

Professional Referral Partnerships

Thoughtful Expertise. Trusted Support. Exceptional Outcomes.

Why we opened Furtherance Care and Nursing

With 25 years' experience in the health and social care sector, including 17 years as a Registered Nurse and holding senior leadership roles across operations and quality, it became increasingly evident that a significant group of people in England are not adequately supported by existing systems. These individuals often fall outside the eligibility criteria for community services, social prescribing initiatives, local authority provision, or Continuing Healthcare (CHC) funding.

As a result, people are frequently left to manage their often complex health and social care needs independently and make critical decisions with limited to no guidance while navigating an intricate and often fragmented system. This can lead to a breakdown in care arrangements and, in many cases, substantial financial and emotional strain for both the individual and their family or carers.

Furtherance Care and Nursing was established to address this gap. We believe that people and those important to them deserve consistent, informed support and advocacy from someone independent who is firmly in their corner.

We also recognise that the challenges within the health and social care system stem from wider systemic pressures, including chronic underfunding and sustained demand.

Frontline staff and leaders are working tirelessly under significant constraints, and the existence of this underserved population is not a reflection of individual failings, but of broader structural issues. While no single organisation can resolve these challenges entirely, Furtherance Care and Nursing aims to play a meaningful role in alleviating some of this pressure by providing dedicated, person centred support.

We are sometimes asked why we charge for our service, a valid question. What we offer is unfortunately not a system entitlement. We offer personalised time, professional knowledge, and dedicated support tailored to your client's situation. We listen, research, advise, co-ordinate, and advocate on their behalf so they don't have to navigate the health and social care system alone.

The reality is, the gaps in the health and social care system mean many people need additional help but can't get it. We step in where statutory services end.

Charging for our service allows us to remain independent, responsive, and committed to giving people the attention and care they need, without being limited by stretched public resources.

About Furtherance Care

We are a specialist, nurse led service supporting people and their families to navigate sometimes complex health and care decisions.

We are owned and operated by a Registered Nurse, with extensive senior experience across health and social care. This clinical and leadership background allows us to bring both strategic insight and practical understanding to each unique situation.

We are often engaged when situations require:

- ✓ Clinical clarity
- ✓ Sensitive decision making
- ✓ Structured guidance
- ✓ Professional advocacy
- ✓ Care system navigation

Our driving belief is simple:

Everyone should have access to expert support, guidance, and advocacy, regardless of whether they formally qualify for services.

We ensure that:

- ✓ Individuals feel heard and understood
- ✓ Families and carers feel supported and informed
- ✓ Decisions are made with clarity and confidence

The person always remains at the centre of everything we do.

How We Support Your Clients

We provide structured, nurse led support designed to complement your service.

Our support may include:

- ✓ Clinical review of health and care situations
- ✓ Explanation of complex medical or care information
- ✓ Guidance on care pathways and next steps
- ✓ Support in professional or family meetings
- ✓ Advocacy and representation where appropriate
- ✓ Identification of risks, concerns, or safeguarding issues
- ✓ Support with care transitions and discharge planning
- ✓ Liaison guidance across services

Our approach

- ✓ Calm, clear, and structured
- ✓ Compassionate and person-centred
- ✓ Clinically informed
- ✓ Focused on safety, dignity, and outcomes

Why Partner With Us

In complex or sensitive cases, professionals often need a trusted clinical partner who can:

- ✓ Provide clear, objective guidance
- ✓ Support decision making processes
- ✓ Reduce uncertainty and risk
- ✓ Strengthen outcomes for clients

We act as a calm, experienced extension of your service, offering expert input without disrupting your professional role.

What we add to your service

- ✓ Nurse led clinical insight
- ✓ Structured decision support
- ✓ Practical recommendations
- ✓ Risk awareness and escalation where needed
- ✓ Support with safeguarding considerations where appropriate

Professional Service Packages

Our Partnership Modal

We operate a professional, values led partnership model, designed to maintain integrity, trust, and clinical independence.

Our Principles

- ✓ Standardised, transparent pricing
- ✓ No discounting or incentivised referrals
- ✓ Clear professional boundaries and communication
- ✓ Clinical decisions always made in the best interests of the individual

The Compass Package £250 – £400 per case

Professional case support. A structured clinical review and guidance service.

Best suited for:

- Court of Protection matters
- Elderly care planning
- Complex or uncertain family situations
- Situations requiring clinical interpretation
- Written summary with clear recommendations
- Practical guidance on next steps
- Consideration of risks, including potential safeguarding concerns

Includes:

- Review of the individual's situation
- Clinical interpretation of available information

Outcome:

Provides clarity, reduces uncertainty, and supports more informed professional and family decision making.

The Supported Transition Package £300 – £500 per client

Discharge and Risk Support. Specialist input to support safe and effective transitions.

Best suited for:

- Hospital discharge
- Care transitions
- Risk sensitive environments
- Complex support needs
- Support with communication between services
- Escalation of safeguarding or safety concerns

Includes:

- Rapid review of discharge plans
- Identification of risks or gaps
- Practical recommendations
- Guidance on safe aftercare

Outcome:

Reduces risk and readmission to hospital, improves safety, and ensures smoother transitions.

The Butterfly Package £400 – £700

Sensitive, specialist support when a person has a life limiting or life changing diagnosis, or is approaching the end of their life.

Best suited for:

- Advanced or end of life planning
- Complex care decisions
- Supporting families and professionals practically or emotionally

Includes:

- Clinical guidance on care and comfort

- Support in understanding disease progression and expectations
- Guidance for families and professionals
- Liaison support with relevant services
- Advocacy in decision making discussions

Outcome:

Ensures dignity, clarity, and compassionate decision-making during a highly sensitive time.

The Rapid Response Package £400 – £600 per case

Priority support for time-sensitive or high-risk situations.

Best suited for:

- Sudden hospital admission
- Rapid decision making
- Crisis or escalating situations
- Immediate safety or safeguarding concerns

Includes:

- Priority response within 24-48 hours
- Priority visit or virtual consultation
- Rapid clinical review
- Clear action plan

Outcome:

Fast, structured guidance when timing is critical.

The Anchor

£200 – £500 per month

Ongoing access to clinical expertise via our advice line.

Includes:

- Monthly allocation of support (2-4 hours)
- Priority response
- Quick consultations and guidance
- Ongoing professional input

Outcome:

A consistent, reliable clinical resource embedded within your practice.

Insight and Learning

£300 – £800 per session

Tailored training and education for professional teams.

Topics may include:

- Navigating the health and social care system
- Hospital discharge processes
- End-of-life awareness
- Recognising risk and safeguarding concerns

Outcome:

Improved confidence, awareness, and capability within your team.



What to expect when you contact us

We aim to make working with us clear, efficient, and professionally seamless.

When you contact us:

- ✓ We will listen carefully to your explanation of the situation
- ✓ We will ask focused, relevant questions
- ✓ We will assess how we can best support you or your client
- ✓ We will confirm suitability and next steps

During our involvement:

- ✓ You will receive clear, timely communication
- ✓ We will provide structured clinical guidance
- ✓ We will work collaboratively and respectfully
- ✓ We will maintain professional boundaries

Our working approach:

- ✓ We will complement, not replace, your professional role
- ✓ We always act in the best interests of the individual
- ✓ We support safer, more informed decision-making

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 may:

- ✓ 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 Commitment

We will always deliver:

- ✓ Clinical excellence
- ✓ A compassionate, person centred approach
- ✓ Professional integrity
- ✓ Clear and honest communication

We always ensure the individual remains at the centre of every decision.

Working Together

We view ourselves as a trusted clinical partner, enhancing your service and supporting better outcomes. Our partnerships are built on:

Trust

Respect

Transparency

Shared values

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Who We Work With

We partner with professionals supporting individuals in complex or transitional situations, including:

- ✓ Solicitors and Court of Protection teams
- ✓ Financial advisers and estate planners
- ✓ Care homes and domiciliary care providers
- ✓ Case managers and support organisations

www.furtherancecare.co.uk



Frequently asked Questions

Who do you work with?

We work alongside healthcare professionals, social workers, legal professionals, and financial planners to support individuals and families or carers navigating care decisions.

How does your service complement professional roles?

We make sure that we enhance (and do not replace) your role by providing additional time, continuity, and support to clients. This helps ensure their plans are understood, followed, and sustained.

When is it appropriate to refer to your service?

Referrals are particularly valuable when:

- ✓ Clients or families feel overwhelmed
- ✓ Situations involve complex or changing care needs
- ✓ There are risks around poor co-ordination or communication
- ✓ Additional advocacy or continuity is needed

Do you replace statutory or clinical services?

No. We work alongside statutory and clinical services, providing independent support that strengthens existing care arrangements. We are not a healthcare provider.

➤ For Healthcare Professionals

How do you support patient outcomes?

We improve understanding of care plans, support adherence, and ensure follow through after discharge from any care setting, helping to reduce avoidable complications and readmission.

Can you assist with discharge planning?

Yes. We provide post discharge support, helping patients and families understand discharge plans, organise services, and manage their transition safely.

Do you communicate with clinical teams?

Yes, with consent. We support clear communication between patients, families, and clinical teams to ensure alignment and continuity.

➤ For Social Workers & Care Managers

How do you support care co-ordination?

We help ensure care plans are implemented effectively, services are in place, and families understand the roles and responsibilities of each service.

Can you help reduce caseload pressure?

Yes. By providing ongoing guidance and co-ordination for families, we help reduce repeated queries, crises, and avoidable escalations.

Do you support safeguarding and risk reduction?

We contribute to the early identification of risks and support proactive planning, helping to stabilise situations and reduce escalation. In accordance with our legal and professional obligations we will notify the required agencies should any safeguarding concerns be identified as we carry out our work.

➤ For Solicitors

How do you support legal clients?

We assist clients who require guidance around care arrangements, capacity related decisions, or complex health or care situations, ensuring they are informed and supported throughout.

Do you work with vulnerable clients?

Yes. We provide compassionate, structured support to vulnerable individuals, helping them understand decisions in order to make informed choices and navigate care systems safely.

Can you assist in Court of Protection or deputyship cases?

Yes. We can provide insight into care needs, support implementation of care plans, and act as a consistent liaison between families and professionals.

➤ For Financial Planners & Wealth Advisors

How do you support financial planning for care?

We help clients understand their current and future care needs, enabling more informed financial planning and decision making.

Can you help clients understand care costs and options?

Yes. We provide clarity on care pathways and associated considerations, helping clients align their financial plans with their realistic care needs, though we will not provide independent financial advice as this is not our area of expertise.

Do you work collaboratively on long-term planning?

Absolutely. We support a joined up approach, ensuring care planning and financial planning are aligned and responsive to change.

➤ Communication & Process

How do referrals work?

Referrals can be made directly by you as professionals or via clients. We will arrange an initial consultation to assess needs and agree on the level of support required.

Will you keep professionals updated?

Yes, with client consent. We provide relevant updates to ensure all professionals involved remain informed and aligned.

Are your services flexible?

Yes. We cover the whole of England and offer both one off consultations and ongoing support, depending on the complexity and needs of the situation. Meetings and consultations can be held 7 days per week, in person or virtually.

How does your service add value to professional teams?

- ✓ Improve client understanding and engagement
- ✓ Strengthen implementation of care plans
- ✓ Reduce miscommunication and fragmentation
- ✓ Provide continuity between services

Can you help prevent crises or breakdowns in care?

Yes. Our proactive, consistent support helps identify risks early and maintain stability, reducing the likelihood of crisis situations.

Why do professionals choose to work with you?

Because we offer:

- ✓ Senior nursing insight
- ✓ Independent, client centred advocacy
- ✓ Reliable continuity and follow-through
- ✓ A collaborative, professional approach

A portrait of Monica Thorpe, a woman with long brown hair, smiling and wearing a red top. The background is a blurred indoor setting with white curtains.

Monica Thorpe

Director, Registered Nurse

Referrals & Enquiries

To refer a client or discuss working together:

Email: **info.furtherancecare@gmail.com** or
phone: **07756503673**.

We welcome the opportunity to explore how we can support your work.

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“ We provide calm, expert clinical guidance; supporting professionals and families with clarity, compassion, and confidence when it is needed most. ”

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