



Ferndale Nursing Home, 124 Malthouse Road, Crawley, West Sussex RH10 6BH

Telephone: 01293 520368 Fax: 01293 528898  
Email: [enquiries@ferndalenursinghome.co.uk](mailto:enquiries@ferndalenursinghome.co.uk)

## Service user guide 2016





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## WELCOME TO FERNDALE

Ferndale Nursing Home is privately owned and is registered to care for those suffering from Alzheimer's and Dementias (EMI – Elderly, Mentally, Infirm). Ferndale Nursing Home can accommodate up to 28 residents at any one time.

The residents' accommodation consists of 18 single and 5 double bedrooms with en-suite facilities provided in some of the rooms. Access to the First and Second Floors is gained via a lift or two separate flights of stairs. The Home is equipped with assisted baths and toilets.

Ferndale Nursing Home, situated in a quiet residential part of Southgate, enjoys a well maintained, South facing, secluded garden and is easily accessible to wheelchairs.

### Aims of Ferndale Nursing Home

Ferndale Nursing Home aims to provide a high level of care for those suffering from Alzheimer's and Dementia in a homely atmosphere where resident's rights as individuals are respected and where dignity, independence and privacy are preserved.

### How to Apply

The Administrator can be contacted directly on 01293 – 520368 and will be happy to answer all your queries; supply application forms; provide an information pack and arrange a viewing.

### What Happens Next?

Provided there is a vacancy and you are happy with the viewing, an admission date is set and an assessment takes place. Admission is generally on a month's trial basis. The care and support needed is assessed and discussed with the next-of-kin and a Care Plan drawn up to give residents the best of care.

### Ferndale Nursing Home's Organisation

Mr Mannick RMN (Registered Mental Nurse) BSc (Hons) is the Registered Manager with 40 years'. Mrs Mannick is the Home Manager, with responsibility for the day to day operation of Ferndale. There is 24 hour qualified staff cover with a shift pattern that reflects the needs of the residents, i.e. five Nurses on each of the two day shifts; three night Nursing staff; support staff including Chef, Domestic, Laundry Manager, Administrator, Handyman and the Activity Organiser complement the staff at Ferndale. Ferndale has an ongoing training/supervision scheme for all Care Assistants.

### How is the Care Provided?

The Care Plan is the basis on which Ferndale delivers care needs to our residents. This includes, amongst others, the preferred term of address for the resident, dignity, respect and privacy and all health care needs.

The Care Planning Tool is adapted from a product developed by the Wisconsin Department of Health and Family Services (USA).

Social and religious activities are noted, so that these can be incorporated in the plan and residents can benefit from contacts outside the environment of the Home.



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All meal times are flexible with a varied menu that takes account of preference/choice and religious beliefs.

The Home's Activity Organiser is at hand to make life as stimulating as possible.

Medical Care is provided by one local General Practitioner who visits weekly, or on request. Residents may, however, choose to have their own GP.

The Hairdresser visits fortnightly whilst the Chiropodist visits approximately every 6 weeks. A domiciliary dentist and optician are also available on request.

All visitors are welcome at reasonable times.

#### How do we assure quality? User surveys and views of the Home

We are committed to maintaining and improving the quality of our service. We have a comprehensive quality policies and procedure manual, which is constantly under review and revision. All significant policies are contained here including our Complaint's Procedure. An important part of our approach is to obtain the views of our residents, relatives and their representatives. We do this by regular reviews with individual residents and on more general matters, through separate meetings with residents and relatives.



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**FOR ADVOCACY SERVICES OR GENERAL INFORMATION, PLEASE CONTACT THE FOLLOWING**

**Age Concern and Help the Aged (head office)**

Astral House  
1268 London Road  
LONDON  
SW16 4ER  
Telephone: 0208 765 7200

**Age Concern (UK) West Sussex (local office)**

Shackleton Road  
Tilgate, CRAWLEY  
West Sussex, RH10 5DF  
Telephone: 01293 544144

**Age Concern (UK) West Sussex - head office**

Suite 2, 1st Floor, Anchor Springs  
LITTLEHAMPTON, BN17 6BP  
Telephone: 0800 019 1310

**Alzheimer's Society (head office)**

Devon House  
58 St. Katherines Way  
LONDON  
E1W 1JX  
Telephone: 0207 423 3500  
Email: [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)

**Alzheimer's Society (local office)**

WRVS House  
1 Station Road  
CRAWLEY  
West Sussex  
Telephone: 01293 519944 / 518944

Care Aware, is a public information and advisory service specialising in the issues of care for older people regarding benefits. They can be contacted at:-

P O Box 8, MANCHESTER, M30 9NY, Telephone: 08705 134925 Fax: 0161 787 8560  
Website: [www.careaware.co.uk](http://www.careaware.co.uk)

**Independent Mental Capacity Act Advocate (The IMCA Service)**

Advocacy Partners  
McMillan House  
54 Cheam Common Road  
WORCESTER PARK  
Surrey, KT4 8RH  
Website: [www.advocacypartners.org](http://www.advocacypartners.org) Email: [info@advocacypartners.org](mailto:info@advocacypartners.org)  
Tel:ephone 08450 175 198 Fax: 0208 330 6622



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Public Guardianship Office (Court of Protection)  
Guardianship Office  
Archway Tower  
2 Junction Road  
LONDON N9 5SZ  
Telephone: 0845 330 2900  
Website: [www.guardianship.gov.uk](http://www.guardianship.gov.uk)  
Email: [custserv@guardianship.gsi.gov.uk](mailto:custserv@guardianship.gsi.gov.uk)



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## COMPLAINTS PROCEDURE – INFORMATION ABOUT HOW TO MAKE A COMPLAINT

The owner, manager and staff of:

Ferndale Nursing Home

Endeavour to provide a happy, caring and safe environment for all their residents and to extend consideration and consultation to the residents, their relatives and friends.

However, in the event of something going wrong, we would like the problem to be investigated as soon as possible.

In the event of a resident, relative or friend making a complaint regarding the care provided in the Nursing Home, the following procedure should be followed:-

In the first instance, speak to the Manager, who will investigate. The Manager will report back to you within 28 days. This report will include an update on the investigation to date or the outcome whichever is the sooner.

In their absence, please speak to the Nurse-in-Charge of the shift who will report the matter to the Manager.

If you were not satisfied you should make an appointment with the Manager to discuss the matter further.

Ideally, we would hope to resolve any complaint by following the above procedure, however at any stage during the complaint, should you wish to do so, you may contact:-

Care Quality Commission (CQC) South East  
Citygate, Gallowgate  
NEWCASTLE UPON TYNE, NE1 4PA  
Tel: 03000 616161  
Fax: 03000 616171  
E-mail: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk) OR [regisation.southeast@cqc.org.uk](mailto:regisation.southeast@cqc.org.uk)

West Sussex County Council, Crawley Locality, Adult Services  
Southgate Avenue,  
CRAWLEY, West Sussex, RH10 6HG  
Tel: 01243 642121 (Help Desk Switchboard)



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## CONDITIONS OF ADMISSION

The acceptance of a patient to stay in a Nursing Home involves a special relationship of intimate care. You are assured that we do our utmost to nurse and care for our residents in all circumstances. However, to do so, we have to maintain an extensive establishment at a substantial financial cost and, therefore, we have to define the relationship in commercial terms. Below are listed our Conditions of Admission that form the contractual agreement for our mutual benefits.

All drugs, medications and treatment creams must be handed in on admission. Relatives and visitors are not allowed to bring in medications or food without first consulting with the Matron or Nurse-in-Charge.

Residents and their relatives are asked to discuss smoking arrangements and alcoholic drink requirements on admission and are advised the personal stocks of these items are held by the Matron or Nurse-in-Charge and are available on request.

The weekly fees at date of admission are: as agreed with < Authority / Self>. Fees are payable monthly in advance. The fees payable will be disclosed to all Residents prior to taking the residence in the Home. The management will make all reasonable efforts to keep any increases of the fee initially payable by such an amount as is required to keep pace with inflation and other costs, averaging about 4% above the inflation rate, such increases will be made annually.

We reserve the right to charge interest at the rate of at least 2% above the minimum lending rate of Barclays Bank Plc, prevailing at the time, on any sums still outstanding at the end of an accounting period. This interest will be calculated and added to the balance outstanding following each period end.

Fees include full care, accommodation and full board. The registration of residents with Doctors can be private, in which case the supply of drugs and medications will also be private and the appropriate charge will be made, or under the NHS whereby medical attention, drugs and medications will be available as under the NHS. Chiropody, hairdresser, newspapers and other personal services and requirements will be charged as sundry items on the resident's account. If a client is diabetic, chiropody treatment under the NHS is free. Free NHS treatment must be sought by next-of-kin or client's advocate as the NHS will not provide domiciliary treatment i.e. within the Home. However, if Chiropody treatment for diabetics is undertaken by our visiting Chiropodist, this will be private treatment and the appropriate charge will be made.

Our insurance policies cover personal effects up to a maximum of £150.00 per resident. If property of greater value is retained, this must be covered by the resident's own insurance. Whilst every care is taken, residents are asked not to keep excessive sums of cash or valuable items in their rooms. Any expensive items of jewellery kept by residents, i.e. gold/diamond rings, earrings and necklaces will be at resident's and, where appropriate, (next of kin's decision) next of kin's own risk. Unfortunately, because of the nature of the illness of this type of client, we cannot guarantee the safety of their personal effects.

Residence in the Nursing Home does not constitute a tenancy within the meaning of the



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Rent Acts. We reserve the right, therefore, to terminate the licence to occupy a bed or room in the Nursing Home, on formal written notice of FOUR weeks. Notification to end occupation of a bed or room by a resident or relative must be given with the same length of notice, in writing, unless the patient's stay is for a predetermined period.

In order that we maintain maximum benefit to the residents at all times, we reserve the right to move any resident to alternative accommodation following full consultation with the relatives concerned or the appropriate authorities.

In the event that the resident vacates the room permanently, for whatever reason, we reserve the right to make a vacant room charge of two weeks fee, where notice has not, or cannot be given. In the case of temporary absence, the fees will be subjected to a reduction of 10% of the weekly fees for the period of absence.

The Management cannot accept responsibility for residents' personal finances but they are always willing to discuss and advise when requested. Information regarding financial assistance with fees is also available if required. When a resident is being funded, either totally or in part by the Department of Social Services, it is the responsibility of the next of kin to make up the difference between the Social Services level and the total amount of fees, plus any sundry charges as may be incurred.

On admission to the Home, a client's personal belongings are recorded in a Property book. Please ensure, if further items, personal belongings, clothing, personal effects are brought into the Home at a later date, that the nurse-in-charge is informed of the addition so that these can be entered into the property book.

The main purpose of these principles is to protect the interests of the individuals whose personal data is being processed.

Please read the conditions shown above before signing this form. Failure to do so does not excuse you from performance and compliance with them.

In respect of Ferndale Nursing Home, I have read the Conditions of Admission and accept them and will ensure that the above named resident complies with them and will indemnify the Nursing Home against any breach thereof.

Signed: .....

Full Name: .....

Relationship to resident: .....

Date: .....



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Dear Sir or Madam

Re: Electrical Appliances

Ferndale Healthcare Limited is not able to accept electrical items into the Home, for use by a resident, without a portable appliance electrical test certificate. All electrical items must have a valid certificate.

Ferndale is able to arrange having electrical items checked for a small fee. Please speak to the Manager if you wish to have this service provided for you.

Yours faithfully

Mr I Mannick

Mr I Mannck BSc (Hons) RMN  
DIRECTOR



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## ADMISSION QUESTIONNAIRE

Please would you kindly complete this questionnaire and return with 'copy' documents.  
Please circle your response

1. Did you receive enough information about the Home to help you decide to move in?  
YES      NOT QUITE ALL      LESS THAN I WANTED      NOT AT ALL
2. Did you understand all the information given to you?  
YES      NOT QUITE ALL      LESS THAN I WANTED      NOT AT ALL
- 3a. Did you have anyone to explain or help you to understand the information?  
YES      NOT QUITE ALL      LESS THAN I WANTED      NOT AT ALL
- 3b. If yes, who explained it to you?
  
4. Were you clear about the reasons for applying to come into the Home?      Y / N
5. Did you feel that your needs as a resident were fully understood?      Y / N
6. Were you made to feel welcome?      Y / N
7. Were you treated well and listened to?      Y / N
8. Were Terms & Conditions of the Home explained to you?      Y / N
9. Did you find your room clean and well prepared on your Admission?      Y / N
10. Was it explained to you that Complaints are welcomed or that you could contact the Manager at any time regarding complaints of any nature?      Y / N
- 11a. Did staff feel sympathetic towards you on your first day?      Y / N
- 11b. Did staff offer support to you or your family?      Y / N
12. Would you have any ideas to put forward to make the Home run better?  
(If so, please supply on separate sheet of paper)      Y / N

We trust that you will find the service user guide helpful.

In order that we can accurately review the guide, we would welcome any comment or suggestion you may wish to make in relation to this document or the information contained therein.

We are happy to supply this guide in larger print format if you so wish.

Please inform a member of staff. Many thanks.