

# *Case Study*

**Supporting a Client with Complex  
Neurological Needs to Remain Safely at  
Home**

# Overview



A client with complex neurological needs required a 24-hour support package following a significant deterioration in their circumstances. Prior to case management involvement, much of the care was being provided by family members, creating considerable emotional and physical pressure.

The family needed a provider who could deliver safe, consistent support, work collaboratively with professionals, adapt to the client's individual needs, support rehabilitation goals, and build trust through responsive communication.

# Client Snapshot

bluebird  
care®

Adult with  
complex  
neurological  
needs

24-hour  
support  
package

Family under  
significant  
caring  
pressure

Rehabilitation  
-focused  
goals

Requires  
consistent  
staffing and  
specialist  
support

*Working alongside the Case Manager, family members, and healthcare professionals, Bluebird Care developed a tailored, person-centred care package.*

# Working in Partnership



Collaboration was central to the success of this package. Bluebird Care worked alongside specialist healthcare professionals to develop a dedicated team of carers, providing bespoke training to ensure the safe, effective and consistent delivery of complex care.

## *Bluebird Care worked closely with:*

- ✓ The Case Manager
- ✓ Family Members
- ✓ Specialist Healthcare Professionals
- ✓ Rehabilitation Providers
- ✓ The wider multidisciplinary team

## *Consistency and Communication*

- ✓ Dedicated core team established
- ✓ Advance communication regarding changes
- ✓ Close partnership with family members
- ✓ Client involved decisions regarding their care

*This collaborative approach helped build trust and confidence from the outset.*

# Supporting Independence and Wellbeing



*Bluebird Care supports the client to:*

- ✓ Participate in rehabilitation activities
- ✓ Attend community-based programmes
- ✓ Maintain social connections
- ✓ Engage in meaningful hobbies and interests
- ✓ Remain safely and comfortably at home

*Since implementation of the care package:*

- ✓ Dedicated core team established
- ✓ Consistent daily support maintained
- ✓ Ongoing engagement in rehabilitation activities
- ✓ Increased participation in community-based activities
- ✓ Family confidence restored

# Key Outcomes



*For the client:*



**Greater consistency and stability.**



**Increased confidence in care**



**Continued engagement in rehabilitation**



**Improved quality of life**



**Support delivered around personal goals and preferences.**

# Key Outcomes



*For the family:*



**Reduced  
caring  
pressures.**



**Greater peace  
of mind.**



**Improved  
confidence in  
care provision.**



**Responsive  
communication  
and support.**



**A trusted care  
partner.**

# Case Manager Feedback



*"The family had very high praise for both the office team and care staff, particularly in how quickly issues are responded to and resolved. This has made a great impression on them and has started the relationship off positively.*

*They also had high praise for the professionalism and efficiency of the carers and the consistently high standards they maintain. Furthermore, the family greatly appreciated the positive attitude, energy, and rapport the carers have brought to each visit."*

— Case Manager

# Why Bluebird Care?



## *What makes Bluebird Care different?:*

- ✓ Dedicated care teams
- ✓ Responsive local management support
- ✓ Partnership with Case Managers and MDTs
- ✓ Ability to source specialist training
- ✓ Focus on rehabilitation and outcomes
- ✓ Flexible support packages

Looking for a community care provider who can deliver complex care, rehabilitation support, and truly collaborative partnership working?

We'd welcome the opportunity to discuss how Bluebird Care can support your clients and wider multidisciplinary team.

*Vicki Jones*

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