



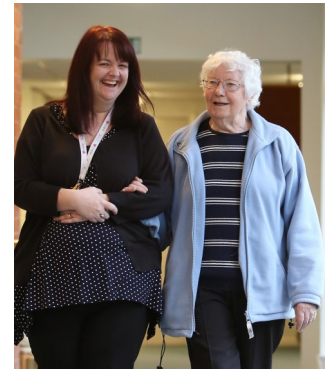
Imperial Court

Welcome Pack

WELCOME TO EMH CARE & SUPPORT

emh care & support is part of emh group who provide affordable homes and related care and support services to communities across the East Midlands.

Enabling better lives is at the heart of everything we do. We help vulnerable people live an enjoyable, independent life by advocating on their behalf or by providing activities, support, care, and housing that matches their needs. We are very pleased to be working in Partnership with Midland Heart as the care provider at Imperial Court.



Our Mission

We provide housing and care to improve opportunities for people.

Our Vision

To be the best social housing and care business in the country, leading the market as service provider and employer.

OUR SERVICES

Personal Care

We can help you with everyday activities including help with your personal care, washing, bathing, dressing, continence care, and meal preparation.

Medication Services

Whether you simply need a reminder to take your medications, or you need assistance to take your medication, we can provide you with a trained care worker who can help you with this.

Hospital to Home

Returning home after a stay at hospital can seem quite daunting. Our hospital-to-home service eases this transition and supports you to settle back in your familiar surroundings. Whether a high level of care is required, or just some assistance with daily activities we can support you from the moment you are discharged from hospital.

Support in the Community

Whether you want someone to support you to your local shop, support you on a walk in the park or for a day out at your favourite place, we can provide you with a Care & Support Worker who will accompany you on your choice of activity or outing.

Making life easy

We know that there are lots of day to day tasks that people either struggle with, or that people choose not to have to do. We can support you with lots of things that just simply make your life easier. We can support you with activities such as housework, changing your bed and laundry.

KEEPING YOU SAFE

Emergency Repairs & Maintenance

The Housing Provider, Midland Heart are responsible for the Building and grounds. However, when there is not a member of the Housing Team on site, emh care & support will respond to emergency repairs and maintenance.



If you have any repairs or maintenance issues outside of office hours please contact a member of our staff. If the report is an emergency we will ensure that it is actioned otherwise it will be passed to the Housing Team to respond during office hours.

Lifeline Service

If you pull your lifeline cord or press your pendant in an emergency a member of emh care & support staff will respond as soon as possible. Examples of an emergency include:

- A medical condition where support is required
- A fire, gas or flood
- A fall

PAYING FOR YOUR CARE

Funded Care

If you have savings of less than £23,250 you can request an assessment from Adult Social Care or you can approach a member of our staff to establish the level of need you require.

If you are eligible for care an assessment will be carried out to agree the hours of support you require and any contribution you will need to make against the cost of the care.

If you would like more hours of care than you have been assessed for, we can deliver this and we will charge you directly for these hours.

Private Care

If you have savings above £23,250 you will be responsible for the costs of all services that you require. You are still entitled to an assessment by Adult Social Care to identify your support needs or you can contact a member of our staff directly who will undertake an assessment with you.



A Support plan will then be agreed with you which will include the support that you require and you will be provided with a contract from us.

PAYING FOR YOUR CARE

How you can pay for your care

We have a number of payment options available:

Bank Transfer - This method allows you to transfer payment from your bank account to us. Our bank details will be provided on the invoice that you receive from us.

Debit/Credit Card - We can accept payment over the phone by calling our Finance Team using your debit or credit card.

Swipe card - These can be used at the Post Office or a Paypoint outlet . If you would like to pay for your care you will need to contact 01530 276000 and select the option to speak to a member of our Finance Team.

COST OF SERVICES

Below is a list of charges for the care & support services that we can provide for you.



MAKING LIFE EASY £19..95 ph

PRIVATE CARE £19.95 ph

LAUNDRY SERVICES £14.80 ph

STAFF TEAM

We have a dedicated and fully training staff team on site which includes:

REGISTERED MANAGER - The Registered Manager is responsible for the management of the service and ensures that staff are appropriately trained and your care needs are being met.

TEAM LEADER- The Team Leaders manage the care & support workers at the Village.

CARE COORDINATOR - The Care Coordinator manages the staff rota and changes to care packages

FREQUENTLY ASKED QUESTIONS

How are your care workers trained?

All of our staff receive mandatory training which includes Manual Handling, Medication Awareness, Emergency First Aid and Health & Safety. We also provide training in specific areas dependent on the needs of the individual they are supporting. Examples of this include Falls Prevention and Dementia. Our care & support workers are also required to complete the Care Certificate.

Are all your staff DBS checked?

Yes. All emh care & support staff are required to undertake an Enhanced DBS prior to employment

Do you provide 24 hour care?

The Scheme will be staffed 24 hours a day, 7 days a week by a member of emh care & support staff.

Can I continue to use my own carers?

If you currently receive care from external providers you can continue with this arrangement however we would be very happy to speak to you about the support we can provide if you would like to switch over to emh care & support.

Will I be supported by the same care worker every day?

This would depend on how many care visits you have each week. We very rarely have just one care worker assigned to a particular customer. This allows for periods of time where your care worker may be away on holiday, however we do try to keep the number of your care workers to an absolute minimum.

Can I change my care package at any time?

Our experience tells us that people's care needs very often change. We therefore understand that care may need reviewing from time to time. This is why we carry out reviews on a regular basis to ensure that your needs are being met.



COMPLAINTS AND COMPLIMENTS

What to do if you have a complaint

It is our belief that any comments, whether these be positive or not can help in the improvement of Quality Standards and we are always pleased to receive feedback on the service we provide.

Should you have cause to complain we would be happy to investigate the matter fully and advise on action to be taken.

Our Quality & Compliance Team record and monitor complaints that are received. You can contact them in a number of ways:

Telephone: 0115 8508501

Email: centralhub@emhcare&support.org.uk

Write: Central Hub, Longfield House, Hallam Fields Road, Ilkeston, DE7 4BR

You will receive an acknowledgement to your complaint within **3 working days** of receiving the complaint. An Investigating Officer will be allocated to your complaint who will provide an outcome response letter to you within **15 working days** of the acknowledgement letter.

Should you be unhappy with the response to your complaint, you have up to 10 days from the date of receiving the response to appeal.

Appeals should be made in writing to:

Head of Quality and Compliance
EMH Care and Support
Longfield House
Hallam Fields Road
Ilkeston
Derbyshire
DE7 4BR

If you remain dissatisfied with the response to your appeal you can contact the Local Government Ombudsman and request that it be reviewed.



WORKING IN PARTNERSHIP WITH

MIDLAND HEART @

IMPERIAL COURT

Duck Street

Rushden

NN10 9AF