to sensitive disciplinary actions.



Angela Wilson, HR & Training Administrator

Ang has worked in a variety of care settings including the NHS, residential care and the private care sector. She is passionate about ensuring all clients are supported in a person centred way and her role as HR and Training administrator is pivotal to this. Ang coordinates all support worker training using both the e learning training portal and arranging specialist client specific training. She is always on hand to assist all support workers, care managers and case managers with training queries and works hard to maintain excellent compliance standards.



Donna Dorbon, Onboarding & Compliance Coordinator

Donna has worked in social care for over 17 years as a support worker, working within the private sector and Local Authority before joining Bush & Co in 2023. Donna is responsible for the recruitment and on boarding for all support workers, ensuring employee supervisions, appraisals and probationary reviews are completed according to CQC guidelines as well as managing support workers annual leave records.



Claire Hartley, Payroll Administrator

Claire has worked in HR and Payroll for over 15 years in sectors including education and childcare provision. She is driven to resolve queries and provide a high quality service to clients in her responsibilities of co-ordinating the payroll process for Bush & Co Care Solutions clients choosing direct employment; working closely with care managers and finance to ensure legal compliance and exceptional service.





Benefit from our knowledge

As well as providing you and your clients with safe, effective and well-led care solutions, we can also provide you and your team with CPD opportunities to expand your knowledge when working through challenging cases at no cost to you. We believe sharing knowledge means clients all over the UK benefit from services focused on them.

We're able to offer you and your team a bespoke session or simply an introduction into complex care and can discuss your needs over the phone or in person.

The topics are endless but previous sessions have covered:

- The rising costs of care and recruitment
- CQC and meeting the standards
- Supporting clients and families through the CHC process
- Supporting brain injured clients in the community
- Care management and risk assessments
- Managing clients in crisis

How it works

Once we've agreed on a topic, we'll provide you with a session synopsis to share with those attending. This will give them an idea of what the session will cover and some information about the person delivering the training.

We can deliver the CPD online or in person; whenever suits you.

You'll receive a copy of the materials after the session as well as any bespoke resources you may need.

"We found the session so informative and will definitely take forward the insights we learnt from today in supporting our clients."

Court of Protection Deputy | May 2023