



Service User Guide

Fernlea Nursing Home

Resident name:	_____
Admission date:	_____ (dd/mm/yyyy)
Key Worker:	_____
Resident (or resident representative) signature	

On behalf of Fernlea and all of our staff, we welcome you, your family and others who are important to you. We hope that you will be happy and fulfilled with us at Fernlea - Olea Care Group and will continue to enjoy your current interests and relationships in addition to those which we can offer you after joining us. We want to support you to enjoy your day-to-day life in the same way that you do at present. If there is anything you need or would like more information about, please do not hesitate to ask.

As you settle into Fernlea - Olea Care Group there may be questions that you, or your relatives and friends, would like to ask. Our staff will ensure that any queries you have are answered as quickly and fully as possible. The information given below should provide you with the answers to some of the most frequently asked questions.

Useful Contact Information

- The Registered Manager is Laura Claffey
- The Registered Manager can be contacted on 0161 456 8322
- The person responsible for complaints or comments and suggestions is The Registered Manager
- The person responsible for Data Protection is: Nicola Farrell



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About Fernlea

Olea Care Group operates stunning new generation care homes offering care to individuals aged 18+. We have provided care to older people and young adults for over 30 years. We are a family owned and managed enterprise with three generations of family members actively involved in the day to day running and development of the business. Our family values coupled with our Philosophy of Care has resulted in many of our team being with us for over 30 years.

Our success has been based around our philosophy of providing high quality person-centred care, recognising and supporting our team, planning quality into our service, and working closely with residents, staff, and professionals to ensure that our services meet the needs of our resident community.

Location

Located at the heart of Hazel Grove village in Stockport, nestled beside Torkington Park, an area of natural beauty, each lounge looks out to landscaped garden areas, bringing the outside living areas inside, and the first floor lounge has a balcony where residents can sit out and enjoy the view over Torkington Park.

What this Service User Guide is for

This guide is intended to give Residents the information they need about Fernlea. We can't fit everything into a guide, so any additional information that you might need can be found by asking staff or checking our website.

We hope that you find this guide useful. If there are changes you want to suggest, then please let us know.

Our Philosophy of Care

Our Philosophy of Care is inherent in everything we do. Our Philosophy of Care represents the very essence of how we care for our residents, treat our customers and staff, and conduct our business. It represents our values and beliefs and provides us with the foundation on which we can build and fulfil our goals.

Our Philosophy of Care is a series of values centred on four main components: providing person centred care, our people, effective planning and a processed approach to management.

The visual representation of our Philosophy of Care shows how the four components interact, and their positioning is symbolic. It shows that our residents are supported by our people, effective planning and a processed approach to management and that our people form the cornerstone of our success

We are committed to involving our residents in their own care and treatment, with decisions made in partnership; ensuring that they fully understand the care, treatment and support choices available to them.

We believe in the importance of our people and provide a culture that recognises and supports the individual, and treats all individuals equally; we recognise their importance in our success and we strive to attract, develop and retain the best people by providing a rewarding place to work; we encourage cooperation and team-work to foster a sense of mutual accountability amongst each member of our team. We believe our success is based on the development and retention of a skilled team and this is evidenced by most of our staff having been with us for over five years, with many being with us between 10 20 years.

We believe that a high standard of integrity, professional conduct and business judgement must form the basis of how we conduct business and we believe that effective planning will ensure that quality is planned into our service and not left to chance or judgement.

Continual improvement is a permanent objective and will provide us with a performance advantage and ensure we are able to react quickly to changing requirements.

We base our care around you as an individual. To help us to do that, we adhere to a set of important principles outlined below. If at any time you have any questions about these, or you feel that someone is not upholding them, please let the manager know.



1. Safe

Fernlea will do everything possible to keep you safe from all forms of abuse and neglect, working with you and other agencies to prevent avoidable harm. We do this by:

- Ensuring that our staff are well trained and skilled to provide the right care and support, are able to recognise signs of abuse and report them swiftly
- Giving you the information you need to make informed choices and take informed risks. Staff at Fernlea understand and ensure the balance between your informed risk-taking, and the responsibility to ensure the safety of you and of others
- Keeping a clean environment free from hazards and keeping infection under control
- Supporting you with any medication needs carefully to minimise the risk of errors

Freedom from Discrimination

Fernlea has a zero-tolerance approach to all forms of discrimination and will take action when it is found.

Discrimination means being treated unfairly on the grounds of; age, being or becoming a transsexual person, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation or social standing

2. Effective

We believe in care that meets your needs because you are involved fully in your care and its arrangement.

Each Resident is celebrated and supported to be an individual, to have their own social, emotional, spiritual, cultural, political and sexual needs accepted, supported and respected.

The service we provide is effective because:

- We employ the right staff for you who have the right knowledge, skills and qualifications to fulfil your wishes and to enable you through care
- We will ask for your views and ideas on daily living arrangements and enable you to contribute to any proposed changes
- We will make information accessible and in a way that you can understand, both about your care (including medication) and the services being offered
- We will consult you on your wishes, history and preferences in the assessment and put this in your Care Plan. We will ensure that this is up to date when your Care Plan is reviewed. We will make sure that your Care Plan is updated if your care needs change
- We will ask for your informed consent to care and any changes to it in all decisions about your care
- The principles of the Mental Capacity Act will be followed, and we will ensure that, where you cannot give consent, best interest decisions will be made following the Mental Capacity Act principles
- You will be supported to achieve as much independence as possible, emotionally, physically, intellectually and socially and without unreasonable restrictions
- We will keep information about you confidential and will tell you how we use your personal information, how we store it and how long we keep it for. You can talk to our Privacy Officer if you are concerned about your personal information

3. Caring

Fernlea provides a caring environment which supports a person-centred approach because:

- Staff will take an interest in what makes you, you; the things you want to share from memories, the things you like and don't like, current interests, wishes and new pursuits
- Staff will treat you with dignity in the way they speak with you and the way they behave
- We will assist you in continuing to use your skills and in pursuing your interests, as well as facilitating a varied range of new skills and interests to try if you would like
- Staff will create a stimulating environment which enables you to be as active as you would like to be
- We will uphold your right to privacy in all aspects of your care, personal affairs and belongings, undisturbed and free from intrusion and public attention



- All information about Residents is treated as confidential and only shared with members of staff, visiting professionals or organisations for the provision of care with your consent or your representatives
- Information about you will be protected and stored to meet legal requirements and will only be kept for as long as is necessary
- We will make sure that you understand information and what is said, providing you with the support you need, and giving you the help that you require to make your voice heard
- You will be supported to carry on relationships and have access to family, friends, facilities and the community

4. Responsive

Fernlea will be responsive to what we see, hear and know, to ensure that you maintain your health and wellbeing.

- Care staff will ensure that they are up to date with what is in your Care Plans and make changes when they are needed
- Fernlea welcomes complaints, compliments and issues raised and will always take them seriously, investigate and take the action needed to put things right, and improve the service we offer
- Staff will work with other professionals to ensure that your care is joined up

5. Well Led

Fernlea is a well-led organisation, knowing its responsibilities and carrying them out

- The management staff of Fernlea are both visible and approachable for residents and staff alike
- Fernlea has the skills to monitor the service and make changes when they are needed
- When things go wrong, Fernlea and its management staff are honest with you and give solutions on how to put things right

6. Statement of purpose

We have a Statement of Purpose which you can ask the Registered Manager to see.

7. Our Staff

Within our service, we recognise that in order to deliver a good care service, we need to recruit the right individuals. We base the recruitment of all our staff on several key principles; commitment, compassion and shared values being the main requirements. We expect our staff to be committed to providing the best possible care, they must be passionate about caring for others and be able to demonstrate that they share our values and ethos.

8. Our Services

In addition to our care services, we offer the following services and facilities:

- All meals,
- Leandry service,
 - *Please be aware that we have special washing machines to deal with our requirements. For health and safety reasons some of our washing has to be washed at high temperatures. This causes certain fabrics to shrink or loose shape. When choosing clothing please bear this in mind. We would recommend that items of clothing such as lambs wool, angora or other delicate fabrics be taken home and washed by Relatives*
- Regular social activities, including Fernfit fitness and wellbeing centre, Cut salon, Cut cinema, Oasis bar and lounge,
- Housekeeping

If there is a service you required that is not shown above, please do not hesitate to speak to the manager to see if it can be arranged.



9. The Services Offered by Others

Residents can purchase additional services at reasonable rates from independent suppliers whom we have vetted. That means professionals who are not part of Fernlea. Fernlea will arrange for the Resident to have access to these services, which include:

- Hairdressing
- Chiropody
- Opticians
- Dental services

They will state their costs and terms of business directly to the Resident. Residents should normally receive and deal directly with payments to independent contractors but if this is not possible, Residents are asked to discuss the matter with the Manager with a view to agreeing on suitable alternative arrangements.

10. Your Visitors

Visitors are very welcome at Fernlea at any time that is convenient for you. Principal carers and/or family and friends may telephone us at any time, day or night, to enquire about your wellbeing

We will always try to enable you to speak directly to the person telephoning and if that is not possible, we will pass messages for you, making sure that you receive any messages back in a timely way

Visitors are asked to sign in and out in the Visitor's Book to comply with health and safety requirements

We also request that all visitors comply with health and safety notices, the latest public guidance on the control of the spread of infection, do not introduce hazardous substances or materials into the establishment or bring in food from outside without checking first with the person in charge

In order to make it easier for people to visit our services, we have a number of lovely receptionists who man our front doors every day from 9am - 5pm. Outside of these hours, our front door is unmanned and our care team are responsible for answering our front door. It is, therefore, possible that visitors may face longer wait times outside of our receptionist hours.

Our team work really hard to give you and your loved ones the best experience possible but their number one priority will always be the care of our residents.

If you have a visit planned outside our manned hours, please let us know in advance, if you can, so our team can expect your visitor.

11. Keeping Links with Friends, Family and the Community

We will support you in keeping links with the community in a way that supports you and maintains your safety.

Your Key Worker will help you to maintain your network of friends and family, and also help you to visit shops and places of interest

12. Activities

Fernlea actively promotes your normal social networks and social activities and support for access will be available at all times. The Home possesses some specialised equipment for the use of residents with sensory loss such as loss of sight and hearing

Each Resident's Care Plan includes a facility for recording life history, social networks and contacts, and preferences for activities and hobbies, so that we can ensure that these are a part of everyday life.

Our lifestyles facilities include:

- The Grove Restaurant
- Oasis Bar and Lounge
- Cut Cinema and Salon
- Fernfit fitness and wellbeing centre
- A variety of lounge areas
- Large garden areas



Communications – How we will listen and share information

13. Resident/Principal Carers' Committee

- The committee provides a recognised forum for Residents and principal family carers to talk and share their views. Participation in decision-making is encouraged and valued. A member of staff acts as Secretary to the committee
- Any funds raised by events are held in a separate account, the signatories of which are one staff member and one Resident representative, and are available only for use in ways approved and controlled by the committee

14. News

- Special news, details of staff changes, changes in the organisation of Fernlea, minutes of the Residents' meetings and advance notices of events will be posted on a noticeboard in a public area
- We will support Residents and representatives with any information required in accessible formats and also try to give messages verbally as well as in writing

15. Telephones

- A telephone for Residents' use is available, at wheelchair users' height, and with a comfortable seat adjacent
- Any member of staff will help you to access the telephone if you need help
- It may be possible, subject to the telephone supplier's requirements, to have a private telephone line fitted to your own bedroom; in this instance you will be responsible for installation charges and your own telephone bills
- Residents are also very welcome to use the telephone in the office for privacy – to do so please ask any member of staff

16. Mail

- Your mail will be given to you as it arrives, unopened, unless you have requested that it be forwarded to another person. In the latter case we will forward your mail, unopened, weekly

17. Internet

- Fernlea has in place a broadband service and Wi-Fi is available. Please speak to a member of the team for Wi-Fi codes and any assistance you need with email addresses etc.

18. Call Bell System

- A call bell system call point is located in your room and at appropriate points throughout the home, enabling 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



19. Privacy and Dignity

We will respect Residents' privacy and dignity at all times. We will do this by making sure that:

- Door Locks - Residents' personal rooms will have a lock fitted appropriate to needs, and you will be provided with a key unless your risk assessment shows that this is not possible and agreed by you
- A locked cabinet or a locked cash box is available in your room
- Giving you privacy in bathrooms and toilets as well as when dressing and undressing is extremely important to us, whilst observing health and safety and any instruction from your risk assessment
- Discussion of your affairs will be for the purposes of managing and improving care, and for no other reason, and will be conducted in private
- We will make sure that you have somewhere private to have any important discussions
- Records will be designed, used and stored safely and confidentially, and the Data Protection Act principles for information sharing will be followed
- Records will be made available to your principal Care Worker and family only with your consent

20. Residents' Dignity

Your dignity is a matter of the utmost importance to us, and all staff will have received training in this area.

- You will be asked what you would like to be called, and this name will be recorded on your Care Plan and used by all staff
- You are entitled to ask that your main carers use one name, and others use another name. The level of familiarity is within your control
- In the absence of information, staff will address you formally, using your title and surname
- Staff are trained to support you with dignity at all times and will ensure that support is given in a dignified way, whether you are alone or in company
- Staff are trained to knock and wait for your invitation before entering the room
- Raising an Issue, Making a Complaint and Giving Compliments
- We believe that complaints and compliments are important in showing the quality of our service and provide us with the opportunity to improve the service we provide
- No one will receive adverse treatment because they have made, or wish to make, a complaint, raise a concern or issue
- We will support Residents in making a complaint. If you require specific support, we will make this available to you
- We encourage Residents to make a complaint through the Complaints Procedure whenever they feel that this is necessary
- We encourage Residents to raise issues, however small they may seem, and whatever the impact. This can be done informally, or formally through the complaints process
- Complaints can be made by anyone. They are not restricted to Residents. You can make a complaint to any of our staff but the person in charge of complaints is The Registered Manager

21. Our Commitment:

- All complaints and issues will be taken seriously and will be acted upon with fairness and impartiality
- You will receive a formal response within 3 working days of the complaint being made, and a final reply within 28 days
- If the complaint is upheld, you will receive a written apology, appropriate action will be taken to rectify the complaint and you will be informed of what that action is
- Residents are entitled to involve an impartial third party in the complaints procedure if they so wish
- Residents and their representatives may take their complaints to persons in authority outside the home.
- For Residents funded all or in part by Social Services or the Integrated Care Board, complaints, in the first instance, can be directed to them. For privately funded Residents, a range of advocacy services are available locally which we can direct you to. In the event of a serious issue and complaint, you should contact the CQC



22. Addresses:

Service	Address
Director of Social Services	Stockport Contact Centre 0161 217 6029
Local Integrated Care Board	NHS Stockport Clinical Commissioning Group 4th Floor, Stopford House, Stockport, SK1 3XE 0161 426 9906 stoccg.fnc@nhs.net
Care Quality Commission	Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171
The Local Government and Social Care Ombudsman	PO Box 4771 Coventry CV4 0EH Tel: 0300 061 0614 Email: advice@lgo.org.uk Website: https://www.lgo.org.uk/ Complaint form: https://www.lgo.org.uk/complaint-form

23. Advocates

All Residents have the right to access external agents who will act in their interests to help them solve problems, discuss concerns, and understand information. Laura Claffey will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Service	Address
Age UK	24 Copson Street, Manchester 0161 833 3944

Arrangements for your Voting Rights can be made through the:

Service	Address
Stockport Registration Office	Town Hall, Edward Street, Stockport, SK1 3XE 0161 217 6026

24. Other Documents

You are invited to review the latest CQC inspection report on the establishment, and the latest summary of Residents' and Residents families' views on the Services offered. These are not included in this pack because they rapidly become out of date

A copy of the full report can be found on the CQC Website: <https://www.cqc.org.uk/> and the overall ratings published on the noticeboard in the home. Copies can be made available to you from the manager at any time



Living at Fernlea

25. Trial Period

The first 6 weeks of your stay will be on a trial basis, to ensure that you are happy that you have made the right decision.

At the end of this period, we will talk with you and, if appropriate your family/and or your representative, and ask if you wish to stay with us or move elsewhere.

If you decide to stay with us, your admission will be confirmed. If you decide to leave, we will support you in that decision, and help you to find other accommodation.

26. Accommodation

It is very important for us to know that you are safe and comfortable in your new surroundings. We will always try to allocate you to the room that you prefer. This is, however, dependent on availability at the time of your admission to Fernlea. Should your preferred room become vacant later, it may be possible to relocate. Should you require any treatment while you are in your bedroom, your privacy and dignity will be respected at all times.

Should you require assistance at any time while you are in your room, there is a call system at hand for you to summon assistance. A staff member will come to you as soon as possible. We would encourage you to bring photographs, favourite ornaments, other treasured keepsakes or small items of furniture that help to personalise your room and make it feel more like 'home'. In addition, you will be able to lock your room if you so wish. Fernlea has:

- Total rooms (all rooms have en-suite facilities): 48

27. Admission

Our manager or senior member of staff will assess all Residents prior to admission where possible. Once this assessment has taken place and all parties agree that Fernlea can meet the assessed needs, an admission will be arranged subject to appropriate funds being in place. An initial Care Plan will also be agreed prior to admission and this will be reviewed and amended during the first week as needs and preferences become known. We recommend that all potential Residents and representatives visit the home. Residents are offered the opportunity to move in on a trial basis in order to assess the facilities and suitability before they, or their representative, make a decision to stay. A contract will be given to you to read and sign, with a copy for you to retain. In the case of an emergency admission or other unusual circumstances, the assessment and draft Care Plan will be created within 48 hours of admission.

28. Medication

On admission, all medication must be given to the person in charge. Relatives and visitors are requested not to bring in further supplies. We will support you to manage your own medication where possible with your General Practitioner's and the registered manager's agreement. If you are able to retain responsibility for your own medication management, we will provide you with a lockable cabinet in your room.

Where necessary, following an assessment, we can assist you with the administration of your medication. A trained staff member will look after your medicines and be responsible for ensuring the safe and timely administration of your medication.



29. Personal Care

Your personal care and health care are planned in consultation with you, with our staff members who will look after you, and with your relatives if appropriate. Other appropriate health professionals are also involved in the planning of your health care where necessary. To ensure that we provide the highest level of care for you, our staff will record the details of your care in the Care Plan, along with details of your personal choices regarding the normal activities of daily living. All Residents are actively encouraged to become involved in the care planning process and will be consulted at each stage of the Care Plan. A copy of the Care Plan will be made available to you and/or your family/friend (with your consent), to seek your agreement for signature when a change or a review takes place.

30. Personal Preferences

At any time, you can discuss with your Key Worker any personal preferences that you may have relating to your care, the gender of the person providing that care, your diet or social activities.

31. Personal Property

Residents are encouraged to bring personal possessions into the home, including furniture. Items of substantial size should be discussed prior to being brought in, to ensure that access and room is made available

In common with hotels and similar establishments where no documentary control is exerted over the bringing in and taking out of personal property, it is the policy of Fernlea that the Resident is responsible for keeping a record of their property if they so wish, and ensuring its safekeeping

Lockable space is provided in each room for small items of value. By special arrangement, the home will arrange for the safekeeping of items of value, for which it will accept responsibility

Fernlea insures Residents' property to a total of £1,000 each. Any single items of value, or property which totals more than £1,000 should be insured by the Resident personally

32. Key Workers

In order for you to receive the best care, we have a Key Worker system. You will be allocated a Care Worker who will be your Key Worker for your needs

They will undertake to identify your needs with you and ensure that they can be met through a Care Plan to ensure that your health gains are maximised

The aim of the Key Worker system is to provide each Resident with an advocate within the staff team, and develop a relationship between the Resident and staff based on trust and mutual respect

They will arrange for meetings to review your Care Plan periodically with you and your family or friends, and to measure the progress of your care programme

If you are unhappy with your Key Worker, please bring this to the attention of the Registered Manager. The matter will be resolved sensitively and confidentially, and, where appropriate, a new Key Worker will be assigned to you

33. Hobbies, Interests and Activities

Your special interests and hobbies will be discussed during your assessment and noted in your Care Plan. If you have any special interests, please let us know so that we can make arrangements for you to continue with them. We organise special outings and a range of interesting activities to suit most tastes. Naturally, you are free to choose whether to join in or not. There are quiet corners in Fernlea where you can relax if you wish to be peaceful. We understand that we are more than a provider of care services, we are the home of our residents.

We aim to ensure that every resident continues to enjoy all aspects of their daily lives, which includes recreational, cultural, social and occupational activities.

It is our philosophy to promote and maintain the independence of each resident. We do this by:

- supporting residents to make decisions and choices that enable them to live their lives as they choose;



- recognising the individual right to take risks as part of maintaining an independent lifestyle;
- supporting residents to maintain links with family and friends and significant others;
- supporting residents to maintain involvement with community life outside the home;
- supporting residents to pursue their own interests and hobbies;
- supporting residents to vote in local and general elections;

We provide a high quality of accommodation for our residents comfort and well-being and we listen to their views and opinions and provide them with the opportunity to be an active part of our community and influence how their service is run.

34. Religious observances

We will treat our residents with due respect and courtesy, remembering at all times their individuality, their importance in society and their right to be an independent citizen, recognising their diversity, values, human rights, and religious beliefs. We will ensure that our residents ethnicity, religion, belief, culture, language, age, gender, physical, sensory, sexual orientation, developmental, mental health, social and environmental needs are taken into account when diagnosing a health or social condition, assessing, planning, implementing, evaluating and revising care and providing equality of access to services.

35. Meals

We work closely with residents to produce a varied menu incorporating individual choices and traditional favourites; catering for all dietary requirements. Our catering team ensures that we provide menus that cater for a wide choice of meals from fresh ingredients sourced from preferred suppliers that provide a well balanced and varied diet supportive to good health and well-being. We aim to provide an environment where residents can choose the place and time they wish to dine and welcome family and friends to dine with our residents at a small additional cost.

Meals are prepared on the premises, from fresh produce wherever possible. We are happy to provide meals for visitors if reasonable notice is given.

36. Car Parking

Car Parking is available in the car park provided.

37. Smoking

In accordance with legislation, the home allows smoking in designated external areas only. Smoking is therefore not permitted anywhere else on the premises.

38. Fire Precautions

Fernlea carries out a full fire risk assessment on its premises and procedures, and takes steps to ensure that the risk of fire is minimised

There are sound practices in place to ensure that staff are well trained and to avoid fire risks, and steps are taken to ensure everyone's safety in the event of a fire

Fernlea is subject to inspection by the Fire Brigade as well as conducting our own fire safety surveys and assessments, and is covered by an effective fire alarm

If you become aware of any potential fire risk, please immediately inform a member of staff



39. Available services

Shopping

Should you wish to go shopping, where possible, your Key Worker or our activities organiser will take you

Transport

Our policy is that all Residents will have transport arranged for them for appointments, and whenever possible, they will have access to a Health Service Ambulance. An escort to appointments will be provided by Fernlea and charged to the resident.

Taxis will be arranged (charged to the Resident at the full cost), if necessary, for relevant appointments where other arrangements cannot be made, and properly adapted coaches for disabled Residents will be hired for outings where possible

All Residents will be supported to have access to a vehicle for personal transport and all efforts will be made to assist the Resident in retaining their independence

Medical Services

You are encouraged to keep your own GP, who may attend to you when requested. However, if your GP cannot attend to you in the home, or you wish to change GP, we can provide you with a list of local GPs for you to choose from and we can ask the Practice to register you. You can, of course, choose the gender of your GP

A Visiting Physiotherapist can be Arranged

The Community Physiotherapist may attend if physiotherapy is prescribed, or private arrangements can be made at their normal charges to Residents

A Visiting Chiropodist can be Arranged

The Community Chiropodist may attend if chiropody is prescribed, or private arrangements can be made at their normal charges to Residents

Dentist or Optician

You may also request to see a dentist or an optician as required, and they can be seen at the home, or by accompanied visits to their Practices. Again, they will charge the Resident as appropriate

Community Nurse

If you are assessed as "residential", you can have visits from the Community Nurse

Community Services

There are community nurses who can give specialised advice on problems such as wounds, blood testing and continence management. After discussion with you, you may be assured that we will contact on your behalf any specialised help and advice to which you are entitled

Personal Development

Fernlea will support you in gaining access to suitable education and training courses in the community in order to enable you to maintain your interests



40. Fees

You will be given a Service User Contract on admission. In brief, the arrangements on fees are:

If you are fully self-supporting, meaning you are not in receipt of support from a Social Services Department, then you are personally responsible for the full fee quoted, and should make arrangements for regular payments to be made to the home, for example, by setting up a standing order. Fees are proportionately refundable on discharge

Privately funded Residents whose capital is declining should note that there is a level at which they may become eligible for support from Social Services. An application should be made for this support well in advance of reaching the relevant capital level in order to ensure both continued payment of fees, and preservation of capital

If you are supported by a Social Services Department or another public body, then your total fee is made up of your state benefits topped up to the full fee by Social Services. Social Services pay their portion directly to the home. Your benefits will be paid into your bank account or that of your representative, and the portion due to Fernlea must be paid to Fernlea regularly, with a minimum frequency of every two weeks. Those in receipt of benefits are entitled to a weekly general spending allowance. If the allowance is paid to the home by Social Services etc, the allowance will be given to the Resident weekly by Fernlea. If the benefits are received by the family of the Resident, then they are responsible for delivering the allowance to the Resident and paying the balance to the home for fees

Other Charges

Where the home supplies items such as toiletries for purchase by Residents, payment should, if possible, be made at the point of purchase to minimise administration costs. All such items are sold at normal retail prices. If payment is not made at the point of purchase, a credit account will be kept for the Resident and an invoice raised. An account will be kept and invoiced monthly in arrears at the cost to the Provider

41. Elections

You are fully entitled to vote in all local and national elections while you are a Resident in the home, for the constituency in which the home is located. We will ensure that you are recorded on the annual Electoral Register review and, if it is the case that you have been admitted since the last review, that the Local Authority includes you in the Register for an election. If you wish, the home will arrange for a postal vote

42. Electrical Safety

All electrical equipment brought into the home on or after admission must be presented to the Maintenance Department before use, in order for its safety to be checked

43. Risk and Hazard

We encourage Residents to have personal food treats which are often brought in by visitors. Because of our legal responsibilities under Food Hygiene regulations we request that Residents ask for food to be appropriately stored, such as in a refrigerator

Any stored food will be individually labelled, not be used by anyone else, and will be available to you at any time by simply asking a member of staff.



44. Resident's Checklist

The following checklist is meant as a guide to help with your requirements in the home:

- Clothes (as a minimum):
 - 3 sets of day clothes
 - 7 sets of underwear
 - 3 sets of pyjamas or nightdresses
 - Dressing gown and slippers
 - Shoes and appropriate hosiery

Where possible, we would ask that you please see that the items are clearly and permanently marked with your name in order to help staff return them to you from the laundry. Labels can be ordered before admission for relatives to sew them into clothes, and to retain a stock for future use

We have our own in-house laundry, and every care is taken with your clothes. It is advisable to bring easy-care fabric clothing with you – time for hand-washing is limited. We will be happy to arrange for your clothing to be collected together for laundering off the premises by, for instance, your family, if you prefer. Dry cleaning is arranged off-premises, at your own expense.

- Toiletries:
- Toothbrush, toothpaste/denture cleaner
- Soap, face flannel
- Shaving material

It is important that you bring with you any items such as

- Spectacles, magnifying glass
- Hearing aid
- Walking stick
- Writing materials, stamps
- Radio/TV
- Please bring with you all the medication that you are currently using, plus your Health Service Medical Card

45. Inappropriate Behaviour

Inappropriate behaviour is the systematic maltreatment or physical, sexual, emotional or financial abuse of one person by another

Fernlea is committed to preventing inappropriate behaviour and if a Resident, carer, friend or relative has any concerns in this area, they should discuss this immediately with a senior staff member or use the formal complaints procedure

Residents, principal carers and relatives will be kept informed of the progress of the investigation into any complaint

46. Fire Safety

We ask for your cooperation in paying attention to fire safety and fire prevention. The following points should be observed:

- Please abide by the smoking rules; smoking is only allowed in the designated external smoking areas
- Please do not store possessions next to a source of heat
- Please turn off your electrical equipment when you have finished with it
- Make sure that you have all of your personal electrical equipment checked by our maintenance engineer before you use it in the home
- When you are leaving the home, please notify a member of staff; similarly, do so when you return, so that the staff are always aware of who is on the premises
- Please ask your visitors to sign our Visitor's Book, so that staff are aware of who is on the premises



47. Quality Assurance

Our home is registered and inspected by the CQC. This involves unannounced inspections and we always receive a report following these.

The following are examples of other professionals who may also inspect us

- Stockport
- Pharmacist
- Fire Service
- Health and Safety Executive
- Environmental Health
- Placement Officers/Care Managers
- Senior managers of the company
- Training managers

We will display our CQC rating on the noticeboard. You can contact the CQC if you have any concerns about Fernlea or the care you are receiving.



Complaints

We always aim to provide a high standard of care in all our services.

Our Residents' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will tell the Local Authority's Adult Safeguarding Team. The Safeguarding Team will decide how to investigate and monitor outcomes.

Making a Suggestion

Often people feel more comfortable suggesting improvements than complaining formally. Suggestions can be made by anyone receiving services, or their friends/family. To make a suggestion you can:

- Speak to the Manager or their Deputy
- Utilise available comments or suggestion boxes if you would rather make your suggestion that way
- If the suggestion is something that Fernlea as a company needs to consider you can send it to:
Registered Manager
Fernlea
20 Torkington Road
Hazel Grove
Stockport
SK7 4RQ

Making a Complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Fernlea assures Residents and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who Can Complain

Anyone affected by the way Fernlea provides services can make a complaint. A representative can make a complaint for the affected person if they:

- Have died
- Cannot make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How You Can Make a Complaint

You can complain:

- In person
- By telephone
- In writing
- Through a member of our staff
- Through an advocate or representative

Where someone complains verbally, we will make a written record and provide a copy of it within 3 working days

- By letter
- By email

Anonymous Complaints

We deal with anonymous complaints under the same procedure. However, it should be noted, if you provide contact details, we can update you on the outcome of our investigation.



Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their service. We will provide, as far as is reasonably practical:

- Any help you need to understand the complaints procedure
- Advice on where you may get that help
- Information about making a complaint in a way you can understand

How We Handle Complaints

The Registered Manager of Fernlea may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will formally acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the findings
- Any action we have taken
- Our proposals to resolve your complaint

Time Limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. However, we will consider whether you had a good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further Steps

Stage	Reason	Details
1	At any stage during the process, if you are not happy with the way Fernlea is dealing with your complaint you can contact the head office team	Olea Care Group 20 Torkington Road Hazel Grove Stockport Cheshire SK7 4RQ 01614568322
2	Your Local Authority Complaints Team	Stockport Local Authority Complaints Team, 0161 474 3898/3895, talktous@stockport.gov.uk
3	The Local Government and Social Care Ombudsman <i>Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government and Social Care Ombudsman and ask for it to be reviewed. The Local Government and Social Care Ombudsman provides a free independent service.</i>	The Local Government and Social Care Ombudsman PO Box 4771 Coventry CV4 0EH Tel: 0300 061 0614 Email: advice@lgo.org.uk Website: https://www.lgo.org.uk/ Complaint form: https://www.lgo.org.uk/complaint-form
	The services of Fernlea are registered with, and regulated by, the Care Quality Commission. The CQC cannot get involved in individual complaints about providers but is happy to receive information about services at any time.	Care Quality Commission National Correspondence Care Quality Commission (CQC) National Correspondence Citygate, Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Website: www.cqc.org.uk

