



About Exemplar Health Care

Information for commissioners

At Exemplar Health Care, our mission is to make every day better for adults living with complex needs.

We're committed to developing long-lasting relationships with commissioners to ensure that our services meet and adapt to the needs of local communities.

This document answers some of the common questions and misconceptions that we get asked about.



What does Exemplar Health Care do?

Exemplar Health Care is one of the country's leading nursing care providers for adults living with complex care and health needs. We have over 50 homes across England: www.exemplarhc.com/care-homes/find-a-care-home

Who do you support?

We support **adults of all ages (18+)** living with complex needs arising from **mental health conditions, complex dementia, neuro-disabilities and physical disabilities.**

The people we support often have a number of **secondary diagnoses, complexities and risks** including behaviours of concern, prolonged disorders of consciousness, tracheostomies, ventilators and PEG feeding tubes.

A number of our homes offer communities for those with a **forensic background** or risk behaviours.

We support people on their journey from being in hospital or a secure setting to community-based living. We also provide long-term support for people living with degenerative or life-limiting illnesses.

Around 60% of our service users come to us following a failed placement.

We already have a number of care homes in the local area. How are your care homes different?

Exemplar Health Care homes aren't standard residential/elderly care or supported living services.

The acuity of our services sits just beneath a hospital setting, meaning the needs of the people we support are often 'too complex' for mainstream care providers.

We agree with the approach of many local authorities to support people to live in their own homes for as long as possible.

Our care supports people when this is no longer suitable, safe or appropriate.

Our homes are designed into small, often 10-bed, communities. With this small group living, we're able to provide homely and supportive environments that are more responsive to individual needs.



How do you scope demand for these services?

We work closely with local authorities and ICBs to understand the needs of local communities, and offer cost-effective solutions to meet demand for high acuity services.

Whilst we always put the needs of the local community first, we also support placements from the wider ICB area, where provision isn't available locally.

We also work with external consultants to consider the transport implications, staffing requirements and local resources required to support the home.

Our GPs and community nursing teams are already stretched. What impact do your homes have on primary care resources?

Our homes have in-house multidisciplinary teams of Registered Nurses, Health Care Assistants, Occupational Therapists, Physiotherapists, Therapy Assistants and Activities Coordinators.

People also have access to our clinical experts including our Behaviour Support Team and Consultant Psychiatrist in times of crisis, and our team of Lead Nurses for respiratory care, Huntington's disease and mental health.

This enables people to access holistic care in their home, reduces demand on local primary care services, and decreases the likelihood of re-admission to hospital or secure settings.

When we open a home, we stagger admissions over the first 18-24 months to avoid overloading local services.

Read about our clinical expertise



How much is your average weekly fee?

Due to the complexity of the people we support, we don't operate with a 'one size fits all base' costing fee.

Our assessments are person-centred. We start with zero hours and build in all time required to meet the person's needs and goals.

Our higher-than-average staffing levels, in-house multidisciplinary team, clinical experts and bespoke training enable us to meet people's complex holistic needs.

This means that our weekly fees are often higher than other care providers, sitting in the 'exceptional' category of local frameworks.

What's your assessment process?

Due to the complexity of the people we support, our assessment process involves a detailed clinical needs assessment, a community fit assessment and input from Exemplar Health Care clinical experts.

This ensures that we can meet people's holistic needs and they're the right fit for the existing community in the home.

Our detailed costing report outlines the support required to enable people to achieve their goals.

How can I make a referral?

W: www.exemplarhc.com/professionals/make-referral

T: 01709 565777

E: referrals@exemplarhc.com

Get in touch