



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

Telephone: 01293 520368 Fax: 01293 528898
Email: enquiries@ferndalenursinghome.co.uk

Statement of purpose 2016





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Contents

Description	Page
Aims and Objectives	3
Care objectives	4
Privacy and Dignity	5
Service users privacy	5
Service users dignity	6
Staff profile	7
Services offered	8
Communications	10
Making a complaint and giving compliments	12



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AIMS AND OBJECTIVES

WELCOME

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

Ferndale Nursing Home is a privately owned home and is registered with the RNHA (Registered Nursing Homes Association) and CQC (Care Quality Commission) to care for those suffering from Alzheimer's Disease (EMI - elderly, mentally, infirm). As Ferndale Nursing Home is registered with CQC it is also licensed by CQC to provide services (Provider ID: 1-101609255) and for more information please visit www.cqc.org.uk.

Ferndale Nursing Home can accommodate up to 28 residents, male and female, at any one time. Primarily long term residency is the norm and, when occupancy levels permit, respite care occasionally.

The registered provider aims to provide the following regulated activity: accommodation for persons requiring nursing or personal care; treatment of disease, disorder or injury; diagnostic and screening procedures.

A pre-admission assessment is carried out to assess the suitability of the match between your needs and services and facilities of the Home. The suitability of your admission will be discussed with you and, if appropriate and with your permission, your representative (s).

Ferndale has a no-smoking policy and smoking is not permitted within the Home. However, a small area outside is designated for smoking by residents only.

Emergency admission will be accepted only in exceptional circumstances where the health or safety of the service user is under threat and normally only through a professional referrer such as Social Services. In this event, the suitability of the proposed service user will be discussed with the professional referrer to ensure that the needs match the services offered and the normal pre-admission assessment will be carried out within 48 hours of admission.



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CARE OBJECTIVES

Ferndale Healthcare Limited aims to:

Offer skilled care to enable people who live here to achieve their optimum state of health and well-being.

Treat all people who live and work at Ferndale Healthcare Limited, and all people who visit, with respect at all times.

Uphold the human and citizenship rights of all who live, work, and visit here.

Support individual choice and personal decision making as the right of all service users.

Respect and encourage the right of independence of all service users.

Recognise the individual uniqueness of service users, staff and visitors, and treat them with dignity and respect at all times.

Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner.

Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of service users and staff.



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PRIVACY & DIGNITY

We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or registered manager if your privacy or dignity is not being respected.

SERVICE USERS' PRIVACY

All service users have the right to be alone or undisturbed and be free from public attention or intrusion into their private affairs.

Service user's personal rooms will have a lock fitted appropriate to their needs, and the service user will be provided with a key unless a documented risk assessment indicates that this is contra-indicated. Decisions in this respect will be recorded in the service user's plan and signed, as agreed, by the service user or advocate.

All service users will have access to a locked cabinet in their room.

Particular attention will be given to preserving privacy in the use of bathrooms, toilets and when dressing and undressing. At the same time, health and safety and personal risk management will be considered and discussed.

Any building or equipment fault which reduces the privacy of any service user must be reported to the registered manager.

Staff will not discuss services users or their affairs within earshot of anyone not directly concerned with their care. Discussion of service users and their affairs will be for the purposes of managing and improving their care, and not as entertainment, e.g. gossip.

Service users will always be offered privacy for personal discussions.

Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to and the service user's express permission, in writing, will be sought before information is passed to any person other than those directly concerned with the care of the service user.

Records will be made available to the service user's principal carer and family according to the wishes of the service user.



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SERVICE USER'S DIGNITY

Your dignity is a matter of prime importance to us and all staff receive training in this area.

You will be asked by what name you wish to be addressed and these names will be recorded on your service user plan and used by all staff. You are perfectly entitled to ask that your principal carers use one name and others use another name. The level of familiarity is under your control. In the absence of information to the contrary, staff will address you formally, using your title and surname.

Staff are trained to be sensitive to your feelings when in company. For instance, should you need help with any daily activity, such as feeding, you will be offered privacy and sensitivity in order that you are not embarrassed.

Bedrooms, bathrooms and WCs have locking mechanisms on the doors and staff are trained to knock and wait for your invitation before entering the room.

Registered Provider/Responsible Individual/Registered Manager:

Mr Ishwurduth Mannick
Ferndale Healthcare Limited
Ferndale Nursing Home
124 Malthouse Road
Southgate, CRAWLEY
West Sussex, RH10 6BH

Experience: The registered provider holds a RMN (Registered Mental Nurse) BSc (Hons) qualification and has over 40 years of experience in the care industry. Mr Mannick, Director and Patient Care Manager is fully involved in the day to day running of the home and fully supports the home staff.



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STAFF PROFILE

A list of current staff and their qualifications is available on request and available to service users.

Care staff work on a rota system which ensures that the Home is staffed by the appropriate number and skill mix throughout the day and night, including weekends and public holidays.

The staffing levels conform to the standards set out in the Minimum staffing notice, the CQC staffing levels benchmark.

New employees receive induction training and we aim to assist all our carers to achieve a National Vocational Qualification or equivalent qualification at Level 2 and above.

All other employees receive the training appropriate to their work, for example Food Hygiene for catering staff, Therapeutic activities for Activity Co-ordinator (s).

All employees receive annual training in health and safety matters such as moving and handling; fire awareness and procedures; infection control; vulnerable adult protection issues; first aid; and a range of other subjects.

Typical staff levels

Morning shift	(7am-2.15pm)	2 staff nurses, 3 carers 5 others including the Manager
Afternoon shift	(2pm-8.15pm)	1 staff nurse, 4 carers 3 others including the Manager
Long Day	(7am-8.15pm)	as above
Night shift	(8pm-7pm) (8pm-8am)	1 staff nurse 2 carers

Organisation of the Home

Patient Care Manager)
Home Manager) Administrator
Staff Nurses
Care Assistants (all levels)
Activity Co-Ordinator
Domestic
Laundry
Chef
Evening Washer Uppers
Handyman/Gardener



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SERVICES OFFERED

Personal care, nursing care, all meals, laundry, room cleaning, social activities, personal grooming including hairdressing and chiropody.

Hairdressing, chiropody, physiotherapy, optician and dental services are also available from independent contractors at reasonable rates. Ferndale Healthcare Limited will arrange for the service user to have access to these services. If a cost is involved for the services, these are available on request and the Home. If a service user is able to handle their own finances, and are able to deal directly with contractors, this is encouraged. However, due to the cognitive impairment of many of our service users, payment, receipts, etc are generally handled by Admin. and re-claimed from service user's nominated individual.

Service user care plans are reviewed on an individual basis, according to assessed needs but at least every month.

The physical environment

Clients at Ferndale Healthcare Limited enjoy the following facilities:

- On-site laundry
- 18 single, en suite bedrooms
- 5 double, en suite bedrooms
- 2 Lounges - one with TV, one with radio/quiet area
- Dining Area
- Landscaped garden
- 5 bathrooms
- WC's
- Other physical facilities
- Special facilities eg assisted baths, hoists, special pressure relief beds, pressure relieving equipment

Rooms and Locations

Ground Floor	Room 1a/1b with WC & hand basin
	Room 2a/2b with WC & hand basin
	Small bathroom
	Cleaner's cupboard
	WC with hand basin
	Room 3 with hand basin
	Room 4 with hand basin
	Room 5 with hand basin
	Room 6 with hand basin
	Room 7 with hand basin
	Large bathroom with bath and hoist, WC & hand basin
	Room 8 with hand basin
	Dining room & radio/quiet room
	Lounge with TV
	Kitchen
	Passenger lift entrance



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Outside	Laundry Manager's office Landscaped gardens & shed Resident only smoking area Staff WC
Middle Floor	Room 9a/9b with WC and wash basin Small bathroom with bath, WC & hand basin Room 10 with WC and wash basin Large bathroom with bath and hoist, WC & hand basin WC Room 11 with hand basin Blanket cupboard Room 12 with hand basin Room 13 with hand basin Room 14 with hand basin Room 15 with hand basin Room 16 with hand basin Sluice room Passenger lift entrance Room 17 with hand basin Room 18a/18b with hand basin Room 19a/19b with hand basin
Top Floor	Sluice room Room 20 with hand basin Admin. Office Room 21 with hand basin Room 22 with hand basin Room 23a/23b with hand basin Lift motor room Passenger lift entrance Staff nurses' office Staff room

COMMUNICATIONS



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Care staff meetings These are held approximately every 3 months or sooner if there are important issues to raise. All care staff are encouraged to raise any concerns and bring any items to the meeting regarding the Home.

Keeping in touch Visitors are very welcome at the Home at any time that is convenient. Principal carers and/or family and friends may telephone us at any time, day or night, to ensure about your well-being. Service users may either take or make calls where an individual's cognitive impairment does not impede their capability to make or take calls. Messages will always be taken and passed on, as necessary.

A cordless telephone is available for your use and for private calls or you may be seated near the lobby extension. It may be possible, subject to the telephone supplier's requirements, to have a private telephone fitted to your own bedroom. In this instance, you will be responsible for installation charges and your own telephone bills.

Visitors are asked to sign in and out in the visitor's book to comply with health & safety requirements. We also request that all visitors comply with health and safety notices and do not introduce hazardous substances or materials into the establishment, or bring in food from outside, without first checking with the person in charge.

Special news, items of interest and advance notice of events will be posted on a notice board in the public area, adjacent to the lobby.

Your mail, unless cards for special occasions, will be forwarded, unopened to your nominated advocate.

Links within the community are encouraged. Your key worker or the activity organiser will help you to maintain your network of friends and family and also help you to visit places of interest and shops.

Ferndale Nursing Home is a privately owned home that stands in its own grounds and is situated in a quiet neighbourhood of Crawley known as Southgate. The home enjoys a well maintained, south facing, secluded garden and easily accessible to wheelchair users.

The home is within easy reach of the local shopping parade. The Home is close to local bus services and the train station and Crawley Town Centre is within easy reach.

Call bell system

A call bell system call point is located in your room and at appropriate points throughout the home. This system enables you to summon assistance from staff at all times. You should always feel comfortable calling for help at any time of the day or night, whenever you require it.

Therapeutic Activities

Ferndale Healthcare Limited has a policy of actively promoting the maintenance of service user's normal social network and social activities. The service user's care plan includes a facility for recording the life history, social networks and contacts and preferences for activities and hobbies in order that staff are aware of these and the service user is offered access to those networks and activities which are appropriate and desired.



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The policy of the home is that activities and networking support are a part of normal daily living and support for access will be available at all times.

Specialist adaptations have been made within the Home to meet the needs of the elderly and disabled people. It is equipped with assisted baths, toilets and is accessible for wheelchairs and hoists.



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MAKING A COMPLAINT AND GIVING COMPLIMENTS

We believe that complaints and compliments are a valuable indicator of quality of service and an opportunity to improve that quality. We assure all service users and their advocates that no-one will be victimised for making a complaint and we encourage service users or their advocate to instigate the complaints procedure whenever they feel that this is necessary.

We do not wish to confine complaints to major issues. We encourage service users and their advocates to comment when quite minor matters are a problem to them, such as receiving cold food, or being kept waiting without explanation, or being spoken to in a manner they do not like.

It is our policy that all matters which disturb or upset a service users should be reported, recorded, and corrective action taken. Only in this way can we work towards meeting our aim of continuously improving our service.

Our commitment is that:

All complaints will be taken seriously

All complaints will be acted upon with fairness and impartiality

You will receive a response within 24 hours of the complaint being made and a final reply within 28 days

If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint and you will be informed what that action is

Service users are entitled to involve an impartial third party in the complaint procedure if they so wish

Service users and their representatives may take their complaints to persons in authority outside the home. For service users funded all or in part by Social Services, or the Primary Care Trust, complaints may in the first instance be directed to them. For privately funded clients a range of advocacy services are available locally and they will be pleased to help you deal with the complaint.

In the event of a serious issue and complaint, you should contact the CQC.

Director of Social Services
Adult Social Care
West Sussex County Council
County Hall, West Street
CHICHESTER
West Sussex PO19 1RQ
Telephone: 01243 777100

Primary Care Trust
North East Locality Office
The Haywards Heath Health Centre
Heath Road
HAYWARDS HEATH
West Sussex, RH16 3BB
Telephone: 01444 475961

Care Quality Commission (CQC) South East
Citygate
Gallowgate
NEWCASTLE UPON TYNE
NE1 4PA
Telephone: 03000 616161 Fax: 03000 616171
E-mail: enquiries.southeast@cqc.org.uk