



Fern Brook Lodge

Care
South
It's the care that counts...

FACTSHEET 2021

Fern Brook Lodge, Fern Brook Lane, Gillingham, Dorset SP8 4QD
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Welcome to our Fern Brook Lodge factsheet. Please see below for a summary of the key information that you should know about our wonderful home. You are also welcome to get in touch, using the contact information provided below or via our website, if you would like any further information or have any questions for us.

THE FACILITIES AVAILABLE TO YOU

Fern Brook Lodge has 75 welcoming and comfortable fully furnished rooms, containing at minimum a profiling bed, bedside table, lamp, chest of drawers, wardrobe, armchair, television, telephone point and a 24-hour nurse call bell for your exclusive use.

This call bell enables residents to request assistance from staff, day or night. This also provides reassurance to residents and their loved ones that staff can be alerted in the event of an emergency. Wi-Fi is also available throughout the home. All of our rooms have en-suite wet rooms containing a w/c, washbasin and shower. We are also able to make arrangements for couples.

You will have full use of all the communal lounges, dining rooms, bathrooms and other communal facilities at Fern Brook Lodge, including our on-site hair salon. Assistance will also be provided with health and well-being appointments.

THE FERN BROOK LODGE TEAM

The staff at Fern Brook Lodge are dedicated to providing the best quality care to all of our residents and our Care Team Leaders expertly guide and support the team. Staffing levels reflect the care needs of the residents in our home and this is assessed and regularly monitored by the Home Manager.

Furthermore, our Chefs and kitchen, housekeeping, administrative and maintenance (technician) staff are all essential in helping us to deliver the best quality care to our residents. Where necessary, we may also use agency staff from our associate agencies.

All of our staff possess the qualifications, competence, skills and experience necessary to enable them to provide the best possible care to our residents.

THE CARE WE PROVIDE:
RESIDENTIAL | DEMENTIA | RESPITE

CQC RATING: GOOD

THE MENU

Our menu is expertly crafted by our talented Chefs, working closely with our Caterings Operations Manager, and is cooked and prepared onsite by the kitchen staff, who cater for all of our resident's dietary requirements and meal preferences.

We currently hold a food hygiene rating of 5/5 (date of inspection: 09/08/2019) and strive to provide delicious and nutritious high-quality meals for all of our residents.

RECREATIONAL FACILITIES AND LEISURE ACTIVITIES

Fern Brook Lodge has a number of charmingly furnished communal spaces, many of which offering views over our beautiful gardens, creating a sense of peace and tranquillity for residents.

These spaces, such as our large and spacious coffee lounge, are perfect for putting your feet up or socialising with friends and loved ones over a cup of tea and a slice of cake. Residents are also able to enjoy social events at The Brook, which forms part of Fern Brook Lodge and acts as a hub for wider community activities. This light and airy room is used to host coffee mornings and social clubs for the local elderly community, improving physical and mental wellbeing, and residents are encouraged to participate in many of these events.

Further recreational activities are organised by our activities coordinator(s), and range from baking and arts and crafts to visits from entertainers and day trips out to local points of interest and attractions (recreational visits and trips will continue once it is safe to do so). Residents can participate as much as they wish although our amazing activities team encourage social interaction and work hard to cater for our resident's recreational desires. We aim to enable residents to continue to do the things they love, even if that simply involves sitting down and enjoying a card game or a puzzle.

YOUR FINANCES AND FUNDING YOUR STAY

In order to confirm your understanding of the financial agreement and your ability to fund your stay at Fern Brook Lodge, we will undertake a financial assessment with you, both prior to entering the agreement and subsequently if your financial situation changes.

This is a significant financial obligation; we strongly suggest that you consult with an independent financial advisor prior to entering this contract.

Our fees apply to self-funded residents but you may become entitled to contributions from the Local Authority, or in the form of NHS Continuing Healthcare or NHS-funded Nursing Care contributions. We accept third-party top-up payments for residents funded by the local authority where that contribution does not cover the full fee.

THE DEPOSIT

Upon entering the contract with us, you will be required to pay the first full month's fees together with one month's fees as a deposit.

This deposit protects the home against non-payment of fees and will normally be repaid within 28 days after leaving the home, subject to any outstanding amounts due. Any fees paid in advance of the resident's admission to the home are refunded if the resident decides not to move in.

OUR FEES

Every resident is different and each resident's fees will differ depending on their care or other needs, as well as the type of accommodation.

A care needs assessment will be undertaken and the exact fees will be made clear to you prior to your admission.

The weekly fees for Fern Brook Lodge are as indicated below:

Residential - from £1,025

Dementia - from £1,080

There may be occasions when resident needs alter fees, and in those unusual circumstances, you will be advised of this. Fern Brook Lodge also offers respite care from £1,025 per week.

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SERVICES COVERED BY OUR FEES

- Full board and accommodation in one of our furnished rooms
- A choice of meals, plus snacks and drinks
- Full use of communal and recreational facilities, as well as leisure activities
- Assistance with washing, bathing, medication and other personal services and liaison with your GP, district nurse, dentist and other professionals
- A complete laundry service (excluding dry cleaning)

ADDITIONAL COSTS NOT COVERED BY OUR FEES

You will be responsible for paying for:

- Clothing and footwear
- Newspapers and magazines
- Personal toiletries or other personal items, including non-prescription medications
- Hairdressing
- Chiropody
- Non-NHS Dental, optical and physiotherapy requirements
- Personal dry cleaning
- Personal taxis and transport
- Attendance staff and support for personal outings e.g. family events

If we agree with you to provide additional specialist or bespoke equipment or furniture to meet your assessed care needs, we reserve the right to re-charge you with any costs incurred in purchasing/hiring and servicing such items.

YOUR INSURANCE

You are responsible for insuring to full replacement value all of your personal belongings, including furniture brought into the home.

We cannot take responsibility for loss or damage to personal belongings brought into the home, unless it is the fault of Care South or our staff. We will not exclude or limit our liability where our negligence results in death or personal injury.



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