

Promoting independence at home and in the community

# Our care & support services.

## Locations

### ENS South

22-24 Hamlet Court Road  
Westcliff-on-Sea  
Essex  
SS0 7LX

### ENS North

Holden House  
Chester Business Park  
Chester  
CH4 9QU



# Our services & specialist areas.



Life changing illness/conditions



Learning disabilities



Physical disabilities



Complex care



Dementia Care



Live-in care



Respite care



24-hour care



Nursing care



Domiciliary care



Supported living



Emergency home care



Specialised clinical support



Post hospital discharge care



Expert training

Bespoke training for all care we deliver (CPI, Buccal Midazolam and more)



# About ENS.

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With over 30 years of experience providing high-quality local care, we understand that there is no “one-size-fits-all” approach. We take the time to get to know you, speak with your friends and family, and connect with the people who matter most in your life. We liaise closely with medical professionals and advocate on your behalf whenever needed to ensure your voice is heard.

Our fully qualified support workers & nurses are trained to provide excellent care for people with a wide range of complex healthcare needs. This includes neurological conditions, Multiple Sclerosis, Muscular Dystrophy, Acquired Brain Injury, Dementia, Parkinson’s, clinical care, palliative and end-of-life care, stroke care, learning disabilities, autism, and many others.

We work around the clock to ensure you receive the highest standard of care and support, in partnership with multidisciplinary teams to deliver wrap-around specialist care. We pride ourselves on being flexible, creative, and innovative—designing care packages that are truly tailored to each individual.

Our aim is simple: to provide exceptional care that enhances your quality of life and makes you smile every day.

# What makes us different.

We don't just deliver care — we raise the standard.

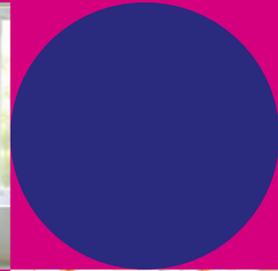
At ENS, we pride ourselves on delivering a service that goes above and beyond the expected. Our approach is rooted in clinical expertise, rapid response, outstanding training, and an unwavering commitment to quality. Here's what truly sets us apart:

## Clinically led services

Our care is clinically led, meaning every package is designed, overseen, and supported by experienced clinical professionals. This ensures the highest standards of safety, quality, and effectiveness across every aspect of care delivery. Whether we're supporting someone with complex healthcare needs or providing personal care, our clinical leadership gives families, professionals, and commissioners complete confidence.

## Expert training facilities

We invest heavily in our people. Our in-house training centre provides comprehensive, hands-on training for all our support workers, covering everything from clinical skills and complex care procedures to person-centred approaches and communication. This ensures our teams are fully prepared to deliver exceptional care in any situation.



## 24-hour deployment

We understand that care needs don't always follow a schedule. That's why our dedicated team can deploy trained support workers within 24 hours, ensuring no interruption in care and enabling safe, timely discharges from hospitals or other care settings.

## CQC Registered & rated 'Good'

ENS is CQC registered for Treatment of Disease, Disorder or Injury (TDDI) and Personal Care, demonstrating our compliance with national regulatory standards. We are proud to hold a CQC rating of "Good", reflecting the strength of our governance, the quality of our care, and the dedication of our teams.

## Quality you can trust

Every element of our service is built on trust, transparency, and partnership. We work closely with multidisciplinary teams, families, and commissioners to build tailored, flexible care packages that truly meet individual needs. Our focus is on delivering safe, effective, and compassionate care that enhances quality of life.

# What people say.

"We're always laughing together. I enjoy days out at the zoo, going to the spa, discos and shopping. I have fun every day doing the things I choose with someone I know I can rely on and trust."

**Amanda, Client**

"I'm making my dad proud."

**John, Client**

John's family garden was always blooming wonderful! With the right help, he has been able to restore his dad's pride and joy while continuing to live in the home he grew up in.



"I'm a country & western star! With 24-hour support I can live independently at home and still do all the things I love, like playing my guitar and going to shows."

**Joseph, Client**

"From the initial phone call, everything was handled extremely efficiently and in a very friendly manner. Both the office staff and support workers had a genuine interest in doing the best for my aunt."

**Kim, Relative**



# South Costings.

Our pricing reflects the expertise of our dedicated team and the tailored care we provide, whether at home or in the community. We're committed to delivering compassionate services without compromising dignity, independence, or quality of life.

Care Level	Typical Weekly Cost
Personal care	£1,400
Dementia care	£1,400 - £1,800
Complex/palliative care (two carers)	£1,800 - £2,500+

Care Level	Typical Hourly Rate
Monday - Sunday	£35/hour
Public holidays	Double
Complex care	£35 - £45/hour
Waking night	£220 - £260/night
Sleeping night	£120 - £160/night

We can also support people who receive funding from the local authorities and the ICB.



# North Costings.

## Level 1 - £32

The client has low dependency needs and will require some prompting with some of their personal care, daily activities and independent living skills, promoting independence in the areas they can manage and build on this. They may require some support such as prompting medication (Level 1), supporting with meal preparation, prompts or support with personal care. The client has some rehabilitation needs and may display Occasional challenging or inappropriate behaviours

## Level 2 - £33

The client has moderate dependency needs and will require support with the some of their personal care, daily activities and independent living skills, whilst encouraging and promoting independence in the areas they can manage and build on this. They may require some complexity with relation to Level 2 medication management, catheter care, stoma care (2 or less interventions) The client has some rehabilitation needs and may display either challenging or inappropriate behaviours (mild or occasional)

## Level 3 - £34

The client has moderate dependency needs and will require support with most of their personal care, daily activities and independent living skills. They will require some complex care support interventions such as Peg / Jeg, oxygen, nebuliser, humidifier, catheter, stoma or Level 3 medication. (Level 4 may be more appropriate if three or more interventions are required). The client has moderate rehabilitation needs and may display either challenging or inappropriate behaviours (mild or occasional) or profound needs (no clinical interventions requiring 1-1 support)

## Level 4 - £35

The client has high dependency needs and will require support with nearly all their personal care, daily activities and independent living skills, They require more complex support such as Airway management, tracheostomy, invasive, non-invasive ventilation, cough assist, chest physio, nasogastric or bowel management. They have extensive rehabilitation needs and usually display either challenging or inappropriate behaviour (moderate to severe on regular occasions)



# Get in touch.

Our mission is to provide the best care and support possible for every individual we work with, helping them live the life they choose with dignity and independence.

**If you'd like to know more about our care services, you can contact us here:**

## **ENS South office**

22-24 Hamlet Court Road  
Westcliff-on-Sea, Essex, SS0 7LX

## **Contact**

01702 361 405  
[careandsupport@ensgroup.co.uk](mailto:careandsupport@ensgroup.co.uk)

## **ENS North office**

ENS North, Holden House, Chester  
Business Park, CH4 9QU

## **Contact**

01244 604 335  
[ENScareandsupportnorth@ensgroup.co.uk](mailto:ENScareandsupportnorth@ensgroup.co.uk)