

Complesso
Healthcare Solutions



“ Supporting
people to be
the best they
can be ”



Who are we?

Complezzo was founded in 2015 with the sole purpose of providing high quality support and care to those in most need.

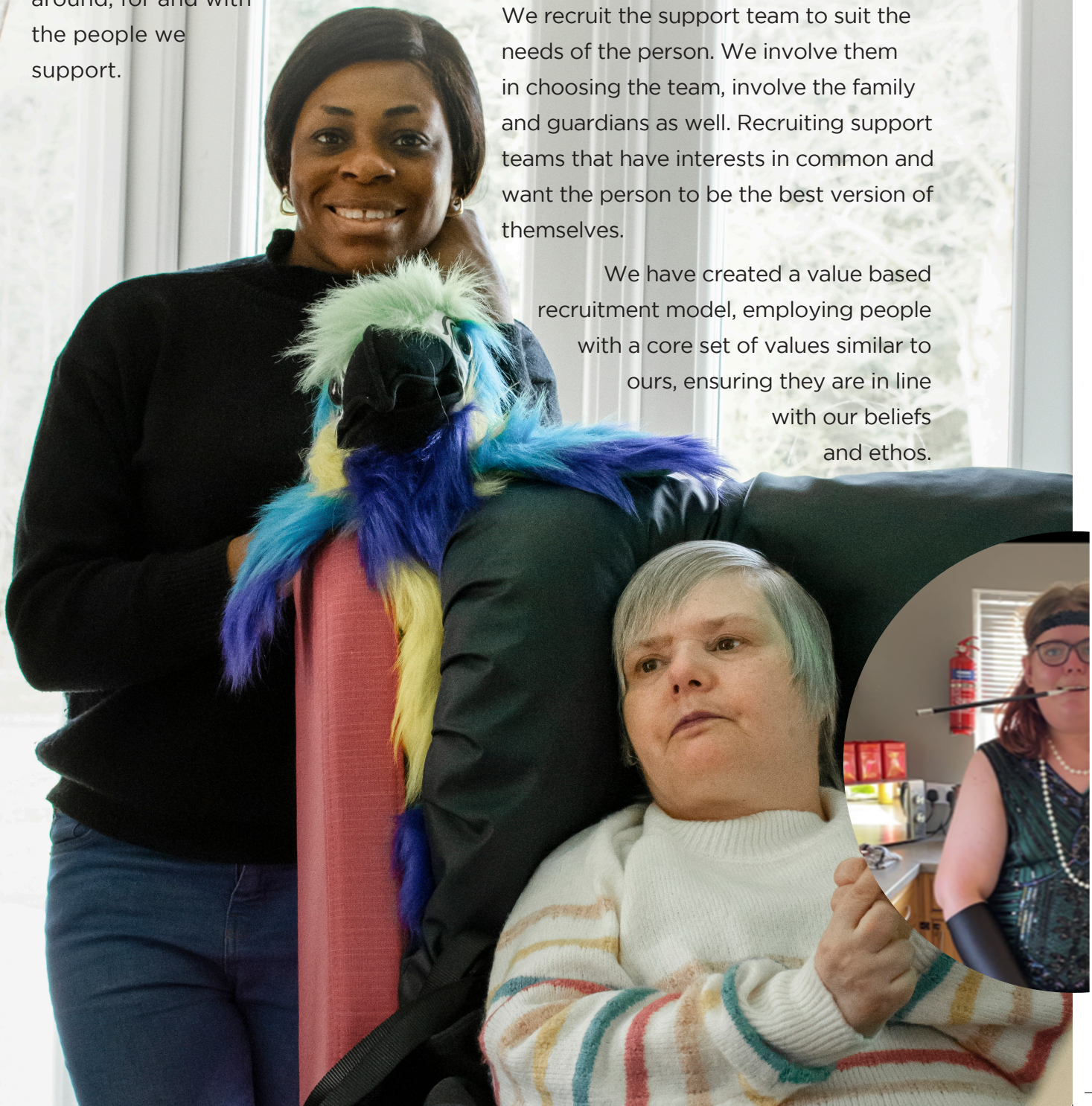
We offer a value based tailored, care service, which has evolved around, for and with the people we support.

The Directors and senior team had recognised that it was industry wide practice to fit the person to the services available.

Contrary to this, Complezzo endeavour to provide the services to fit the individual.

We recruit the support team to suit the needs of the person. We involve them in choosing the team, involve the family and guardians as well. Recruiting support teams that have interests in common and want the person to be the best version of themselves.

We have created a value based recruitment model, employing people with a core set of values similar to ours, ensuring they are in line with our beliefs and ethos.



Our Aims

Our aim is to provide continuity of support to all of our clients and their families.

We achieve this by creating an environment our personnel want to work in, and combine this with a generous pay structure, which ensures loyalty, consistency and low staff turnover.

In addition, our continuing aim is to provide a tailored care service and accommodation to meet our client's needs in locations they want to live, and by protecting their accommodation, it becomes their forever home.

Our objective for the future is to constantly strive to improve on these aims.

*“ We provide
a value based
tailored care service
built around the
people we support
”*



Our Mission



We will always design and deliver support that gives real benefit to people who most need it. We will always challenge the status quo, strive for change and never lower our standards. We will always put care and support first and expect everyone to do the same. We will always be there for the people we are entrusted with to support.



Our Values

- Be honest, trustworthy and kind •
- Assist and support people to be the best they can be •
- Profit is an outcome of great service, not a starting point •
 - Respect others •
 - We are all accountable •
 - We love what we do •

Key Bios

John Harper Managing Director



Following a successful 25 years in retail with Next and Asda Wal-Mart, I established a Care Agency in 2011, Karisa Healthcare, where we supply staff to residential care settings.

Complesso was established in 2015 supporting several MBC's and CCG's across the West Midlands & Shropshire.

Kate Harper People & Quality Director



After working for the NHS for 30 years in primary and secondary care as a physiotherapist, I gained valuable experience in CQC standards and people management.

I joined Complezzo in 2020, working with my husband, we have established a well-respected care support company.

Denis Hennigan Operations & Property Director



As a director at Complezzo, I am also the Chief Executive Officer for a Charity, Future Housing Solutions. FHS was founded in 2010 shortly after receiving a BA in Professional Housing from University of Birmingham.

I am passionate about providing high quality accommodation to individuals with disabilities.

Karen Mills Community Response & Support Manager



I have been in Health and Social Care for over 10 years with experience in LD, Mental Health and Substance Misuse. My background includes Supported Living, Residential and Community.

I joined Complezzo in 2020 to set up a new community service, supporting people in crisis. This service has now helped over 100 people in the West Midlands and continues to grow.

Warren Joyner Supported Living & Respite Manager



I've always worked within a care environment, firstly for the NHS at the QE supporting people on the psychiatric and ICU Ward. Moving into the community, supporting people with learning disabilities and challenging behaviour, progressing to become a Development Manager, introducing new services across the UK.

I joined Complezzo in 2015 as their Registered Manager, supporting people across the West Midlands & Shropshire.

Working in Partnership to Achieve Excellent Outcomes



By working together we offer unique solutions in a timely manner that other providers cannot.

Complezzo has access to a housing portfolio which enables us to buy, build or rent appropriate accommodation in any location. This shortens lead times and enables smoother transitions.

Karisa being our own care agency, enables us to offer wrap around support for emergency placements and ongoing continuity. Complezzo has access to a large number of experienced care and support staff, giving us a high degree of flexibility and a team who can be called upon to support rapidly, when and where required.



How this works in practice...

Complezzo were asked to support an emergency package of support for a young lady who's current care provider had stopped trading. As this company also owned the supported living property, she was also to be evicted from her home with immediate effect that week. With diagnosis of Autism and PTSD, this created a very stressful situation for her.

Complezzo had a respite placement available in a different borough we could offer immediately as a safe place for her. Karisa were notified, who provided a number of potential staff profiles, the young lady was given their details and pictures for her to be part of choosing her short-term support.



A process which would have taken longer without our partnership

Once she was moved and safe, we worked together with support from her advocate and professionals to source a property in the location she wished to live, close to a church she liked to attend and a charity organisation she volunteered with. We also recruited her core team to replace the agency, two of the agency staff also remained and moved over to Complezzo and continued to support her in her new home as she built a great relationship with them.

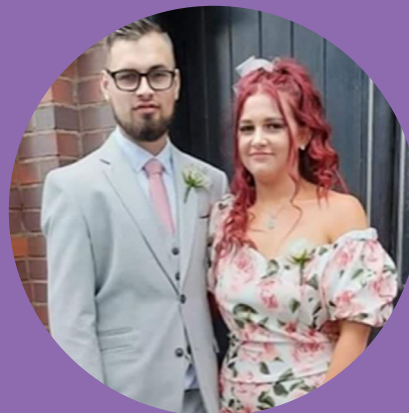
From the initial call to the young lady moving into her new home was achieved in just 9 weeks, a process which would have taken considerably longer without this partnership being in place.

Al's Story



"Since being in the care system from a young age, I always knew there were people to care for me. From the moment I was diagnosed with epilepsy at the age of 14 then having seizures when I was 17 I knew it wasn't going to be easy."

"But when I moved into Buffery, I got greeted by lovely members of staff and management. They helped, supported and guided me to living a more independent life. I achieved that and ended up moving in with my boyfriend whilst starting a weight loss journey with slimming world in 2019. It was a difficult journey but I pushed through and by 2021 I had lost $6\frac{1}{2}$ stone. I also started a new job, got engaged and now have my own home with my fiancé."



"I am proud of getting to this point and I am the happiest I have ever been in a long time."

Love Al

“...when I moved into Buffery, I got greeted by lovely members of staff and management. They helped, supported and guided me to living a more independent life.”

T's Story

“T said I can't thank the staff enough for all of their help.”

T was originally referred to us by social services due to previously refusing care and support from other care agencies, health professionals and from immediate family.

T suffers from Depression, PTSD and Alcoholism. It took time, patience to build up a meaningful relationship between T and her staff team, who were hand picked for their experience in this area and personality traits. We pride ourselves in matching staff and service user personalities, likes, dislikes and values.

T has recently come out of a detox centre and is engaging in AA meetings with the support of staff and is now engaging in health professionals and building bridges with family members. T continues to inform staff of any upcoming appointments her worries and concerns. T “I can't thank the staff enough for all of their help”

H's Story

“H said I don't know what I would do without you now.”

H was referred to us by his Power of Attorney due to concerns regarding memory loss, lack of food, untidy property and loss of weight.

H had been referred to a number of agencies prior to us but due to disengagement the services were stopped. H, initially, refused all support and often didn't answer the door to the staff.

With persistence, communication and understanding, staff were able to build up a rapport with H and now support everyday to ensure H is eating a hot meal, encouraging domestic tasks and engaging with health professionals to maintain health and wellbeing.

H had input in his allocated staff and worked with management to pick those he felt he gets on with. H will often ring staff and management when he feels lonely or confused putting less strain on primary health services. H has recently said to staff “I don't know what I would do without you now”.

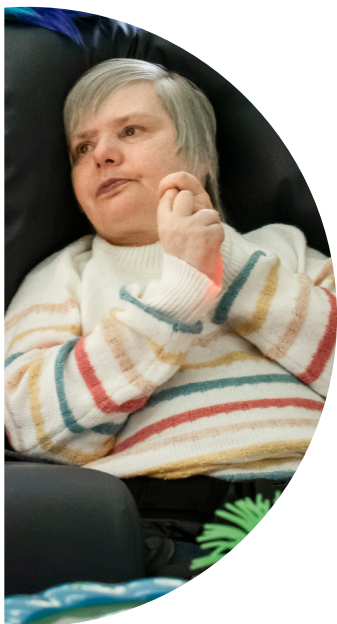
Supported Living

Working in partnership with our housing providers and investors, we offer a variety of supporting living options to meet everyone's needs. Our partners understand what we do and are committed to our long-term objectives. If you don't share our ethos then you don't work with us, it's that simple.

Our partners provide the property, we provide the support. This way we are accountable and focused on the person we are supporting, and their home is protected by the housing partners.

We provide accommodation and support to a variety of people with many different diagnosis's, including learning disabilities, autism, behaviours that challenge, personality disorders, mental health and physical disability. We are equipped to support those with very complex needs and always design our service around them.

We have supported people to move into the forever home across the West Midlands and Shropshire and will continue to source a high standard of accommodation in the locations our clients want to live.



One of our successes

“ In 2019 we launched the first transitional age group (18-25) shared properties in Dudley, centred on supporting people living with autism. Our objective was to create a supportive environment for people to flourish, and in time improve their confidence and ability, allowing them to have less support or even move onto to living independently with reduced or no support. Through the success of the initial trial this model has been successfully rolled out. ”

John Harper, Managing Director, Compleso



“ We will support you when you need us ”



CRS – Community Response & Support Team

Launched in 2020, the CRS team was founded on the same ideology, to provide what is needed, not what existed.

CRS have taken a traditional domiciliary care model and flipped the focus from “we can support you at a set time, to we will support you when you need us to”

CRS is divided into three teams of support, which are :

- **Learning disabilities & autism**
- **Mental health substance misuse**
- **Crisis support**

The service has rapidly expanded over the last 12 months as it gains a reputation for delivering clear outcomes and results. No two days are the same working in this service, which is highly adaptable to the person and the circumstance.

The service has had many successes, most notably with people who have refused support previously and have never engaged. Support is varied and we have seen successes in people’s well-being, improved healthy and refraining from substance misuse amongst others. We have managed to support people to reconnect with their communities who have previously hidden away.





Our sister company, Karisa healthcare, was founded in 2011 and provides Nurses, Carers and Support Workers across a variety of services, both public and private sector.

Having our own agency allows us to operate differently to our competitors whilst delivering on our core values.

We can provide continuity of support, covering vacancies or sickness with someone who has already shadowed previously. We know they are trained and experienced and have also been recruited on a value based model.

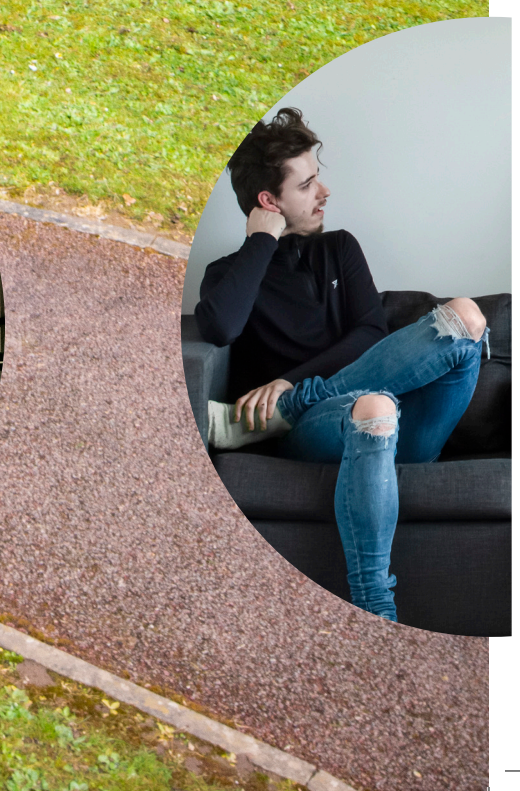
It also allows us to support emergency packages, where we can utilise Karisa to support the person swiftly and safely, whilst we recruit their long term team in the background. We can also use in our respite services to deliver emergency support to someone often in a very short time frame.

Having access to over 150 experienced Support workers and HCA's, as well as over 40 nurses is a real asset to Complesso and allows us to react to circumstances and deliver focus support where required.

Karisa supports the client swiftly to give us the time to recruit a long term team









Future Housing Solutions

Housing partnerships

Very early on we developed a relationship with Future Housing Solutions. A charity set up over 10 years ago to provide better appropriate housing to someone with a learning disability or living with a diagnosis.

Synergy in our values and how we operated was clear from the onset and we have built up an excellent partnership, resulting in FHS becoming our main source of accommodation and Denis, the charities founder becoming a Director of Complezzo.

FHS work with a wide variety of investment options, from groups to individuals, but all we work with must understand what we do and that it's a long term relationship. Through a developing network Complezzo can buy, build or rent appropriate accommodation where needed.

We have also developed strong relationships with the following housing associations and Charities to provide a high standard of accommodation.



Bromford.



Frameworks & Clients

Complezzo support a number of frameworks across the Midlands and Shropshire, with Staffordshire framework going live later in 2022. Each framework covers our Supported living and respite services, as well as our community support.

We are able to support across a broad spectrum of diagnosis's including Learning Disabilities, Autism, behaviours that challenge, Mental Health, physical and complex needs, substance misuse and trauma.

Complezzo commences support with people from 17 years of age onwards, through transition and into adults and then onto older, elderly adults.

Partnerships



Real time updated policies and procedures for all our staff including guidance and support available 24/7. Excellent training and support is also available to all staff via the app or online.



Digital assessments, support plans, medication and daily records all stored in one accessible place. Birdie is also a true partner who will adapt and enhance the platform ongoing with and changes or enhancements Complezzo require.



Suite of rota planning tools which provides up to date staff management and delivers improved continuity and agency reduction across all services.



Our I.T partner providing all back office support as well as secure GDPR compliant data transfers and encryption.

Development

Delivering more than **8000** hours of support per week

Committed to investing **£250k** per annum into new properties and upgrading existing to ensure high standards of accommodation

Improving the environment by **reducing our carbon footprint** and always promoting energy efficient models of support through housing, activities and green policies

Always striving to offer new models of support with significant benefits to transitional age groups, substance misuse and supporting people with behaviours that challenge

We continue to invest in technology to offer more accurate real time information to all our staff

Delivered a **bespoke community service** across mental health and crisis with major benefits achieved including preventing hospital admission across the **Black Country**

Launched a **training academy** allowing us to value base recruit new people into the profession who complete a 2 month course before commencing their new role.

Offering all staff technical qualifications across **Level 2, 3 and 5**, but also bespoke training such as **MAPA, PBS and trauma**.

Talent matrix launched to capture rising stars, offering them a bespoke development plan as they move into more senior positions

Building a network of investors who understand the market and the people we support, ensuring they deliver a high standard of accommodation

Our Training Academy

Inadequate training and limited shadowing opportunities are common answers when you interview candidates who have come into the sector with no experience.

The Training Academy launched to change this, and give opportunities to people with no experience. By delivering a comprehensive training plan, coupled with shadowing experienced support workers to gain on the job experience and boost their confidence before becoming part of the team. All successful candidates have a permanent contract from day one and are paid above minimum wage.

The Academy allows us to use a value-based recruitment model to recruit new candidates.



Successful candidates then complete a comprehensive training course including online and face to face modules. Once fully compliant, we place staff in several packages and care settings for two reasons. Firstly to evaluate their capability and secondly for them to get a broad introduction to lots of care settings, to see which setting they are most comfortable with.

Once shadows are completed and they are signed off as competent, they are placed in a support package and a team to continue their journey with Complezzo. Torbian's story is a good example of what success looks like. Since joining he has gone from strength to strength and in a short period of time has built a strong bond with 'L' whom he supports.



Torbian's Story



Q: Why did you want to pursue a role in support work?

A: I was brought up around care and have supported my dad, who has a physical disability. This gave me a good understanding of what may be needed in the role, and I have always enjoyed supporting him.

Q: Since joining the academy, what have you enjoyed?

A: I've really enjoyed helping others, knowing that I'm doing some good for someone who needs my support. Now I'm supporting 'L', I really enjoy his company, the discussions we have and how we really get on, I don't see this as a job.

Q: Tell me about the training academy, what have you done?

A: First I had an interview which asked me about my understanding of care as well as me as a person, I was successful and commenced my mandatory Training and Care Certificate modules. I also did face to face training, which included positive intervention and restraint. I then shadowed support workers in loads of different places.

I was told this was to see where I was comfortable and what type of support worker I wanted to be, but I enjoyed all the places.

I did 6 weeks in total, which included a longer period with 'L'. It was really good and I got to understand more what 'L's needs and wants were. Once I've finished the shadows, I became one of 'L's support team permanently.

Q: What does a typical day of support with 'L' look like?

A: The mornings in the week is about getting ready for college. Getting up, 'L' has a bath, I help with his personal care, I then support 'L' to get dressed, with the clothes he has picked out. Breakfast is followed by taking him to college. Later in the day I pick him up and we come home, 'L' likes shoes off in the house so we do that first then its always a coffee, he loves his coffee. We sit down,

make sure he has one of his fidget toys, and I give him options for tea. We then prepare and cook tea.

'L' then likes another bath. We may then talk about his favourite subjects, comedy or music, he loves older music like the Beatles or he will watch TV or I will help him search things on YouTube.



Q: What does the future hold for you?

A: I love what I'm doing and I'm happy at the moment supporting 'L' and keep learning. I'd like to improve my sign language and Makaton, I've picked it up well and I understand 'L's signs, we communicate really well, but I want to get better.

Respite Services

The requirement for adequate, well staffed provisions to cover a multitude of needs has increased over recent years. Respite models now include step down, step up and even step sideways to reduce hospital admissions and enable safe discharges.

There are also the more traditional models of holiday or timeout breaks to support the person or the families and carers. Crisis Management and emergency provisions are also becoming prevalent with requests from CCG's and MBC's alike, and care providers need to adapt their ability to support at short notice.

Type of property and their locations are also vitally important, to ensure appropriate provisions can be made to support the person correctly.

Shared or singular locations, ground floor or wheelchair accessible, detached or in a quiet location as just a few examples of needs someone may have.

Compassio continue to develop these models of short-term support together with Commissioners, Social workers, families, guardians and advocates.

Having Karisa, our sister company also enables us to move swiftly to support someone in crisis or in an emergency, by deploying trained staff at very short notice. We can then stabilise and access the person's needs before deploying Compassio staff or recruiting new team members on a need's basis.

We are committed to investing in more respite provisions across multiple locations, as well as continually developing best practice and ways of working for these services.



What People Say About Complesso?

"This is a great company to work for. I've worked in care sector for 23 years and have recently started with Complesso. Great staff, great organisation and training".

Tim

"I love the management and staff and also the service users. if you wish to work a great job in a great company, Complesso is the one for you".

Matt

"We do really appreciate your support, flexibility and going over and beyond".

Julie

"Thank you for all you do, I made a crisis referral at 10.25am and you had staff with them at 11am, it was fantastic".

Hannah

"We are so happy he is with his staff, they promote independence as much as they can and encourage J to have a healthy lifestyle. The staff are proactive and have done so much for J including supporting him with his children".

Dirk

"B mentioned she was very pleased with support received, in the past her experience of support received from other providers hasn't been good. She fed back that staff are wonderful, I just thought you'd like to know what a lovely job the staff are doing".

Amanda

"All the family feel G is genuinely loved by staff and G feels that staff are part of his family. We have peace of mind and don't need to worry about anything".

Vanessa

"Thank you for all the support you have offered A over recent months and through the crisis we have grappled with, you have been an anchor for A at very difficult times".

Deborah

"Thank you for all the support you give me, this is very different to other places I have worked. Everyone has tried their best to support me, it's a very nice place to work".

Sally



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Head Office Numbers

- Main Number - 01902 715111
- New support enquiries - Option 3
- Payroll and invoicing Option 4
- Recruitment - Option 5
- Property - Option 6
- General enquiries - Option 7

Regulated by CQC

Inspected and rated

Good



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Future Housing Solutions

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