



# Introducing Nellie +

## Independent Social Work Membership

*The affordable, professional care review and management service.*



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# Introduction

Your care requirements are as individual as you are, and they can change over time. When needs change, a quick and tailored response is essential. Why? Because a quick response means a reduced risk of emergency care and results in an improved, more personal care experience.

For those helping you, such as attorneys and deputies, it is essential that they have up-to-date information to help evidence that any decisions they make are appropriate and in your best interest.

Nellie's membership service is an affordable, professional care review and management service that ensures your needs are reviewed regularly, and any changes are identified.

Our team liaises with those who know and support you to ensure these needs are met. From making sure you can attend a GP appointment or arranging transport for you to meet with friends to assisting with additional care at home. Whatever you need, when you are part of our herd, you're never alone.

**At Nellie Supports, we know personalisation is key to your care. So, team Nellie has created a simple, bespoke membership service that allows you to choose the level of support you need depending on your situation.**

# The Right Care For You

## Choosing your plan

	Silver	Gold	Platinum	DEPUTYSHIP
	<b>£39</b> per month	<b>£79</b> per month	<b>£199</b> per month	<b>£99</b> per month
Free Initial Care Assessment Home Visit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Annual Care Assessment Home Visit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Care Plan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Continuing Health Care Checklist		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monthly Review Report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10% Discount on case management rate		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5% Discount on all of our other services		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monthly Telehealth Review		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Monthly Home Visit Review			<input checked="" type="checkbox"/>	
Annual mental Capacity Assessment (Finances)				<input checked="" type="checkbox"/>

# What's Included In Your Membership Service?

At Nellie Supports, we know personalisation is key to your care. So, team Nellie has created a simple, bespoke membership service that allows you to choose the level of support you need depending on your situation.

Our membership packages ensure you have support 52 weeks of the year. Being a member of Nellie+ Doesn't cost the earth; in fact, we plant trees to offset our carbon emissions to ensure it doesn't!

## **Silver** For Those Planning For The Future

Our Silver package is perfect for those planning for their future but may not need support right now. Our Silver package includes an annual assessment so we can get to know you as a person, and if you need us in the future, then we are just a phone call away.

## **Gold** Ongoing Telehealth Support

Our Gold package means that you get annual home visits as well as the additional benefit of ongoing support through our monthly telehealth (telephone or video link) reviewing service. Allowing us to check in with you, your carers, and anyone else involved in your care, ensuring any changes are identified quickly.

## **Platinum** Providing monthly Home Visit Reviews

Our Platinum package gives you all the same great benefits as our gold package. However, instead of a monthly telehealth review, we complete monthly home visits resulting in more personalised support and is perfect for those living both independently and in care homes.

## **Deputyship** Specially Designed for Professional Deputies

To ensure our deputies can evidence meeting Standard 3a (8), "Keep client records up to date by regularly reviewing and recording the client's capacity, capability and support they need". Our Deputyship package offers the same support as our Gold package with the additional benefit of an annual capacity assessment for managing finances and allowing you to evidence meeting the standards efficiently.

# Care Assessments and Reviews

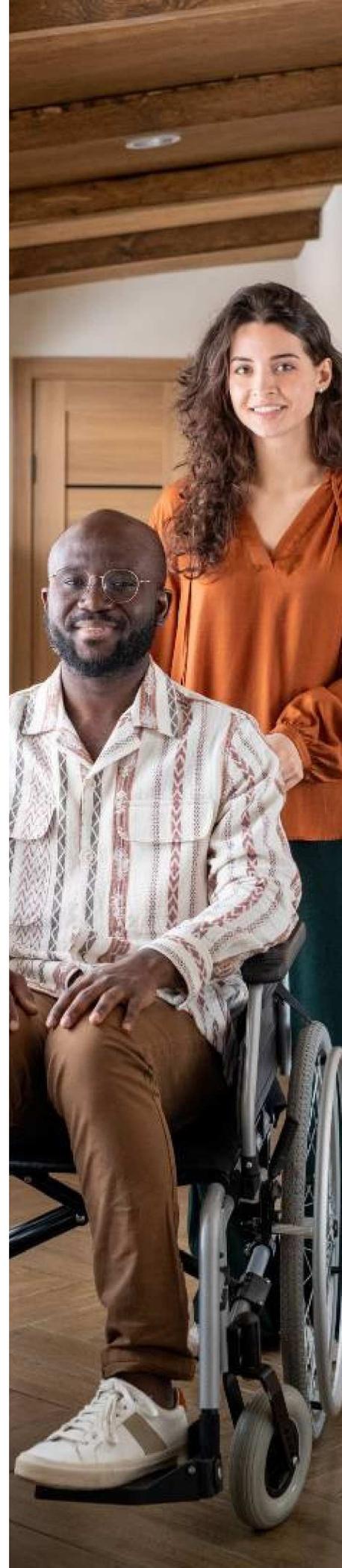
Depending on your plan we will keep in contact with you on a monthly or annual basis either by meeting up with you in your own home or via telehealth to ensure you are regularly reviewed

**1. Annual care assessment:** Our annual in-person assessment identifies your care and support needs. Our friendly and experienced social workers will discuss your needs and wishes, to find out what kind of care and support is right for you. Your Needs Assessment can take place in your own home or wherever you feel the most comfortable.

**2. Monthly reviews:** Depending on your plan our monthly reviews can take place either via video-link / telephone or in person at your own home. Our monthly reviews includes discussions with you and your carers, whichever you prefer. We make contact on a monthly basis and report back to the people you have chosen on how you are getting on. This is your chance to raise any concerns or queries and for us to identify any change in your requirements.

**3. Annual Mental Capacity Assessment (Finances):** To ensure court of protection professional deputies meet Standard 3a (8), we complete an annual mental capacity assessment to evidence any changes in a client's capacity, ensuring you can evidence a regular review has taken place and support you in identifying any improvements or decline in a clients capacity to manage their own finances.

**4. Continuing Health Care Review:** Your health needs change over time; that's why alongside our annual social care needs assessment, we complete a review of your eligibility for continuing health care to ensure you receive the proper funding for your care and reduce the need for appeals later down the road.





# Reports - Keeping you up to date

## Annual Care Assessment Report

Our assessments are based on the same legislation and eligibility criteria used by the NHS and Local Authorities outlined in the Care Act (2014). This ensures our social workers have a holistic picture when it comes to helping you look after yourself, your home, your relationships with others as well as accessing work, training, education or volunteering, making use of local services such as public transport, and your caring responsibilities if you have a child.

## Annual Care Plan

Once we've carried out your Needs Assessment, we'll create a bespoke Care Plan together, tailored to your needs, abilities and wishes. It will highlight and confirm how your care and support needs will be met including any financial support you're entitled to. This is your chance to have your say about the type of care and support you'd like.

## Monthly Review Report

A monthly report will be provided to you and your deputy/attorney to keep everyone up-to-date on how things are going. Reviewing your care is essential. This makes sure that you remain the focus and can talk to us about any changes in your needs, or any concerns you may have, quickly, before any issues arise.

## Annual Mental Capacity Assessment Report

An annual report in line with the test outlined in the Mental Capacity Act (2005) identifies explicitly your capacity to manage your own property and financial affairs. For professional deputies, this is great evidence to show you have regularly reviewed and recorded a client's capacity, and for you, it means we can quickly identify any improvements and ensure those involved in your care support you appropriately.



# Professional Deputy Support

**The Professional Deputy Standards states (8), "Keep client records up to date by regularly reviewing and recording the client's capacity, capability and support they need"**

## How we help you meet your standards

Our Professional Deputy plan means your client will receive an annual assessment of their care needs and care plan. This assessment takes place in their home to ensure a holistic and person-centred assessment; all included as part of your client's monthly subscription.

To ensure regular reviewing of your client's capabilities and support needs, our team completes monthly reviews of your client's needs via video link or telephone.

This review can include speaking to carers and loved ones to identify any changes in needs. Our team will then provide you with a digital report for your records, ensuring you have a record of a regular review of their capabilities and support.

## Mental Capacity

Nellie Supports are the experts in assessing mental capacity. As such, you can rely on our capacity assessors to provide an expert annual mental capacity assessment (manage finances) as part of your client's subscription. Where necessary, we will complete annual cognitive assessments at no additional cost. Providing you with evidence of your ongoing commitment to reviewing your client's capacity and building a history of improvement/decline.

# Additional Benefits

Sometimes you may need support that falls outside of your plan, if you do then as part of the herd we offer our members additional discounts on our services.

## 01 10% Discount on Case Management

Sometimes you may need support that falls outside of your plan, if you do then as part of the herd we offer an additional 10% discount on our hourly case management fee. So, whether you need advocacy at a meeting, support on organising new care providers or help with arranging appointments, our team is on hand to help and your membership results in an even more affordable service

## 02 5% Discount on Services

What makes you want to start an eCommerce business? Is it the sheer novelty, the idea it might be easy, because your entrepreneur friends are doing it? It's a full-time commitment, so will you do it even when it gets a little boring or the boat begins to rock a little bit? If you're lacking long-term commitment deep down, this may not be for you.

## 03 Free Initial Assessment

When you sign up with Nellie + you will receive a free initial care assessment and care plan, allowing us to understand who you are and your current care needs.

## 04 Travel Costs Included

All of our membership plans that include annual or monthly home visits come with travel included so there are no hidden costs.\*

# Join **The Herd** Today

Call our friendly team on 0333 987 5118 to discuss your needs and how we can help.



Nellie Supports is the new, modern approach to adult health and social care services in the UK. We specialise in social care and mental capacity with person-centred, ethically-priced services tailored to your unique needs and wishes.

Follow this [link](#) to discover more

Or visit [www.nelliesupports.com/membership](http://www.nelliesupports.com/membership)



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