



## **CONSULTANCY SERVICES FOR THE HEALTH & SOCIAL CARE SECTOR**

Nursing Homes, Residential Homes,  
Supported Living & Home Care





WE BELIEVE THAT OUR PHYSIOTHERAPY SKILLS, COMBINED WITH OVER 18 YEARS' EXPERIENCE WORKING IN SPECIALIST NURSING HOMES, GIVE US THE ABILITY TO SUPPORT YOUR SERVICE TO RAISE STANDARDS OF CARE AND ULTIMATELY TO IMPROVE THE LIVES OF THE PEOPLE YOU CARE FOR.



Natalie is a director of Enlight Physiotherapy. Natalie qualified as a Physiotherapist in 2005 and has over 10 years' experience working in specialist nursing homes, managing service-users with complex needs. For example, those with tracheostomies or neurological conditions. Natalie also has many years' experience in management roles within this sector and has been involved in successfully developing services, as well as playing a key role in crisis management projects.

Natalie has a QCF Level 7 Strategic Management qualification and has a wealth of experience in service audit, risk management, and safeguarding. She has a passion for driving forward standards of care and her clinical reasoning and problem solving skills enable her to find solutions to complex scenarios. Natalie also teaches staff working in the health and social care sector and has an award in Education & Training.

**BScHons Physiotherapy, BScHons Sports Sciences  
QCF Level 7 Strategic Management, Award in Education & Training**



Suzy is a director of Enlight Physiotherapy. With a background in fitness and health promotion, she began her Physiotherapy career in 2005. Suzy has gained a wealth of experience working in hospital settings and community settings as well as in specialist nursing homes, where her knowledge of complex care, including respiratory/tracheostomy care has enabled her to develop services and teams effectively. A Physiotherapy background enables her to problem solve difficult scenarios in areas such as moving and handling, seating and positioning, pressure sore prevention and pain management. Suzy has also been delivering specialist respiratory training to staff and management in Health & Social Care for many years. She is a true advocate for patient empowerment and choice and her knowledge of Mental Capacity and Deprivation of Liberty Safeguards ensures that empowerment and choice is at the root of all her decision making.

**BScHons Physiotherapy, Award in Education & Training,  
MCA & DoLS Train the Trainer Award,  
Level 3 Leading & Recognising Excellence in Care, RSA Exercise Instruction**



**Page 5** - SERVICES

**Page 6** - SINGLE-CASE SERVICE

**Page 7** - AUDITS

**Page 8** - 'MOT' CLINIC

**Page 9** - POST INSPECTION SERVICE

**Page 10** - TRAINING

## **MAKING SURE YOUR SERVICE IS: SAFE, EFFECTIVE, CARING, RESPONSIVE AND WELL-LED**

Our consultancy services are available for all care environments, whether your service is a nursing home, residential home, supported living or home care company.

Enlight Physiotherapy offers you support to develop and improve your service by providing a practical, solution-based approach to problems that may arise on a daily basis.

Our Physiotherapy background enables us to problem solve and offer advice regarding difficult issues that fall within our areas of expertise, such as wheelchairs and seating, mobility and falls prevention, moving and handling, pressure sore prevention, positioning, pain management, health promotion, activity levels and enablement, tone and contractures, and respiratory care.

We are also able to audit areas of your service, such as moving and handling equipment, wheelchairs and other mobility equipment, as well as auditing practices, to ensure they are safe.

Our service is underpinned by our knowledge of safeguarding, mental capacity and deprivation of liberty safeguards. Therefore, within our areas of expertise, we can work with you to meet the legal requirements and to address any potential safeguarding concerns.

Enlight Physiotherapy aims to provide a responsive and patient-centred service to support you to improve your service and ensure that you are compliant with the Care Act (2014) and CQC Regulations.

The following pages give detailed descriptions of what we can offer, but please do call us with any questions as we are able to tailor our services to meet your individual service needs.



### SINGLE-CASE SERVICE FOR INDIVIDUAL SERVICE-USERS

Sometimes it feels as though you just need that extra bit of advice or support with a problem, and waiting for NHS community services can be frustrating. We therefore offer a responsive, single-case service to support you to make improvements in the areas in which we specialise. For example, there may be a complex moving & handling, seating or mobility issue that requires a specialist opinion. Or you may need advice or support with regard to a specific service-user, to position them to reduce tone and contractures, or to position them for the prevention of pressure sores. You may need advice regarding the appropriateness of positioning aids, wheelchairs, mobility aids or splinting, or you may need support with service-users who have respiratory needs (e.g. COPD, or a tracheostomy).

Risk assessments and capacity assessments are included as part of this service.

Please call us to discuss each case or scenario.

**COST:** From £90 per single case



### WHEELCHAIRS & SEATING, MOVING & HANDLING, MOBILITY AIDS & FALLS

Following each audit, you will be provided with a detailed written report.

**Wheelchairs & Seating** - Wheelchairs and seating can be confusing as there are many different chairs available and it is often difficult to decide what is best for each service-user to give optimum comfort, support and mobility. We have knowledge of seating and wheelchairs that can help your service decide on appropriate seating systems. We can, for example, audit your service to determine whether the best seating is being offered to each service-user or establish whether a 'bed-bound' service-user can be out of bed. We can make appropriate referrals to wheelchair services or sign-post to other companies who provide seating.

**Moving & Handling** - Moving & Handling can be very complex and with strict legislation, it is important to ensure that risks of falls or injuries are minimised. We offer audits of moving and handling equipment and practices within your service, as well as staff competency assessments. We can carry out audits to establish whether slings and aids are being used appropriately and, where necessary, we can offer advice with regard to improving practices in order that service-users are moved safely and effectively.

**Mobility Aids & Falls** - Checking the appropriateness and safety of mobility aids is important in the prevention of unnecessary falls, whilst at the same time ensuring service-users are enabled to be as independent and active as possible. We can show a designated staff member how to audit the safety of mobility aids, to ensure that this area of your service remains safe on an ongoing basis. We can also audit falls risk assessments to ensure they are accurate, responsive and proactive and, therefore, that people in your service are cared for as safely as possible.

**COST:**

From £360 per ½ day (3 hours audit plus 1 hour report)



**PREVENTION & WELLNESS 'MOT' CLINIC**

**For postural assessment, seating and wheelchair assessment, pain management, tone & contracture management, splinting management, improving activity levels & enablement**

Prevention of deterioration and promoting wellness is high on the Health & Social Care agenda (the Care Act 2014). We offer preventative 'MOT' clinics which we can tailor to your service needs. During each consultation we will assess seating provision, positioning needs, tone management, pain management, splinting needs and exercise/activity requirements for each service-user. We can run these clinics weekly, monthly or yearly depending on the needs of your service, and you decide which service-users attend.

**COST:**

From £360 per ½ day (3 service-users plus reports)

**POST CQC INSPECTION REQUIREMENTS**

Enlight Physiotherapy aims to provide a responsive and patient-centred service to support you to improve your service and ensure that you are compliant with the Care Act (2014) and CQC regulations.

If you have had a recent CQC inspection and are required to make improvements, our consultancy service can help improve your service to ensure service-users are enabled, empowered and safe, by targeting areas such as:

- Wheelchairs and seating e.g. assessing and enabling service-users to be out of bed
- Mobility and falls prevention e.g. problem solving and providing proactive risk assessments
- Moving and handling e.g. offering advice to ensure service-users are both enabled as well as safe
- Positioning for pressure sore prevention, pain management, tone and contractures
- Health promotion e.g. improving activity levels and enablement
- Respiratory care (including tracheostomy care) e.g. providing proactive risk assessments and assessing staff competencies
- Support with risk assessments, capacity assessments/best interest assessments and care plan writing for the areas mentioned above
- Audits of moving and handling, wheelchairs and seating, mobility equipment, to ensure practices are safe and that all service-users' needs are being met

This service is underpinned by our knowledge of safeguarding, mental capacity and deprivation of liberty safeguards. We are therefore also able to help you meet the legal requirements where there are any potential safeguarding concerns.

Please call to discuss your needs.

**COST:**

From £360 per ½ day (4 hours)



**WE ARE A HERTFORDSHIRE CARE PROVIDERS ASSOCIATION  
APPROVED TRAINING PROVIDER AND WE RUN TRAINING COURSES  
IN THE FOLLOWING SUBJECTS:**

### **RESPIRATORY TRAINING**

Supporting Service-Users with COPD  
Basic and Advanced Tracheostomy Management  
Bespoke Tracheostomy Management

### **COMPLEX CARE**

Skilful Care  
Caring for People with Neurological Conditions  
Stroke Awareness  
Bespoke Training

### **MANDATORY TRAINING**

Moving & Handling People  
Moving & Handling People Refresher  
Mental Capacity & Deprivation of Liberty Safeguards

### **TRAINING AVAILABLE VIA HCPA (Hertfordshire Care Providers Association)**

Stroke Train the Trainer  
MCA and Enablement Skills Train the Trainer

For full details and costs of all our training, please refer to our training brochure,  
visit our website or call us.





## CONTACT

01920 830730

[info@enlightphysiotherapy.com](mailto:info@enlightphysiotherapy.com)

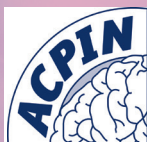
[www.enlightphysiotherapy.com](http://www.enlightphysiotherapy.com)



Chartered Society  
of Physiotherapy



Association  
of Chartered  
Physiotherapists  
in Neurology



Health and Care  
Professions Council



[www.hcpc-uk.org](http://www.hcpc-uk.org)

HCPA Approved  
Training Provider



Hertfordshire Care Providers Association