



SPECIALIST SERVICES

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About Us

Sugarman Health and Wellbeing is a multi-divisional organisation supporting a wide range of Service Users from children to adults. We are a clinically led organisation with our divisions of Complex Care, Specialist Services and Children Services, working together to deliver the highest service possible.

We recognise that when it comes to someone's care or educational needs, no two service users are the same and this is reflected in everything that we do from the point of introduction, service planning, recruitment, selection, training and ongoing supervisions.

Our model includes working with commissioners, Service Users and their support network from the start to understand needs and expectations. This way we can work collaboratively to ensure that we create a service plan that will meet person-centered outcomes and ensure their safety. This model gives us a platform to build on and we will also respond to any changes to needs and conditions.

We maintain our high standards and pride ourselves on taking a values-based and safe recruitment approach to help us attract and recruit the very best talent across the market whose personal values align with ours. Our staff are highly trained and upskilled to fully understand the vital importance of person-centred support and how to enhance our service user's independence and ultimately support them in meeting their goals and aspirations.

All Service Users and their support network are given a service user's guide and statement of purpose during the initial referral.

We pledge to be Honest, Empathetic, Relentless and Opportunistic.

Our Mission

Our mission is to transform how specialist care is delivered across England and be able to offer our services to any individual who needs care and support, regardless of the location or care need. We accomplish a high standard through close collaboration between our Service Users and their families, our carers and our commissioning teams and are recognised for our compassion, experience, knowledge and commitment to excellence.

Specialist Services

Our Specialist Service division was established after recognising an unaddressed need within the community for those who need care and support with Autism, Learning Disabilities and Behaviours that challenge.

Sugarman Health & Wellbeing leads the way in helping Service Users transition from long-term inpatient facilities and assessment and treatment units to their communities.

Our approach is centred around the person and focused on achieving positive outcomes. We collaborate with landlords and specialised housing providers who procure houses, aiming to create innovative accommodation solutions that enhance the health, wellbeing, and long-term prospects of Service Users with complex needs.

With a substantial property portfolio and the ability to develop and acquire properties tailored to specific requirements, we partner with commissioning agencies, specialised care partners, and external investors to provide a wide range of high-quality accommodation and support for Service Users with complex needs.

The care we provide

Our care services include 24/7 specialist care, supporting people who transiting from long stay inpatient settings (Assessment and Treatment Unit), community inclusion and promoting independent functional skills. We have been delivering care and support at home for over 5 years and specialise in supporting people with the following needs but not limited to:

- Autism
- Behaviours that challenge
- Positive Behaviour Support
- Mental Health
- Intensive Interaction
- Learning Disability
- Forensic Care
- Transforming Care
- Accommodation and supported living requests
- Therapeutic Support

Our Specialist Services



Autism

Autism impacts how individuals communicate, socialize, form relationships, and perceive the world. Our goal is to empower individuals with autism to make choices about their lives and feel more engaged in their surroundings.

People with autism may display repetitive or unusual behaviours and can experience anxiety or anger when their routines are disrupted, and since autism is a spectrum condition, its impact on individuals' lives can vary widely.



Learning Disabilities

We specialise in supporting individuals with profound or multiple learning disabilities, often combined with autism and challenging behaviour. Our goal is to help people enjoy and maintain happy and healthy lives while providing them with the right support.

We actively support individuals in finding employment and engagement opportunities.



Positive Behaviour Support

When devising a positive behaviour support plan, we start by looking at the reasons behind each individual person's behaviour that challenges.

There is always a reason for someone's behaviour and we carry out a full assessment to work out what it is. We then develop realistic plans and strategies that will reduce the frequency of the behaviour that challenges and improve the person's quality of life.



Behaviours That Challenge

Types of behaviours that challenge include self-injury, hurting others, ingesting inedible items, being destructive, or other behaviours like persistently running away, spitting or removing clothes.

We build support packages around each person, modifying the type or level of support as their needs change, with the overall aim of reducing it over time.



Intensive Interaction

We provide intensive interaction training to our staff to help them communicate with children, young people, and adults in the early stages of communication development.

As communication partners, the staff aim to enter the individual's world, join their experiences, and make a personal connection by following their lead to understand and engage with their world, letting go of the need to control and simply going with the flow.



Transforming Care

Our approach to supporting people through the transition from hospital to the community is person-centred and outcome-focused.

We work with Landlords and specialist housing providers who purchase houses on an individual basis and whose vision is 'To create innovative accommodation solutions to improve the health, well-being and long-term prospects of people with complex needs'

The National Commissioning Centre

Our National Commissioning Centre (NCC) opened in 2021 and is a centralised facility that offers a seamless service where all aspects of care are catered for and where we can reach Service Users who need support across of England.

Over the years, we have worked with many commissioners, gaining valuable insight into the various challenges associated with assessing and implementing new care packages. These challenges may arise from hospital discharges, breakdowns in current care provision, or urgent care needs.

We work to ensure individuals get to live where they want and how they want. We will work with the Service User, their family, the commissioners and the Multi-Disciplinary Team to build a safe, effective, caring and well-led service.

The Sugarman Way

Our blueprint to success

We believe there are four key principles to successfully delivering care to individuals with complex needs in their own homes and communities, which we have refined and perfected into what we call the Sugarman Way. Our blueprint for success follows four steps that are implemented throughout the process, allowing us to personalise the mobilisation of care packages and ensure our Service Users receive a safe and consistent service from the very beginning.

Our 4 key principles

Refer

Referral reviewed by operational and clinical teams to ensure safe and efficient implementation. Response provided to the commissioner within the requested timeframe.

Implement

Create a tailored implementation plan shared with stakeholders, covering recruitment, risk assessments, care planning, training, and other tasks. Regular updates provided to stakeholders.

Onboard

Recruit based on person and skill specs, personalise introductions and training, and ensure all carers follow the onboarding process. Meet MDT timeframes for care package onboarding.

Retain

Regular review calls are conducted at 1/4/8 weeks with the Service User, their family, the commissioner, and the MDT to assess outcomes and ensure goals are being met. Ongoing collaboration takes place between the branch, Service User, and carers, with regular evaluations of carer competencies.

Recruitment

We recognise that the quality of care provided is directly tied to the dedication and expertise of our team. As such, the recruitment, retention, and ongoing development of skilled professionals is at the heart of our operations. We are committed to delivering person-centred care by ensuring that our staff are not only highly qualified but also aligned with our core values of honesty, empathy, relentlessness and opportunity.

Our recruitment strategy is designed to attract and select the most suitable candidates for each role, whether experienced professionals or individuals new to the care industry. We take pride in our values-based, safety-conscious approach, ensuring that we adhere to our Safer Recruitment Policy and CQC Regulations. Our recruitment process, overseen by a dedicated Recruitment Manager, is rooted in fairness and inclusivity. We are an equal opportunities employer, committed to providing a welcoming environment for individuals regardless of their background, ensuring we recruit the best talent based on merit.

We focus on selecting candidates who demonstrate the right commitment, flexibility, and presentation that our Service Users require, as well as a shared understanding of our organisational ethos. Through carefully structured interview questions, we assess candidates' ability to handle diverse care situations, including promoting choice and independence, managing behaviours that challenge, supporting mental health, end of life and clinical interventions, maintaining confidentiality and dignity and spotting signs of abuse and neglect. These values and competencies are measured through scenario-based questions, real-life examples, and a review of the candidate's past care experiences.

Training

Our training strategy is designed to ensure that all staff are fully equipped to perform their roles effectively and provide high-quality care to Service Users. We take a blended approach to training, combining classroom-based sessions, e-learning, and practical competencies.

Our training program includes mandatory courses in line with Skills for Care, CQC and commissioner guidance.

Staff also receive tailored clinical training delivered by registered Nurses, focusing on the specific clinical care needs of each Service User. Competency assessments are conducted for each clinically delegated task to ensure staff are proficient in both clinical procedures and emergency responses.

Specialist training is provided by CPI-certified trainers and Nurses, addressing specific areas of care that our Service Users require.

All our training at every level is recorded, monitored and managed on our training platform so that we can ensure the training is complete, current and that staff meet the needs of the Service User they are caring for.

Compliance

Our compliance strategy extends to ensuring that all staff members meet the necessary regulatory standards. All employees undergo a rigorous onboarding process and the following baseline checks:

- Application Form
- CV with full employment history, including reasons for gaps
- 2x Professional References covering 3 years' work history
- Photographic identity
- Right to work, including share code
- Certificates of qualifications, specialist achievements, training
- Proof of professional registration (Nurse Only)
- Valid driving licence, motor insurance and MOT certificate (driving roles using own car)
- National Insurance proof
- Disclosure & Barring Service (DBS) check (at regulated activity level, including adult & children barred lists)
- For Update Service purposes, copies of the DBS certificate are taken
- Overseas Candidate Police Checks (where required)
- Evidence of indemnity insurance (Nurse Only)

We maintain an ongoing compliance process, with regular audits to ensure we meet the expectations of CQC, ICB, and Local Authorities.

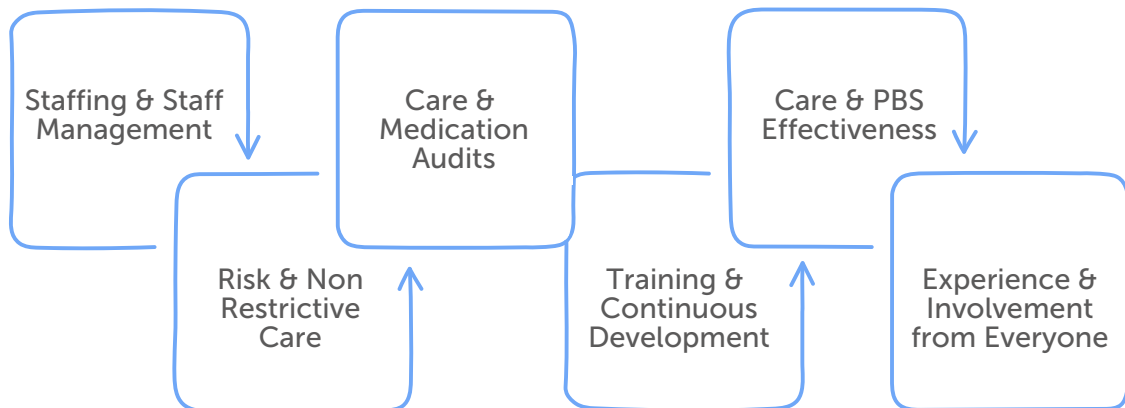
Ongoing Development

Once hired, our staff receive ongoing training and professional development, tailored to ensure they are equipped to provide high-quality, person-centred care. We invest in our people by offering regular performance reviews, career progression opportunities, and a clear management structure that supports professional growth. We also facilitate training through apprenticeships, including QCFs in Health and Social Care and Leadership, ensuring that all staff have the tools they need to thrive.

By combining values-based recruitment with a strong focus on staff development and continuous learning, we create a sustainable, skilled workforce that is prepared to meet the diverse needs of our Service Users. Our mentoring and buddy systems further support staff integration, ensuring new team members receive the guidance and support necessary to excel in their roles. We are committed to continuous development, fostering a culture of learning to support both staff and Service User wellbeing.

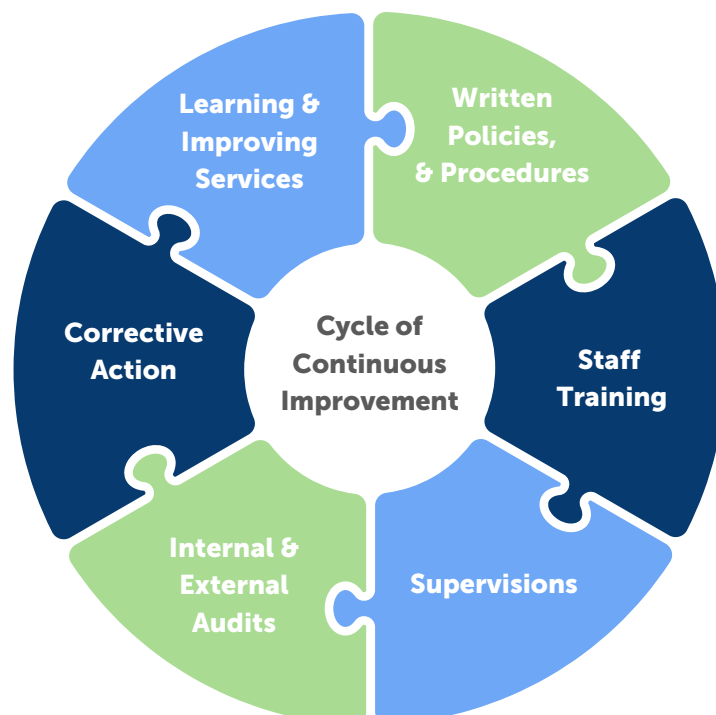
Governance

There are six areas of activity which are used to make sure we deliver the highest quality health care. This will be lead by the Governance Team and reported to Board, ICBs, Local Authorities and Stakeholder.



Continuous Improvement

Our aim is to ensure quality standards are understood and consistently delivered. The ability to continuously improve is dependent on being an organisation that strives to learn, extracting information from a range of sources, and distilling this into actionable insights that become 'hard-wired' into our systems and processes for delivering care, as well as our systems for monitoring performance.



Our Hero Values

The HERO values is centered around 4 key values which are critical to our success. These values are fundamental to our mission and represent what we at Sugarman believe and constantly strive towards.



Honesty

We want to build reliable and collaborative partnerships with everyone we support. Honesty is at the heart of everything we do.



Empathy

We understand the challenges that living at home with complex needs presents. We pride ourselves on ensuring we listen and acknowledge our Service Users' care needs, wishes, and personal goals.



Relentlessness

We have a relentless desire for everyone to succeed. We strive to deliver superior services which creates a reliable and strong partnership with our Service Users, carers, and each other.



Opportunity

We listen and take the time to understand people's goals to create opportunities that do not seem possible. Make the impossible possible!

Our Promise

We put our Service Users at the centre of what we do. Their safety and wellbeing is paramount and we are committed to:

- Service Users, and members of their family, will be treated with respect and valued as Service Users.
- Service Users and their family's rights to privacy will be upheld.
- Service Users are assisted to make their own decisions, control their own lives, and are supported in maintaining an age appropriate degree of independence.
- Our quality framework ensures an ongoing review of our policies and procedures, to be in line with current legislation and regulatory bodies, to ultimately keep our Service Users safe in their own homes, promoting their independence.
- The health, safety and welfare of Service Users and support staff is promoted and protected.
- The risk of accidents and harm happening to Service Users and staff in the provision of personal care is minimised.
- The money and property of Service Users is protected at all times.
- Service Users are protected from abuse, neglect and self-harm.
- Service Users are protected and are safe and secure in their home.
- The health, rights and best interests of Service Users are safeguarded by maintaining a record of key events and activities undertaken in the home in relation to the provision of personal care.

Contact Us



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