

Paediatric Global Developmental Delay; Palliative

Snapshot

16 year old *Jessica has highly complex health needs which require constant intervention from skilled carers. She has global learning difficulties, severe scoliosis, epilepsy, a tracheostomy, poor lung function and other complications. After being repeatedly let down by other care providers, her parents could not be happier with Jessica's care, and value the support for all the family.

“Prestige has taken the pressure off us. They're absolutely brilliant! They are always reliable and always give us support – they're the best.”

Jane, Jessica's mum

For more information please contact us via email on info@prestige-nursing.co.uk or call **0800 0237 2222**

Interventions

Tracheostomy; button feed PEG; oxygen monitoring and administration; epilepsy and opiate medication; hoisting; personal care.

Jessica and family's goals

Jessica's nursing care needs increased after her tracheostomy and as she is prone to seizures, her parents were exhausted. They needed trusted and reliable nursing care to brighten up her life. Jessica is very sociable with a good sense of humour. As her condition is life limiting, it is vital to her parents that Jessica's life is full of good memories and experiences.

Meeting the needs

Jessica's case manager recommended Prestige to her parents Richard and Jane, who liked the positive and supportive approach of our branch manager. The chosen team of carers were trained by paediatric nurses. Our nurse approves the care training and once competent, the carers work closely with Richard and Jane with regular assessments. A Care Assistant attends mornings and evenings, with double-up care twice a week so Jessica's parents can go out. We also give all-day care at the weekends and nights as needed. Richard says, "We're all part of the team. We're like friends. The carers are very competent and highly trained."

The carers

*Jennifer and *Stephen are part of Jessica's complex care team. Jennifer comments, "I like working for Prestige because they're understanding and flexible. Working with Jessica is really special – it's great to see her smiling, the joy on her face when you do just little things. We get on well with her great parents as well." Stephen, with Prestige for 10 years, adds "It's all about boosting her quality of life and experiences – it's such a pleasure." They love working with Jessica and are truly dedicated to her.

The outcome

Jessica enjoys fantastic days out like visits to the zoo where she loves the animals and sounds; Sea Life; a light show and she's even been on a big wheel! When she was recovering from a broken leg, she went out every day for two weeks. Richard is delighted. "It works because of the carers. They use their initiative to find places to visit." Richard and Jane are completely relaxed to leave Jessica in Prestige' care and enjoy occasional weekends away as well as regular nights out. Jessica, her parents and the care team are all looking forward to a summer holiday together. Jane says "I would recommend Prestige to any family. I'm so glad we've got them, they're such nice people."

Working in partnership

Rehab Without Walls' case manager recommended Prestige, having worked with us for 4 years. He says. "Prestige always go the extra mile. They are very responsive."