



Compassionate Care Led by Nurses

SafeHands Nursing Care • Nurse Led Complex Care at Home
Greater London and Home Counties

CQC REGISTERED • NURSE-LED CLINICAL OVERSIGHT • PLANNED CARE SUPPORT

WELCOME

Welcome to SafeHands Nursing Care

SafeHands Nursing Care was created from a single belief: that every person receiving complex care at home deserves the same clinical standards they would expect in a hospital, delivered with warmth, dignity, and genuine human connection.

I founded SHNC after years of working across complex care services and seeing the gap between what families were promised and what was actually delivered. Too often, clinical oversight was disconnected from day to day care. Communication broke down. Families felt left in the dark. And the people who mattered most, the clients, were caught in the middle. SHNC exists to close that gap.

"Every family is treated as a partner, not a number."

We are a nurse led complex care provider, fully registered with the Care Quality Commission for both Personal Care and Treatment of Disease, Disorder or Injury. Every decision we make is guided by clinical expertise, not administrative convenience. Every care package is overseen by registered nurses. Every family is treated as a partner, not a number.

Our CarePod model means that every client has a dedicated team around them, not just carers, but a coordinated network of clinical leads, care coordinators, and practice leads who know them by name, understand their needs, and are accountable for their outcomes.



Olasunbo Olamide Rabi-Salau, Founder and Clinical Director

This brochure tells you who we are, what we do, and how we work. More importantly, it tells you what you can expect when you choose SHNC: safe, personalised, nurse led care that puts the client at the centre of everything we do.

Every package has named Registered Nurse oversight.

The SHNC CarePod

Every client benefits from their own dedicated CarePod, bringing together clinical, operational and recruitment professionals to provide coordinated, personalised support.



CQC Registered Provider
Personal Care & TDDI

SafeHands Nursing Care is fully registered with the Care Quality Commission. Registered for: Personal Care and Treatment of Disease, Disorder or Injury (TDDI).
Location ID: 1-28641133279

About SHNC

SafeHands Nursing Care is a specialist complex care provider serving adults across Greater London and the Home Counties. We deliver nurse led care in the home for people with significant health needs, from tracheostomy and ventilation support to spinal injury care, neurological conditions, and palliative support.

We were founded by Registered Nurse Olasunbo Olamide Rabiun-Salau, who recognised that the safest, most effective care happens when clinical leadership sits at the heart of every package, not at the end of a phone line, but actively involved in assessment, planning, delivery, and review.

OUR MISSION

To deliver safe, compassionate, nurse led complex care that enables every client to live with dignity, independence, and the best possible quality of life in their own home.

OUR VISION

Our aim is to become a trusted nurse-led complex-care provider, valued by families, respected by professionals, and chosen by commissioners for our unwavering commitment to clinical excellence and person centred care.

OUR VALUES

- **Safety First.** Every clinical decision is evidence based. Every risk is assessed. Every intervention is delivered by competent, supervised staff.
- **Personalised Care.** No two clients are the same. We design every care plan around the individual.
- **Nurse Led Excellence.** Clinical oversight is the foundation of everything we do.
- **Transparency.** Communication is open, honest, and timely. No hidden processes.
- **Partnership.** We work with families, case managers, and commissioners as equal partners.
- **Continuous Improvement.** We learn from every audit, every review, every piece of feedback.

CQC

REGISTERED FOR PERSONAL CARE AND
TDDI

Why Choose SHNC

Choosing a complex care provider is one of the most important decisions a family can make. You need confidence that the people coming into your home are skilled, safe, and genuinely committed to your wellbeing. Here is what sets SHNC apart.

- **Nurse Led Service.** Every care package overseen by NMC registered nurses.
- **Clinical Oversight.** Regular reviews, spot checks, and audits by clinical leads.
- **Relationship Led Care.** Carers matched to clients based on personality and skills.
- **Transparent Communication.** Direct access to the CarePod team.
- **Robust Governance.** CQC registered. Full safeguarding protocols.
- **Clinical Safety.** Risk assessments are living documents, updated as needs change.
- **Responsive Support.** An on-call escalation route for active care packages.
- **Continuity of Care.** A consistent core team, supported by planned cover arrangements.
- **Quality Assurance.** Planned audits, medication reviews and competency checks based on the needs and risks of each package.
- **Complex Care Services.** Tracheostomy, ventilation, spinal injury, neurological conditions.

The SHNC CarePod

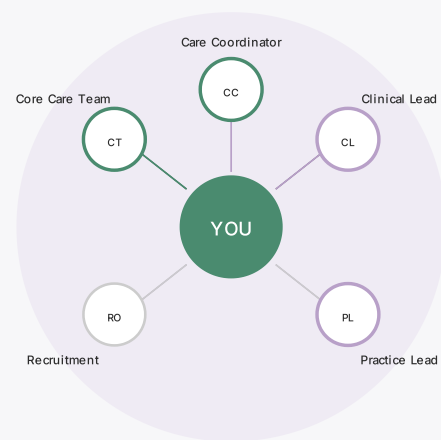
"One client. One dedicated team. One shared goal."

At SHNC, every client is supported by their own dedicated CarePod. Rather than different departments working separately, each CarePod brings together the people responsible for every part of your care. This keeps communication clear, improves continuity and ensures your care remains coordinated from the very beginning.

**At the centre of every CarePod
is the person who matters most.**

You.

"Our CarePod model was designed to make communication simpler, strengthen accountability and ensure every client remains at the centre of every decision."



EVERY MEMBER HAS A CLEAR ROLE

- **Care Coordinator.** Coordinates your package, rotas, and communication.
- **Clinical Lead.** Clinical oversight, care plan reviews, competency assessments.
- **Practice Lead.** Clinical standards, governance, continuous improvement.
- **Recruitment Officer.** Carers and nurses with the right skills and values.
- **Core Care Team.** The familiar carers who deliver your care every day.

Our Services

SHNC provides a comprehensive range of nurse led complex care services for adults in their own homes. Every service is delivered with the same commitment to clinical excellence, safety, and personalised support.

Complex Nursing Care

Specialist nursing interventions by NMC registered nurses.

Personal Care

Dignified assistance with daily living activities.

Neurological Conditions

Individualised support for adults living with cerebral palsy, multiple sclerosis, motor neurone disease and acquired brain injury.

Spinal Injury Care

Autonomic dysreflexia, bowel and bladder care.

Tracheostomy Care

Airway management, suctioning, stoma care.

Ventilation Support

Nurse led ventilator management and monitoring.

PEG Feeding

Safe enteral feed administration by trained staff.

Medication Admin

Safe handling, storage, and administration.

Catheter Care

Catheter management and infection-prevention support.

Bowel Management

Individualised bowel care programmes.

Epilepsy Care

Seizure management and rescue medication.

Respiratory Care

Oxygen therapy, nebulisers and support with prescribed chest physiotherapy techniques.

Palliative Care

Compassionate end of life care focused on comfort.

Rehabilitation

Post hospital and post injury rehabilitation support.

Hospital Discharge

Planned discharge supported by nurse-led assessment, care planning and staff preparation.

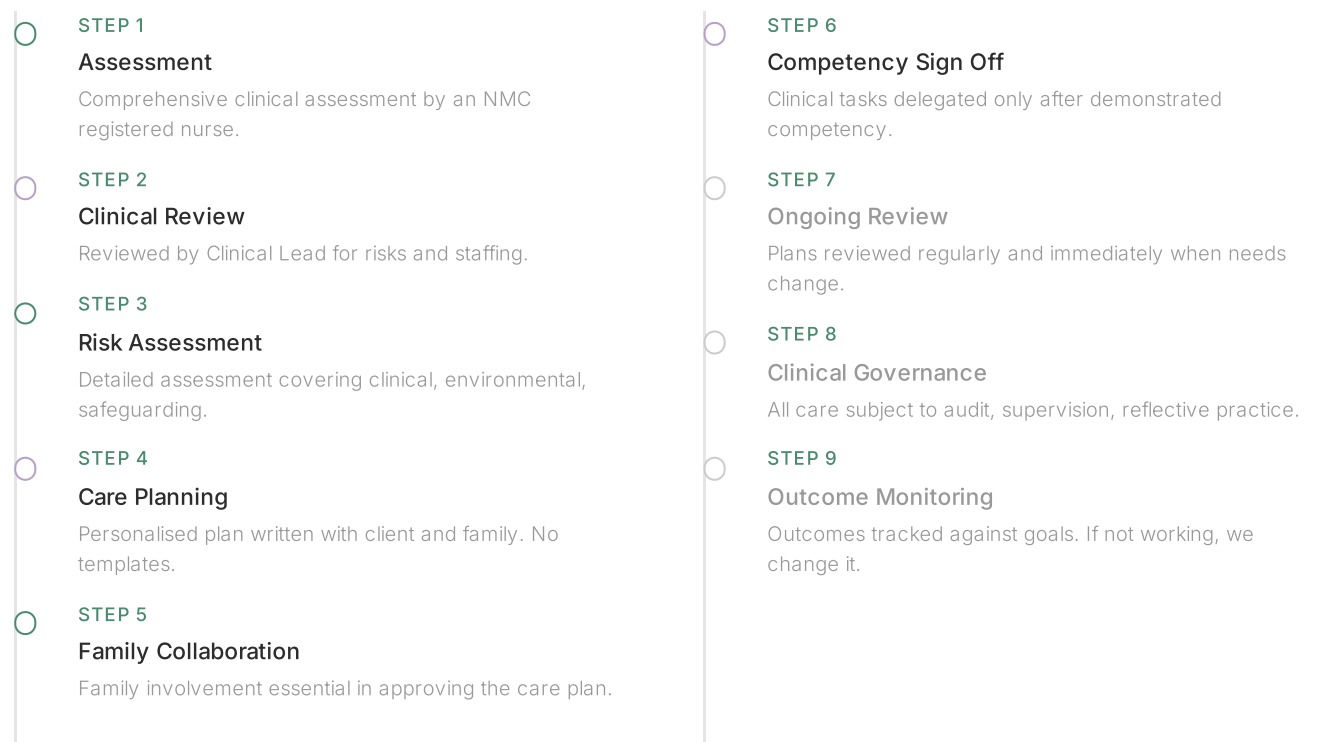
Private Care

Bespoke packages with full CarePod support.

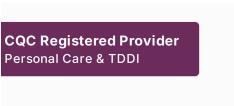


Our Clinical Approach

Every care package at SHNC follows a structured clinical process. This ensures that nothing is missed, that families are involved at every stage, and that care remains safe, appropriate, and responsive to changing needs.



New referrals receive an initial response within 24 to 48 hours. Once a package has been accepted and all essential information and approvals have been received, mobilisation is normally completed within two to three weeks. Timescales depend on clinical complexity, recruitment, package-specific training, competency assessment, equipment arrangements and the agreed start date. Urgent referrals are considered individually.



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Location ID: 1-28641133279

Our Quality Promise

These are not marketing slogans. These are the promises we make to every client, every family, and every professional who works with us.

01 Every person is treated with dignity.

02 Every concern matters.

03 Every voice is heard.

04 Every clinical decision is evidence based.

05 Every family receives honest communication.

06 Every member of staff is supported.

07 Every package receives clinical oversight.

08 Every care plan is personalised.

09 Every risk is assessed and managed.

10 Every complaint is an opportunity to improve.

Contact Us

We would be honoured to discuss how SHNC can support you or your loved one. Every enquiry is handled with discretion, sensitivity, and the same clinical rigour that defines our care.

CONTACT DETAILS

-  **Website**
www.shnc.org.uk
-  **Telephone**
020 8050 0098
-  **Email**
contact@shnc.org.uk
-  **Office Address**
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London, SE13 6EE

CQC REGISTRATION

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Registered for: Personal Care and Treatment of Disease, Disorder or Injury (TDDI)
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Scan to verify our CQC registration

COVERAGE AREA

Greater London and Home Counties including Kent, Surrey, Essex, Hertfordshire and Buckinghamshire.

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