

FERNHILL CARE LIMITED

Part of the First Wessex Housing Group

First Wessex 

RESIDENTS GUIDE

FERNHILL COURT

Oakmount Road
Chandlers Ford
Eastleigh
Hants
SO53 2ER

Tel: 023 80263611



FERNHILL CARE AIMS TO

- Promote your health and well being
- Maximise your independence through intervention, which is planned to meet your assessed needs.
- Ensure a consistent, well trained, competent and committed workforce delivers your services.
- Recognise your rights of choice, dignity and privacy.
- Ensure you are treated with respect and are valued as a person.
- Ensure you are assisted to make your own decisions, control your own life and are supported in maintaining your independence.
- Ensure your money and property is protected at all times.
- Ensure you are protected from abuse and neglect.
- Ensure your health, rights and interests are safeguarded.

FERNHILL CARE'S OBJECTIVES ARE TO

- Minimise your risk of accidents and harm.
- Ensure your health, safety and welfare is promoted and protected.
- Ensure you receive a flexible and reliable care service.
- Ensure your personal information is handled properly (in accordance with the Data Protection Act) and personal confidences are respected.
- Ensure your care needs, wishes and preferences are recorded in a personal Care/Support plan.
- Deliver all commissioned care at a time negotiated with you and for the required length of time.
- Deliver a high quality service by suitably qualified staff in a cost effective manner and in accordance with our quality assurance guidelines.
- Meet all National Minimum Standards for Domiciliary Care as set down in Care Standards Act 2000.
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WHAT DO WE DO?

Through the provision of personal care and practical support, we help older people to live as independence a life as possible, whilst remaining in the comfort and security of their own homes.

WHO ARE WE?

Fernhill Care Limited is part of the First Wessex Housing Group. It is an Industrial and Provident Society and has several years experience in providing care and support.

HOURS OF OPERATION

There is always a member of staff on site at Fernhill Court. We provide care and support services 24 hours a day, 365 days a year.

STATEMENT OF PURPOSE

Fernhill Care has a Statement of Purpose, which includes:

- The aims and objectives of Fernhill Care.
- Services that can be provided.
- Information about the Registered Manager.
- Information about the Responsible Individual.
- Information about Fernhill Care staff and their qualifications.

The Statement of Purpose can be viewed upon request.

CARE QUALITY COMMISSION

All Home Care providers have to be registered with the Care Quality Commission (CQC). CQC can be contacted using the details at the back of this guide, if any resident or their representative wishes to voice any concerns or make any comments regarding Fernhill Care.

WHO SERVICES ARE PROVIDED TO?

The care team provide services to the residents of Fernhill Court.

WHAT SERVICES CAN WE PROVIDE?

Fernhill Care can provide a variety of services and support to people living at Fernhill Court.

All residents living at Fernhill Court receive a support service as part of their tenancy for housing related support. This can include:

- Up to two welfare checks a day
- Provision of your call equipment
- 24 hour availability of staff in emergency
- 3 monthly testing of call equipment
- Staff support for activities within Fernhill Court
- Other housing related support including helping you to settle in to your new home.

Subject to a care needs assessment from Adult services residents can also receive care services. This can include such things as:

- Assistance with personal care tasks including assistance with bathing and showering.
- Assistance with preparing/heating meals
- Medication assistance/administration
- Assistance with housework, this can include hoovering, dusting, mopping floors, washing up, refuse removal and general tidying up.
- Assistance with laundry tasks, this can include bed changing, washing and drying.

The level of care provided to you is decided following a care needs assessment carried out by Social Services and **not all the services listed are commissioned by Social Services.** The Care

& Support Team Manager and the Deputy Care & Support Team Manager are also involved with this process.

Residents who wish care beyond the level which Social Services have assessed may commission care privately. Fernhill Care will be happy to provide these additional services for you or will assist you to find an alternative care provider if you so choose.

Please request a current copy of Fernhill Care Ltd's Private Care & Support Charges for Extra Care.

WHAT IS TELECARE?

All the flats within Fernhill Court have call equipment which has capacity to add on useful equipment such as flood detectors, fall monitors, extra call points etc. Extra equipment does incur a charge for each piece of equipment. Information on prices can be provided to you on request as well as a full list of Telecare equipment available.

SERVICES WE DO NOT PROVIDE

Fernhill Care do not:

Provide nursing or medical care
Carry out any heavy domestic tasks

THE PROCESS

In the main, the service provided by Fernhill Care is commissioned by Hampshire County Council's (HCC) Social Services specifically for the residents of Fernhill Court. HCC Social Services staff will have made an initial assessment of your needs and this is passed to Fernhill Care prior to the commencement of your tenancy or the beginning of your service. On the day you move in or service delivery commences a member of Fernhill Care's staff will complete with you an initial assessment form, a risk assessment and set up your care folder (including your care plan), taking into account your preferences. If your expectations and the services

requested by Social Services are different this is referred back to Social Services. Your care folder remains in your home. After an initial period of four weeks a staff member will review the care plan, this is then reviewed six monthly thereafter. Requests to increase or decrease care are referred back to Social Services.

PAYMENT FOR SERVICES

Fernhill Care is paid directly by HCC for the care that they ask us to provide. Social Services will complete a financial assessment with you and may recharge you a part of the cost of the service you receive. Care commissioned privately by individual residents is invoiced on a four weekly basis.

THE RIGHT TO WITHDRAW CARE

Fernhill Care reserve the right to withdraw care provision from individuals, after giving adequate notice in writing, where there is unacceptable risk to either resident or care staff.

SUSPENSION OF CARE PACKAGE

If you are admitted to hospital/respite care or any other care/health establishment, your care package will be suspended until your return.

SMOKING

Whilst we respect your right to smoke in your own home, we would ask, for the health and safety of our staff, that you do not smoke whilst FCL staff are in your home delivering care and/or support. Please be aware that staff have the right to withdraw from your home whilst you are smoking and this may have an impact on the level of care we can provide in the time allocated to you.

QUALITY ASSURANCE

Fernhill Care is committed to the provision of high quality care. This means to us:

- The delivery of all commissioned care.
- Within a time scale agreed with you.
- For the required length of time.
- Following nationally recognised standards.
- In a cost effective manner.

Our Quality Management System is in accordance with the requirements of the ISO 9001:2008 international standard. This helps us to be sure that we meet the targets above and encourages us to continually improve our service. Your satisfaction with our services will be monitored through six monthly reviews and a formal audit of your satisfaction, which is carried out annually.

ABUSE

As a resident of Fernhill Court you have an unconditional and ongoing right to be free from any form of abuse. This may include financial, physical, sexual and emotional abuse, neglect and discrimination.

You should feel safe in your own home and not feel threatened, be shouted at or roughly handled. You should not accept anyone taking money or possessions from you against your wishes.

Your carers should always respect your confidentiality and you should not feel under pressure to please them or do as they say, for instance have to accept intimate care from a member of the opposite sex.

Do you feel that you are being abused by someone you feel you should be able to trust or are worried about someone you think is being neglected, exploited or badly treated?

For someone to talk to about elder abuse and free and confidential information and advice contact:

Action for Elder Abuse Helpline on 080 8808 8141

Or speak to the Duty Officer for Adult Services at Eastleigh Social Services on 023 80618722

The care staff who work at Fernhill Court are entitled to work in an environment free from abuse. Fernhill Care will not tolerate abusive behaviour towards staff.

CUSTOMER FEEDBACK PROCEDURE

Fernhill Care has an effective customer feedback procedure for dealing with any complaints, comments and compliments. You will receive a guide to the customer feedback procedure and a copy of the customer feedback policy and procedure is available to view on request at the Fernhill Care office within Fernhill Court.

OTHER POLICES AND PROCEDURES

All Fernhill Care policies and procedures are available to be viewed on request at the care office within Fernhill Court.

INSURANCE

Fernhill Care is insured by QBE Insurance. The minimum amount of cover provided by this policy is no less than £5 million. A copy of the insurance certificate can be viewed at the office within Fernhill Court.

VALUING DIVERSITY

Fernhill Care is committed to equality of opportunity for everyone regardless of race, ethnic or national origin, age, religion or creed, gender, marital status, sexual orientation, disability, domestic situation, illness (such as HIV or AIDS) or Trade Union Activity.

This policy applies to all employees and residents. If you would like a copy of the policy, please ask a member of the care team.

CONTACT DETAILS

Fernhill Care Limited - Head Office

Surrey Court
Surrey Road
Chandlers Ford
Eastleigh
Hants
SO53 3FQ

Tel: 023 80263801/271470 Fax: 023 80610460

Fernhill Care Duty Manager: 07917 084922

Care Quality Commission

CQC South East
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161 Fax: 03000 616171

Hampshire County Council

Social Services Department
Eastleigh Area Office
Russell House
26-28 Romsey Road
Eastleigh
Hants
SO50 9AN

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