

Service Brochure 2026/27

Calm, expert guidance, support and advocacy for you and those important to you when you need it.

About Furtherance Care and Nursing

Furtherance Care and Nursing Limited provides specialist, nurse led support for individuals and families navigating health and care decisions.

We are led by a Registered Nurse with senior experience across health and social care, bringing both clinical knowledge and a deep understanding of how the health and social care systems work in real life.

Why have you opened Furtherance Care and Nursing?

After 25 years working in health and social care, including 17 years as a Registered Nurse, I saw first hand that many people in England are falling through the gaps in the care system.

There is a group of people who don't quite meet the criteria for support from community teams, social prescribing services, local authorities, or Continuing Healthcare (CHC). Despite this, they still have very real and often complex needs. Too often, they are left to cope on their own, they're

trying to make important decisions, organise care, and navigate a system that can feel extremely confusing and overwhelming.

This can lead to care arrangements breaking down, added stress for families or carers, and in some cases, significant financial and emotional strain.

Furtherance Care and Nursing was created to change that. We believe no one should have to face these challenges alone. Everyone deserves clear guidance, compassionate support, and someone who will stand alongside them and advocate for their needs.

We also understand that the wider health and social care system is under immense pressure. The gaps people experience are not due to a lack of care or commitment from frontline staff, but are the result of a system that is stretched beyond capacity. While we can't fix everything, we can make a meaningful difference by supporting individuals and families who might otherwise be left without help.

Our purpose is simple

To ensure you feel informed, supported, and never alone in making important decisions regarding your care and treatment.

We believe:

- ✓ You should be supported to understand all your options clearly
- ✓ You should be supported to feel confident in your decisions
- ✓ You should always have someone on your side

We truly believe the person at the centre of care must always be the priority.

How we can help

We support you by:

- ✓ Helping you understand medical information and care options
- ✓ Guiding you through the health and social care system
- ✓ Supporting hospital discharge and transitions between care settings
- ✓ Providing reassurance to you and your family or carers during difficult or uncertain times
- ✓ Supporting conversations with professionals
- ✓ Offering guidance where there may be concerns about safety, wellbeing, or safeguarding



Which service is right for you?

Clarity £120 | 60-90 minutes

A calm, focused conversation to help you feel clearer about and more in control of your situation.

Best for you if:

- You're feeling overwhelmed
- You're unsure what to do next
- You've received a recent diagnosis or hospital visit and need support in understanding or coming to terms with what you have been through

- Understand you need care or support but do not meet criteria for funded assistance

What's included:

- A full review of your current situation (either in person or virtual)
- Clear explanation of all your options
- Practical next steps agreed
- A written summary of our meeting

Guidance £420

Ongoing support when things feel more challenging or your needs are more complex.

Best for you if:

- You are supporting someone long term but receive little support yourself
- You need care or support and need help understanding all potential care options
- You would like to receive guidance and support over a short to medium period of time

What's included:

- Up to 4 hours of support (either in person or virtual)
- Help understanding medical information
- Review of your care plans to ensure you understand the content and what you should expect
- Guidance on suitable services available to you and next steps
- Email support between sessions

Transition £650

Support to help ensure a safe and well planned move between care settings.

Best for you if:

- You or a loved one is being discharged from hospital to home
- You are returning home from any care setting after illness, rehabilitation, respite or recuperation
- You are thinking of leaving your current domiciliary care provider or care home
- You are moving into a care home or between care services

What's included:

- Pre-discharge guidance (where applicable)
- Review of discharge plans and/or care plans
- Advice on aftercare and next steps
- Up to 6 hours of support (either in person or virtual)
- Follow up and check in, in your new care setting or with your new care provider
- Review of any risks or concerns to ensure safety and wellbeing are maintained

Continuity £280 per month

Continued reassurance and guidance whenever you need it.

Best for you if:

- You are managing a long term condition and there are likely to be fluctuations or changes to your care needs
- You would like regular support and check ins
- You feel you may benefit from ongoing guidance and input

What's included:

- Ongoing advice and guidance

- Up to 3 hours of support per month (either in person or virtual)
- Ongoing monitoring of changes in wellbeing, risk, or safety concerns
- Priority booking
- Email support included

Advocacy From £350

When you need someone experienced to support you in important conversations regarding your care and treatment or where you would like to live.

Best for you if:

- You are attending a care or medical meeting
- You feel unsure about what will happen or worried you may not be fully heard
- You would like professional support and representation before, during and after your meeting

What's included:

- Preparation time before meetings

- Attendance at your meeting (either virtual or in person)
- Post meeting debrief, with summary provided and next steps agreed
- Support and advice where there may be concerns about care quality, safety, or safeguarding

Outcome:

Fast, structured guidance when timing is critical.

Priority From £350

Fast, expert support when you need help quickly.

Best for you if:

- There is a sudden hospital admission or breakdown in existing support
- You or a loved one is facing a crisis
- You need urgent help making decisions about your care, support or treatment
- You are caring for a friend or family member and need to change arrangements quickly
- You are concerned about immediate safety or safeguarding issues

What's included:

- Priority visit or video call within 24 hours
- Consultation and review of your situation
- Clear, practical guidance with clinical insight
- A plan of action agreed to help you move forward safely
- Liaison with specialist services and required authorities on your behalf (with consent)

Butterfly

Support during end-of-life, or for people with a terminal prognosis who wish to make plans in advance.

Best for you if:

- You or a loved one has received a life limiting or terminal diagnosis or you or a loved one are approaching the end of life
- You need help understanding what to expect
- You would like support to empower you in making informed decisions regarding your care
- You need emotional reassurance
- You would like to implement an advanced care plan to support health care professionals and your loved ones with your care

What's included:

- Sensitive, tailored guidance to your situation
- Help understanding what is happening to you or your loved one
- Support and advice regarding care and comfort options
- Guidance on services available to you
- Support with conversations with professionals
- Emotional reassurance and support for you and your family

Pricing:

Initial consultation: **£120**

Support package (up to 5 hours, virtually or in person): **£500**

Ongoing support can be arranged if needed.

Furtherance 
CARE AND NURSING

Where do I start?

If you're unsure, we recommend beginning with our Clarity package.

This allows us to:

- ✓ Understand your situation
- ✓ Talk through your concerns
- ✓ Recommend and advise on the most appropriate next steps for you

From there, we can guide you towards the right level of support.

Safeguarding Statement

Furtherance Care and Nursing Limited is committed to promoting safety, wellbeing, and dignity in all aspects of our work.

As a nurse led service, we have a professional responsibility to:

- ✓ Identify and respond to risks to wellbeing or safety
- ✓ Recognise potential safeguarding concerns
- ✓ Take appropriate action where concerns arise

Where necessary and appropriate, we will:

- ✓ Share information with relevant safeguarding authorities or professionals
- ✓ Act in accordance with legal, ethical, and professional standards

Our approach is always:

- ✓ Proportionate
- ✓ Ethical
- ✓ Protective of the individual
- ✓ Respectful of dignity and rights

We are committed to working collaboratively with professionals to ensure individuals are safe, supported, and appropriately protected.



Our promise

We will always work with:

Compassion | Respect | Honesty | Professionalism

And above all:

We are here to support, guide, and ensure your wishes, safety, dignity, and wellbeing remain at the centre of everything we do.

Frequently asked Questions

What is Furtherance Care and Nursing Limited?

Furtherance Care and Nursing Limited is a nurse led care navigation and consultancy service. We provide expert guidance, advocacy, and clinical insight to individuals and families navigating health and care situations and care options as sometimes these can be complex and difficult.

What does “care navigation” mean?

Care navigation means helping you understand, organise, and access the right health and social care services for what you need. We guide you through what can often feel like a confusing system, ensuring you make informed decisions with confidence.

Who do you support?

We support:

- ✓ Individuals with complex or long-term health conditions
- ✓ Families managing care for loved ones
- ✓ People transitioning between hospital, home, or care settings
- ✓ Anyone needing clarity or advocacy
- ✓ People who have received a life limiting diagnosis or require advice and input as they approach end of life

What kind of support do you provide?

Our services include:

- ✓ Guidance on care options and next steps
- ✓ Help understanding medical information and care plans
- ✓ Advocacy in meetings with healthcare professionals
- ✓ Support during hospital discharge planning or soon after you return home
- ✓ Assistance navigating social care services
- ✓ Support with end of life planning

Are you a healthcare provider?

We are not a treatment provider at this time. Instead, we offer independent support, advice, and advocacy with the added benefit of clinical insight to help you make the best decisions about your care. We are preparing to apply for registration with the Care Quality Commission, which would

allow us to care for and treat you at home once in place. We will update you via our website and social media channels once our registration has been approved.

What makes your service different?

Our service is led by a senior Nurse with over 17 years of Nursing experience. This means you receive:

- ✓ Expert insight from within the healthcare system
- ✓ Compassionate, person centred support
- ✓ Practical and real world guidance tailored to your situation

Do you work with the NHS and local authorities?

We can work alongside existing services such as the NHS and local authorities, helping you understand and engage with them more effectively. We always remain independent and will always act and advise in your best interests.

Can you attend appointments or meetings with me?

Yes, we can support you by attending appointments and meetings either virtually or in person, helping you ask the right questions and ensuring your voice is heard.

Is your service confidential?

Absolutely. We treat all information with strict confidentiality and professionalism. The only exception to this would be if we had safeguarding concerns, which we are legally obliged to report to the appropriate agencies.

Do you cover the whole of the UK?

Our expertise lies within the health and social care system in England, therefore, at this time we only provide support to those navigating the English system. We are hoping to expand our coverage to the whole of the UK in the near future and will update our website and social media channels when we do so.

How do I get started?

You can contact us to arrange an initial consultation where we'll discuss your situation and how we can best support you.

Do you offer one off advice or ongoing support?

We offer both:

- ✓ One off consultations for specific concerns
- ✓ Ongoing support for more complex or evolving situations

Who might benefit most from your service?

Our service is particularly helpful if you:

- ✓ Feel overwhelmed by the care system or don't know where to start
- ✓ Know you need care but you are unsure what options are available or suitable
- ✓ Need someone to advocate on your behalf
- ✓ Want expert guidance to make informed decisions about your care and treatment

Do you support carers and family members?

Yes. We recognise how important carers and families are and how much strain caring responsibilities can place on people. We can provide carers and family members with guidance, reassurance, emotional and practical support throughout your care journey.

Is your advice personalised?

Yes. Every situation is unique, and we tailor our support and advice to your specific needs, preferences, and circumstances.

How can I contact you?

You can make contact via our website, telephone, email or social media channels to arrange a consultation or ask any questions.

➤ Care Navigation & Co-ordination

What is care navigation and co-ordination?

Care navigation and co-ordination involves helping you understand and move through the health and social care system. We ensure all parts of your care are aligned, organised, and working together effectively at all times.

Can you help with appointments and referrals?

Yes. We can assist with arranging appointments, tracking referrals, and ensuring appropriate follow up so nothing is missed.

Do you communicate with healthcare professionals on my behalf?

Yes, with your consent, we can liaise with healthcare professionals and services to ensure clear communication and that your needs and preferences are understood.

How does this service reduce stress?

We take on the administrative and co-ordination burden, helping you and those close to you feel more in control and less overwhelmed by often complex systems.

➤ Care Consultancy & Planning

What is included in a care review?

We assess current care arrangements, identify any gaps or risks, and provide clear recommendations to improve safety, quality, and outcomes for you.

Can you help me understand care options?

Absolutely. We explain the different care options available whether at home, in the community, or in residential settings, so you can make informed decisions and feel confident that you are choosing the right option for you.

Do you provide guidance on funding care?

Yes. We offer guidance on potential funding pathways and help you understand what support may be available to you. We cannot provide financial advice and if you have concerns or specific questions about your finances or making your money work for you, we would always advise speaking with an independent financial advisor.

Can you help me prepare for assessments?

Yes. We support you in preparing for key assessments (such as care or funding assessments), ensuring you know what to expect and how to present your needs clearly.

➤ Post Discharge Support

Can you help after a hospital discharge?

Yes. We provide support to help you understand your discharge plans and ensure a smooth transition from hospital to home or another care setting.

What does post discharge support involve?

Our post discharge support service includes:

- ✓ Explaining discharge instructions to you in clear terms
- ✓ Helping organise and co-ordinate services such as home care or equipment
- ✓ Providing structured follow up and reassurance

How does this help prevent readmission to hospital?

Often, people are discharged from hospital with little plans for follow up. By ensuring your discharge plans are clearly understood and properly implemented by you and those close to you, we reduce the risk of confusion, missed care and intervention opportunities and avoidable complications.

➤ Family & Carer Support

Do you support family members and carers?

Yes. We fully understand the stress family members and carers can experience. We provide both emotional and practical support to families and carers who are navigating complex care situations or having to make decisions regarding care and treatment options on a persons behalf and in their best interests.

Can you help with dementia or stroke care?

Yes. We offer guidance tailored to conditions such as dementia and stroke, helping families understand their loved ones needs, disease progression, and care options. We are highly experienced in Dementia care, our Director has worked for over 20 years of her career caring for people with a diagnosis of Dementia.

How do you help families adapt to changing needs?

We provide ongoing guidance and reassurance, helping you recognise changes, adjust care plans, and feel more confident in decision making.

➤ End of Life Guidance

Do you provide end-of-life support?

Yes. We offer compassionate guidance to support individuals and families where a terminal prognosis has been provided and we understand and appreciate this is an extremely sensitive time.

Can you support families during this time?

Yes. We provide a steady, supportive presence for families, helping them feel informed, prepared, and supported throughout.

If you care so much, why does this cost money?

This is a valid question and one which we are always happy to answer.

What we offer is unfortunately not a system entitlement. You will receive personalised time, professional knowledge, and dedicated support tailored to your situation. We spend hours listening, researching, advising, co-ordinating, and advocating on your behalf so you don't have to navigate the health and social care system alone.

How does your service benefit families?

We reduce pressure by taking on co-ordination, providing clarity, and supporting decision making during complex or stressful situations.

Can you help prevent crises or hospital readmissions?

Yes. By improving understanding, co-ordination, and follow through, we help reduce the risk of avoidable crises and unnecessary hospital admissions.

How do you improve continuity of care?

We act as a consistent point of contact, ensuring communication between services is clear and that care remains joined up and person centred.

What makes your support unique?

We combine clinical insight with an independent approach, offering practical guidance, advocacy, and continuity at a time when it's needed most.

Will I have a consistent point of contact?

Yes. We provide a trusted, consistent point of contact so you always know who to turn to for guidance and support.



Get in Touch

Email: info.furtherancecare@gmail.com or
phone: **07756 503673**.

We are here to support you, at your pace, when you are ready.

“ We provide calm, expert guidance;
helping you feel supported, informed,
and confident in every step you take. ”

Furtherance 
CARE AND NURSING

www.furtherancecare.co.uk