

Contemplation Home Care



Forest Care

Supporting independent living, health and well being at home



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Forest Care is a Home Care Agency based in New Milton at the heart of The New Forest, Hampshire with our Head Office, Contemplation Homecare Limited, in Waterlooville.

New Milton Office - 01425 620 906

1st Floor Office, Alderson House

15-21 Old Milton Road, New Milton, Hampshire

BH25 6DQ

Forest Care provides 24 hour individualised support in a form tailored to your needs. Whether you are returning home following a stay in hospital and need help getting back on your feet, considering residential care but wish to remain in your home and need help with daily living to do so, or have complex healthcare needs, we have a tailored care package that could be right for you.

Inspected and rated

Good



It is the objective of **Forest Care** to provide care to all our clients to a standard of excellence which embraces fundamental principles of good practice. It is the objective of our service that clients shall be supported in a clean, comfortable and safe environment; this doesn't just apply to our clients but importantly to our staff working conditions.

We are proud to be members of Hampshire Domiciliary Care Providers Association





About Us

Winner – 2019 Home Care Provider of the Year



At **Forest Care** we pride ourselves on the quality of our staff and the standard of care they deliver and this has enabled us to achieve our CQC rating and outstanding awards in care.

We recognise that, by giving respect, treating people as individuals, giving them the support they need when they need it, and being approachable enables us to achieve and maintain this quality.



Unlike some other agencies, **Forest Care** avoid 20-30 minute pop-in visits to our clients; our preferred minimum visit duration is an hour. In our opinion, and that of our clients, this is beneficial to the quality, support and continuity of care.



At **Forest Care** we cater for:

- Older People
- Physical Disabilities
- Adults with Learning Disabilities
- Terminally ill – end of life
- Adults with mental health problems
- People of all ages living with long term illness

Whether you are returning home following a stay in hospital and need help getting back on your feet, wish to remain in your own home but need help with daily living or have complex healthcare needs.





Our Hourly Visit & Other Services

We ensure that our client needs come first. We provide a tailored service starting from one hour per visit. We have found that doing this enables our clients to have more flexibility and independence to choose what and when things are done during their allocation of time.



Live-in Care

A full-time care service which allows you or your loved one to stay at home in familiar and relaxed surroundings, with an incomparable level of one to one support. Embracing personal care, domestic work and companionship. It is a direct alternative to residential care that empowers you to retain control and independence.

Assisted Holiday & Respite Care

Short term care designed to help you or your regular carer take a break. Respite care can be tailored to your needs and can be from one hour up to 24 hours awake care or short term live in care cover whilst a family member or carer is away. We can also offer escorted holidays both in the UK and abroad.

We provide individualised support in a form tailored to your needs.



Contemplation Home Care



Every client is an individual and has their individual needs that require specific care and attention. For this reason we believe in taking a collaborative approach to decision making, ensuring that respecting the privacy and dignity of our clients remains central to the service we provide.

Your care staff will work with you to meet your personal needs and wishes by following an individually designed support plan tailored to your personalised needs and wishes. If and when your needs or wishes change our care service and staffing ensures the flexibility to evolve with you.

Care for Younger Adults

We provide full-time or hourly one-to-one care solutions for younger adults aged from 18 years and above, this allows you or your loved one to continue living at home in familiar, comfortable, supportive surroundings. Our staff will help to maintain social interaction and community inclusion that is so important when building independent living skills and self-wellbeing.

- Professional personal care in the client's own home
- Tailored to the specific care and lifestyle needs of the client
- Personal carers specifically trained, updated and equipped to deal with a range of different conditions
- Promoting independent living skills
- Providing continuity of care through the consistency of staff placements.





Our Staffing & Recruitment

We follow a stringent recruitment procedure to ensure that all our workers are compliant with the Care Quality Commission (CQC) regulations. We undertake rigorous compliance reviews to ensure that all our staff have the relevant qualifications and experience necessary for the service they are asked to provide.

This includes Disclosure and Barring Service (DBS) checks, health screening, full work history and detailed references. We undertake regular supervisions, spot checks, observations and annual appraisals. This ensures our care staff continuously advance their skills whilst continuing to deliver an outstanding standard of care.



Specialised Training and Experience

The care staff who provide care for our clients are a special group of people and we are very proud of them. Many of them have been part of our group for many years providing a strong consistent base to our care teams.

Training and personal development are paramount at **Forest Care** and all staff receive full training, irrespective of position and previous training development achieved from other work placements.



Contemplation Home Care



Forest Care put a great deal of effort into matching the right staff to each client. It is a very personalised process where we look at the individual requirements of each client and match them to suitable carers' profiles. We ensure the carers have the right amount of experience to deal with an individual's situation.

We have no doubt that the staff training and updates support and maintain the quality of our service and standards of work which we take pride in.

We believe in leading by example and all training given to staff will also be completed by the management team who adopt a hands on approach with the delivery of our service.

Forest Care is supported by our team of Trained Nurses/Managers from our Head Office in Waterloooville who overview the service and are on hand to support and advise our management team if and when needed. We have a Training and Development Manager within the Contemplation Group who ensures that all relevant and appropriate training is available and up to date.

All our care packages are supervised by our Registered Manager Mrs Carolyn Cousins and her senior staffing team.



Staff are given emergency support and assistance 24/7 by accessing our emergency out of hours on call service or calling the office during normal office hours. This ensures the additional safety of not only the staff but the Service Users they support.





Help and Guidance with Funding and Finance

Finance is often the most difficult aspect of the care process, as nobody wants to feel that they are having to compromise on the level of care being afforded to a loved one. As with every aspect of care, we take a person-centred approach, which provides a service that meets the individual needs of our clientele. Choosing how to pay for care is a difficult and sometimes complicated decision for people; we understand you want to do what is best, but we do live in the real world and appreciate that price is important. At **Forest Care** we don't expect our clients to have to compromise on anything; we offer the highest quality of care at a price which represents excellent value for money.



For an accurate breakdown of our costs for the care package you are interested in, we suggest you contact our office to discuss your needs in more detail. If you are unsure whether you are entitled to help towards the cost of your care from a government body, we recommend that you contact your local Adult Services Department, further guidance can be obtained from your local Citizens Advice Bureau.

Alternatively you could also contact:

David Butler Succession Group Chartered Financial Planner 01722 413348
Eldercare Solutions 0800 0821155





Quality Assurance

At Forest Care we pride ourselves on delivering outstanding care to our clients. To achieve this we greatly value all the feedback we receive from clients, their families, friends as well as from our staff. We give our clients as many ways and means of telling us their views as possible through Quality Assurance questionnaires, Quality Assurance phone calls and home visits enabling us to continue to improve the service we deliver to an even higher standard. We always like to hear when things are going well and when carers deliver outstanding service but similarly want to know when things perhaps are not going so well so we can put them right.



Our Head Office team will undertake rigorous compliance reviews to ensure all of our policies and procedures we up to date, meet regulations, adopt best practice and support the delivery of a quality service.

Message from our Manager

Thank you for taking the time to look through our brochure. If you would like further information or clarification on any of our services please contact our office where myself or one of my dedicated team would be more than happy to assist with your enquiry.

Respectfully

C Cousins

Mrs Carolyn Cousins

Registered Manager





Customer Satisfaction/Testimony

"Our two assigned carers are outstanding. Reliable, caring and very trustworthy. We can leave the house knowing that Mum is in remarkable and safe hands. This allows us to totally relax and escape 24/7 care for a couple of hours. Invaluable, courteous service from office personnel too."

"It is the little things the carer does - brings flowers after a hospital stay, teaching her dance moves, painting her nails. It's these kind of things that make real differences. Treating mum as a person and not as a job is what the carer does so well, creating memories, activities, fun and laughter along the way."

"Your staff go above and beyond, the care that they give is definitely a positive yes. They are always respectful of my mother's needs. Mum has difficulty communicating and the carers are mindful of this and they take their time and make eye to eye contact. The carers take their lead from my father and listen to his wishes with regards to my mother's care. As a family, knowing our parents are in caring hands is a great comfort".





Don't just take our word for it

Quote from our Care Quality Commission report

People and their relatives unanimously told us how exceptionally kind and compassionate staff were.

They told us their experiences of receiving care from staff had an immensely positive impact on their wellbeing. Comments included, "My Carer is absolutely flaming brilliant. She cares for me with love and attention", and, "Our two assigned carers are outstanding. Reliable, caring and very trustworthy. We can leave the house knowing that Mum is in remarkable and safe hands."

The provider had a sustained record of excellence in providing care that was tailored to people's individual needs, impacting people's lives in an immensely positive way.

This was reflected in positive outcomes in relation to meeting people's communication needs, involving people in the design and development of their care, supporting people to remain independent in their own homes, helping people build and maintain social links to avoid risk of isolation and promoting trusting and cherished relationships with staff.





NEW FOREST MOBILITY SERVICES

A local, family run business with old fashioned values with the latest products

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www.newforestmobilityservices.com

Visit our New Milton shop

Open Monday—Friday
09.30-16.30

Saturday 09.30-15.00

Next door to Morrisons at
Station Road, New Milton
BH25 6HY



Workshops and servicing center still available at Lymington.

Unit 25 Gordleton Industrial Park, Sway Road, Lymington, Hampshire, SO41 8JD

*Mobility scooters

*Riser recliner chairs (huge range)

*Wheelchairs & mobility equipment

*In store shoe shop

*Hire service for scooters & wheelchairs

* We can also supply and fit stairlifts and car hoists

