

Care designed
to find *your* smile

A Guide to
our Care Services

Care
and
Support
By **ens**[®]



Helping people to live the lives they choose

We want to support you in whatever it is you wish to do. Whether it's helping you perfect your cooking skills, raving with you at an Elvis tribute concert or 24 hour care to help you remain independent; we're here to help you with what you want, not just what you need.

We'll be there to support you in the areas of your life where you need regular help, such as personal care and domestic tasks, but what we really want to work together with you on are the things that matter to you the most.

With almost 30 years' experience providing local care we know there is no one box fits all care model. Every individual we support will have different needs and therefore require bespoke care. We spend the time getting to know you, speaking to your friends and family; the people who are important to you. Our team will liaise with medical professionals and advocate on your behalf when needed.

We're happy to be creative and think out of the box to form the right care package for you. Our aim is to make you smile each day!



**Regulated by the Care Quality Commission,
rated "Good".**

List of Services

We are able to provide a full range of care including:

- Live In
- 24 Hour Care
- Respite
- Nursing Care
- Post Hospital Discharge Care
- Specialised Clinical Support
- Emergency Home Care

Some of the areas in which we have significant experience:

- Older Adults
- Younger Adults
- Dementia Care
- Learning Disability
- Physical Disability
- Complex Healthcare
- End of life Care
- Autism and Asperger's Syndrome
- Sensory Impairment
- Mental Health

We can support people with privately funded care and direct payments through social service funding.

For more information on funding options call the Care and Support team on 01702 361405 or email careandsupport@ensgroup.co.uk

A care team with a difference

We build a team of support workers tailored to you and your needs. You'll always have a familiar face who knows how you like things done and how best to support you.

As well as an established care provider we're also a recruitment and training supplier for the health and social care sector so we know how to spot support workers with a difference. ENS was started almost 30 years ago by the Davis family who lived in the local area and owned a nursing home. They had difficulty finding good quality staff so decided to start their own staffing agency. We've been recruiting only the very best quality support workers ever since. Our experienced training division ensures all our support workers are fully vetted and have the most up-to-date training.

What's more our Care & Support office team have over 150 years combined experience, with many having worked in the care industry as nurses and support workers themselves, so you really are in the best possible hands.

I love supporting people at home and in the community, making an impact on someone's life is incredibly rewarding. From older people living with dementia, to younger people with a learning disability, it's good to help people reach their full potential. One of my favourite parts of the job is when you get that breakthrough and the person you're caring for really starts to trust you.

Paula, Support Worker

They're passionate about providing excellent care for every single person we support and they're only ever just a phone call away. Our service is one that can be absolutely depended upon 24 hours a day, 7 days a week.

“I’m the Queen of Scones!”

Joyce’s scones were legendary but she struggled to make them like she used to.

Having once been very sociable and independent she hadn’t been able to do as much in recent years.

With that little bit of extra help Joyce is leading a fulfilling life and maintaining her level of independence.



Care at home and in the community

Move closer to your goals

We believe care at home should mean maintaining your independence, while feeling happy and safe in the familiar surroundings of your own home. Each person we work with will require varying levels of support, whether it's a little bit of assistance with domestic tasks or greater levels of support to stay safe in your own home. We want to help you move closer to your own personal goals.

Promoting independence at home and in the community is at the heart of the care we provide. We can support you with personal care, domestic tasks and social inclusion with links to friendships, familial relationships and community-based groups. We provide companionship and support for holidays and short breaks.

The best part of my job is taking people out into the community and getting them to lead their everyday lives, being able to do the things that you and I do, take part in activities and just seeing them smile.

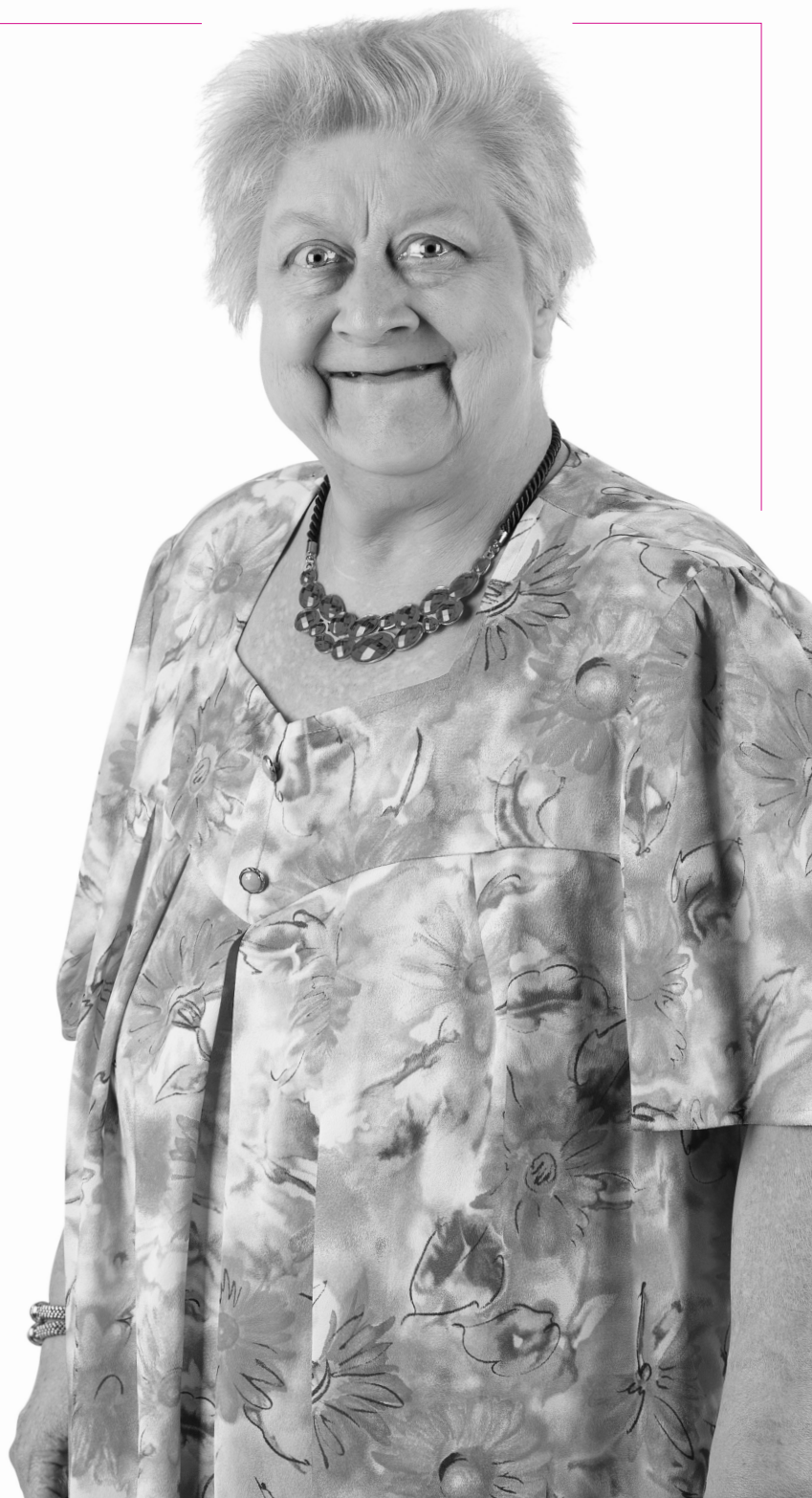
Sarah, Support Worker



“I’m going out raving”

Sylvia developed agoraphobia after the loss of her parents and rarely left the house.

Working with Sylvia over time has built up her confidence and now there’s no stopping her! From Elvis tribute concerts to ghost hunts, she now has the support to do anything she chooses.



Specialist care

We provide specialist care for a range of complex healthcare conditions. For every individual with a complex healthcare condition our staff undergo bespoke training to ensure they meet the specific needs of that individual. We work closely with clinicians and physiotherapists to coordinate and manage an individual's care package and any specialist services required.

We are regulated by the Care Quality Commission, rated "Good". We have extensive experience in supporting people with complex healthcare conditions and strive to deliver a safe, caring, responsive and well-led service.

I have used ENS to support my severely disabled daughter for many years. They have always provided excellent nurses who are very professional, friendly and without exception compassionate and caring. I am happy to leave my precious daughter in their care knowing she will be supported in whatever activity she is doing that day. Any calls or emails to the office are responded to swiftly by friendly and professional staff.

Jo-Ann, mum of Megan supported by ENS Care & Support

**We have experienced support workers
who are able to carry out:**

- Tracheostomy Care and Suction
- Peg Management
- Administration of Oxygen
- Catheter Care
- Bladder Washouts
- Bowel Management
- Bowel Care
- Stoma Care

For further information please contact the
Care & Support team on 01702 361405 or
careandsupport@ensgroup.co.uk



Here's what the people we support are saying!

I'm looking after my elderly mother without help and the seamless good service ENS provide is most welcome when I take a break in Essex.

Timothy, son of Mary supported by ENS Care & Support

I recently used ENS for some short term care for my Aunt. From the initial phone call, everything was handled extremely efficiently and in a very friendly manner. I was pleased with the care given and have been left with the feeling that both the office staff and support workers had a genuine interest in doing the best for my Aunt.

Kim whose aunt was supported by ENS Care & Support.

They take me out to shows, and they take me out shopping, and to meals in the pub or café, I'm starting to live it up after 25 years of being stuck indoors! They're like family to me!

Sylvia, supported by ENS Care & Support

They are angels. ENS is only ever a phone call away.

Anthony, brother of Victoria supported by ENS Care & Support

“I’m making my Dad proud”

John’s family garden was always *blooming* wonderful! He still lives in the house he grew up in and has recently needed extra support to maintain it.

With the right help John has been able to restore his dad’s pride and joy.



Want to know more?

Call us on 01702 361405

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Divisions of ENS

- Care & Support
- Health and Social Care Recruitment
- Commercial Recruitment
- Training

