

KOMPLEX®

Komplex Care | Komplex Health | Komplex Community

KOMPLEX® CARE

Komplex® Health

KOMPLEX® COMMUNITY

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SCAN ME!



OUR AWARD-WINNING GROUP

Komplex Group is a leading multidisciplinary provider setting the benchmark for excellence in delivering nurse-led complex care, specialist supported living and Personal Health Budget support across the UK.

We create meaningful impact for our clients, their families, and our commissioning partners through dedication, efficiency, and compassionate service delivery. Everything we do is shaped by our commitment to exceptional outcomes, person-centred practice, and clinical integrity.

- Nurse-led complex care and specialist support at home
- Specialist supported living for adults with complex needs
- Personal Health Budget management and practical support
- Clinical training and workforce competency assessments
- Nurse-led care planning and clinical governance support
- Commissioning support, mobilisation and coordination

Regulated by



KOMPLEX® CARE

Nurse-led Complex Care Delivered at Home

Komplex Care delivers bespoke nurse-led support for adults and children with complex health needs, promoting independence, dignity, and quality of life. Our trained teams combine clinical excellence, compassion, and innovation to provide exceptional home-based care. Each package is developed with families and professionals to meet medical, emotional, and social needs, ensuring peace of mind and the highest standard of care throughout every journey.

WE SUPPORT THOSE WITH, BUT ARE NOT LIMITED TO:

- Adult Complex Care
- Motor Neurone Disease
- Cerebral Palsy
- Brain Injury
- Learning Disabilities
- Paediatric Care
- Respiratory Care
- Multiple Sclerosis
- Muscular Dystrophy
- Mental Health
- Huntington's Disease
- Spinal Cord Injury

We uphold rigorous clinical governance across every package, giving commissioners and families complete confidence in the safety and reliability of the care provided to our clients.



Jamie’s Story

From Losing Purpose to Rediscovering Stability and a Sense of Control

At just 20 years old, Jamie’s life changed forever when a car accident in South Africa left him fully paralysed. Once a rising star in professional cricket, he suddenly faced an entirely new reality that required round-the-clock care and support. Despite the challenges, Jamie’s passion for sport never faded; he continues to follow every match and enjoys getting out whenever possible.

Before joining Komplex Care, Jamie experienced years of frustration with inconsistent care providers. Poor communication, high staff turnover and a lack of understanding around his clinical needs, including ventilation support and day-to-day assistance: leaving him feeling disheartened and overlooked. It was clear that many previous providers were motivated more by profit than by genuine care.

“It took time, but now everything feels stable. The Komplex team have really made a difference. I finally feel listened to and supported.”

Everything changed when Jamie was introduced to his team from Komplex Care. Their commitment was evident from the start; they took the time to understand Jamie's unique situation, listening intently to his concerns and aspirations.

One member of the team brought warmth, patience and a grounded presence that helped Jamie feel understood and valued.

Another offered extensive expertise and a compassionate style of care that had a transformative impact on his daily life.

The team created a personalised care plan that not only addressed Jamie's medical needs but also encouraged his love for cricket. They organised outings to live matches, where Jamie could feel the energy of the crowd and be part of the sport he cherished. Their dedication extended beyond just physical care; they supported Jamie emotionally, helping him build a new normal and rediscover his sense of self-worth.

With the Komplex team by his side, Jamie found a renewed sense of hope and stability. Their unwavering support and genuine care transformed what once seemed like insurmountable obstacles into manageable challenges. Jamie's journey, though marked by adversity, now shines as a testament to the power of compassionate care and the importance of being truly seen and heard.



KOMPLEX® COMMUNITY

High-Acuity Specialist Supported Living

Komplex Community provides specialist supported living for adults with complex needs, helping individuals build resilience, stability and independence in safe, supportive environments. Each tailored support plan is shaped around the individual, with input from families and professionals, ensuring compassionate, person-centred support that promotes wellbeing, personal growth and greater confidence, with clear oversight across every stage.

WE SUPPORT THOSE WITH, BUT ARE NOT LIMITED TO:

- Brain Injury
- Mental Health Conditions
- Neuro-Disabilities
- Pica
- Bipolar
- Learning Disabilities
- OCD
- ADHD
- Autism
- Behaviours of Concern
- Tourette Syndrome
- Psychosis
- Schizophrenia
- Physical Disabilities

With consistent, structured support, individuals are able to progress safely and confidently, giving commissioners and families complete reassurance that every package is well managed.



Alex’s Story

From being penned in like a caged animal to smiling and happy

For Alex, life once felt lonely, isolating and restrictive. Confined behind a six-foot fence, he missed out on meaningful connections and the simple joys of everyday life. In previous placements, Alex spent his days separated from others, with no opportunities for social interaction or community outings. His family watched helplessly as he struggled in an environment that neither understood nor supported him.

Since joining Komplex Community, everything has changed. Our person-centred approach provides the support he needs to truly thrive. Dedicated staff deliver personalised care, implement effective Positive Behaviour Support strategies and take him on regular community outings, helping him to rebuild confidence and reconnect with the world around him with patience, understanding and consistency.

“From being penned in like a caged animal to smiling and happy – that’s the difference. Komplex truly understands him”.

His family, who once stood by feeling powerless, now see Alex blossoming with newfound confidence and happiness. They are grateful for the unwavering dedication of the Komplex Community team, whose efforts have opened up a world of possibilities for Alex.

Through the power of understanding and compassionate care, Alex's world has expanded beyond the confines of fences, allowing him to embrace life with a smile. His story is a testament to the impact of an inclusive and supportive community, where every individual is valued and empowered to reach their fullest potential.

The transformation has been remarkable. Alex now has a team that truly understands him. The once-lonely days have been replaced with vibrant experiences filled with laughter and companionship. Whether it’s visiting donkey sanctuaries, taking trips to his favourite places in Blackpool or simply spending time engaging with others, these experiences have allowed Alex to flourish in ways he never thought possible.

The staff at Komplex Community are more than just support workers; they are advocates and friends who celebrate Alex’s individuality. They’ve introduced him to activities that spark joy and encourage personal growth, fostering an environment where Alex can be himself without fear of judgment.



Komplex® Health

Strategic PHB Support

Komplex Health provides accredited training and Personal Health Budget (PHB) support to ensure care packages are safe, consistent and aligned with national standards. Our teams offer clear guidance and strong oversight so individuals receive reliable, high-quality care. Each PHB arrangement is shaped around the individual, with clear coordination between families, NHS teams, ICBs and relevant professionals, ensuring personalised support.

WE SUPPORT, BUT ARE NOT LIMITED TO:

- Direct Payment PHBs
- Recruitment and HR
- Employer responsibilities
- Payroll Support
- Clinical Oversight
- Competency Assessments
- Personal Assistants
- Clinical Training
- NHS and ICB Liaison
- Third-Party PHBs
- Care Planning
- Reporting and Governance

Combining clinical oversight, accredited training and flexible PHB support to strengthen safety, confidence and long-term outcomes across every element of the care journey we deliver.



Sue and Laura's Story

Delivering safe, consistent care at home through structured PHB support

For Sue, life once felt overwhelming, exhausting and emotionally difficult. As the main carer for her daughter Laura, she balanced complex health needs, challenging behaviours and constant supervision at home. Managing staff, rotas and daily decisions left little room to simply be a mum or enjoy family life. She often felt stretched and isolated as their relationship became overshadowed by responsibility and pressure.

Since receiving a Personal Health Budget, everything began to shift for Sue and Laura. The structured support it provided allowed Laura to access the consistent, skilled care she needed to feel safe and settled at home. A dedicated team now delivers personalised support, manages daily routines and maintains stability, helping Laura to grow, progress and enjoy life with reassurance, patience and continuity.

"From constant pressure to genuine peace of mind – that's the impact. The PHB created the consistency Laura always needed."

Sue, who once felt overwhelmed and stretched beyond her limits, now sees Laura thriving with greater stability and joy. She is deeply grateful for the dedication of the PHB team, whose consistent support has opened up new opportunities and improved life for them both.

Through the support of a well-managed Personal Health Budget, Laura's world has become safer, calmer and far more fulfilling, allowing her to enjoy life with confidence. Her journey highlights the difference that structured, compassionate care can make, ensuring every person is respected, supported and given the chance to thrive.

The transformation has been remarkable. Laura now has a dedicated team who understand her needs and support her with consistency and care. The long, stressful days Sue once carried alone have been replaced with calmer routines and moments that bring comfort. Whether she is enjoying sensory activities, spending time outdoors or taking part in familiar tasks, these experiences have helped Laura grow in ways Sue never imagined.

The team around Laura has become more than carers; they provide steady reassurance and encouragement that helps her feel safe and understood. Guided by her own journey, Sue now brings this experience into Komplex Health, helping to shape a service that supports families by utilising her own experience.



FUNDING LIFE-CHANGING EQUIPMENT

Komplex Group was proud to celebrate an incredible achievement by two of our colleagues, Taylor Hillman and Molly Jones, along with Chris Varney, who completed the Great North Run while raising over £3,500 for Newlife, the Charity for Disabled Children.

What began as a £500 target quickly grew thanks to creative social media efforts, generous donations and the unwavering support of friends, family and colleagues. The funds raised helped provide specialist equipment to children with disabilities, giving them greater independence, comfort and opportunities to live fuller lives.

The team chose to support Newlife because of the charity's life-changing work and their personal connections to families of children with complex needs. Each mile was fuelled by the knowledge that their efforts were making a tangible difference for children and families who often faced limited access to the equipment they needed.

Their journey from training to race day was filled with determination, laughter and teamwork. For Taylor, Molly and Chris, crossing the finish line was more than a personal achievement, it was a powerful reminder of what could be achieved when compassion met commitment.

The success of this challenge also encouraged the team to continue their fundraising efforts throughout the year, supporting causes that aligned with Komplex Group's mission to make a positive impact on the lives of others. Their dedication stood as an inspiring example for us all, showing the incredible outcomes that could be achieved through collective effort and a shared vision for change.

This remarkable achievement not only brought the Komplex Group community closer together but also highlighted the profound impact that thoughtful actions had on the lives of those in need. As we celebrated this milestone, we looked forward to future endeavours that would continue to uplift and empower individuals and families facing challenges.

"Knowing that every step we took was helping to raise money to provide specialist equipment for disabled children who need it most, made the whole experience unforgettable".

With this achievement behind them, the team was already looking ahead to new challenges that would create even greater impact.



THE

KOMPLEX

PODCAST

REC

WINTERBOURNE VIEW & WHAT CAME AFTER

Sarah shares the story of her son, Luke, who experienced abuse at Winterbourne View before moving through 17 placements in just 13 years. She speaks honestly about the repeated failures that left him without the stability, dignity and person-centred support he deserved. Sarah reflects on the turning point that came when Komplex Community finally listened, rebuilt trust and shaped Luke's care around him as a person. This difficult but vital conversation exposes what happens when systems fail and shows what becomes possible when families are heard, support is consistent and dignity is treated as non-negotiable.

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