



Fittleworth Nursing Service

User's Handbook

Welcome to Fittleworth Medical Ltd

2 Henry Lock Way
Littlehampton
West Sussex
BN17 7FB



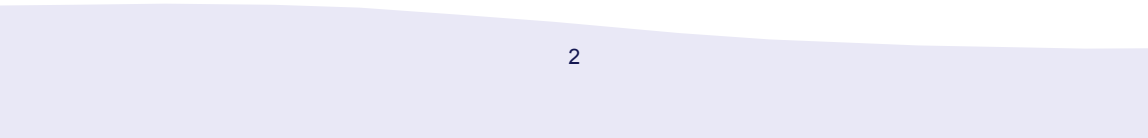
Customer Services Contact Details

Freephone National:

T: 0800 378 846

Freephone Scotland:

T: 0800 783 7148



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If you require a copy of this handbook in large print, or in a language other than English, please email Fittleworth Marketing Department at marketing.team@fittleworth.com with your request.

Welcome to Fittleworth

On behalf of Fittleworth Medical Ltd and all of our staff, we would like to extend a warm welcome to you and your family. We hope that you will be happy with the service provided by your Fittleworth nurse and that they will provide you with information and advice that will enable you to continue to independently manage your health requirements.

Fittleworth's discreet, reliable and convenient home delivery service was founded in 1984 by Jaqueline and Alan Seymour. Right from the beginning the company was an innovator in the home delivery of stoma products.

In the eighties, stoma flanges were not customised or cut to size in any way before being sent out. Rather than leaving this to the customer, many of whom found using small, sharp scissors difficult, Jaqueline and Alan Seymour decided it would be a valuable and unique service to pre-cut each pouch before delivery.

Fittleworth is now one of the UK's leading home delivery companies for stoma, continence, wound care, tracheostomy and laryngectomy products.

Our success has been built on understanding the importance of each and every delivery. We appreciate that our customers have individual needs and make every effort to make life easier. This is reflected throughout the whole business, from our customer service team, our care centre staff and nurses, to our fleet of local delivery drivers who all understand the importance of treating our customers as individuals. Our aim is to provide a discreet, reliable and quality service tailored to meet all our clients' requirements.

Fittleworth is independent of a manufacturer, so no matter which product is used, if it is available on prescription, we can supply it. Impartiality allows customers and nurses to select the most suitable products for their needs. This is our fundamental principle called Clinical Respect.

Care Quality Commission (CQC)

The Fittleworth nursing service is registered with the CQC.

The Care Quality Commission are the independent regulators of Health and Social Care in England.

The role of the CQC is to make sure that Health and Social care services provide people with safe, effective, compassionate, high quality care and they encourage care services to improve.

The CQC inspection consists of visiting services, having the opportunity to talk to staff and people who use services. Carrying out site visits allows the CQC inspector to observe care and look at people's records and how their needs are managed.

CQC National Customer Service Centre in Newcastle

National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161

Fax: 03000 616171

Online contact form: www.cqc.org.uk/contact-us



Care Quality Commission (CQC) (continued)

CQC Registered Provider, Nominated Person and Registered Manager

Registered Provider

Fittleworth Medical Ltd
Dispensing Appliance Contractor
2 Henry Lock Way, Littlehampton, West Sussex. BN17 7FB

Nominated Person

Compliance Director
Fittleworth Medical Ltd.
2 Henry Lock Way, Littlehampton, West Sussex. BN17 7FB

Registered Manager

Head of Clinical Services
Fittleworth Medical Ltd.
2 Henry Lock Way, Littlehampton, West Sussex. BN17 7FB



Fittleworth Nursing Service

The Fittleworth nurses are a specialist nursing team providing care in the areas of urology, bladder, bowel and stoma. Referrals are made to the team from NHS consultants, hospital/community specialist nurses, GP's and other healthcare professionals, all of whom they have a close working relationship.

The Fittleworth nurses provide a confidential, discreet service and will visit you at home or you may be seen in an NHS clinic. An assessment will be made with you and advice on the appropriate products to meet your individual needs and condition. The aim is to enable you to manage your condition with appropriate product usage and storage, independently recognising issues as they arise and resolving them. An individual, holistic plan of care will be made in partnership with yourself. Fittleworth nurses are independent of manufacturing companies so are completely unbiased on the products they use.

Fittleworth also have a head office based clinical advice line which is supported by registered nurses, this service is available 08:30-16:30 Monday to Friday (excluding bank holidays). The nurses will listen to your concerns and offer advice and support where necessary or signpost you to the most appropriate NHS health care professional.

Please call Fittleworth customer service team on freephone 0800 378 846 and ask to be referred to the clinical liaison nurse team.

Our team of nurses are all registered with the Nursing and Midwifery Council (NMC). They hold current Disclosure and Barring (DBS) checks, and all staff are covered by business indemnity insurance. Annual mandatory training is attended by all the nurses which includes resuscitation, adult protection, health & safety and a range of other matters. The nurses attend other educational events to maintain their knowledge relevant to their nursing practice.

Standards that you can expect

The standards listed below are from the Care Quality Commission leaflet 'What standards you have a right to expect from the regulation'.

To be involved and told what's happening at every stage of your treatment

You (or someone acting on your behalf) will be involved in discussions about your care, treatment and support.

You will get support if you need it to help you make decisions and staff will respect your privacy and dignity.

Before you receive any examination, care, treatment or support, you will be asked whether or not you consent to it.

Care, treatment and support that meets your needs

Your personal needs will be assessed to make sure you get safe and appropriate care that supports your clinical needs.

You will get the care that you and your social care professional agree will make a difference to your health and wellbeing.

Your care needs are coordinated if you move from one care provider to another.

Staff respect your cultural background, gender, age, sexual orientation, religion or belief and your disability if you have one.

To be safe when using a service

You will be protected from abuse or the risk of abuse, and staff will respect your human rights.

Standards that you can expect (continued)

To be cared for by staff with the right skills to do their jobs properly

You will be cared for by staff who have the knowledge, skills and experience needed to meet your health and welfare needs.

You will be looked after by staff who are well managed and have the chance to develop and improve their skills.

Your home care agency routinely checks the quality of its services

The managers at Fittleworth Nursing Service continuously monitor the quality of their services to make sure you receive the support you need.

Your personal records will be accurate and stored safely and confidentially.

You or someone acting on your behalf can complain and will be listened to. Your complaint will be dealt with properly. We uphold Duty of Candour and will apologise, investigate and action any findings.

Service provision

The nurse will have made an introduction call to arrange a suitable time and date to arrange to visit you in your own home. The nurse will complete an assessment of your needs, which should form the basis for a decision by both you and the nurse as to your treatment plan.

In common with all patient's records, the assessment(s) will be made with your full knowledge and cooperation, and the records will be shown to you and be available to you at any time.

Privacy and Dignity

Privacy

All patients have the right to privacy and their decisions to be respected.

Staff will enter a patients property only with express consent.

Clinical records will be held on our NHS compliant clinical management system called 'EMIS'. This provides clear communication of vital information, enabling us to provide better, more efficient care.

Legislative controls over records, such as the General Data Protection Regulation (GDPR), will be adhered to. Records will be made available to the patient on request.

Dignity

We treat all people supported by us and all people who work for us, with the utmost respect at all times.

Key Polices and Procedures

Confidentiality

Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality support, such information will be shared with members of staff who may be supporting you. Professionals requiring information will be referred in the first instance to the registered manager. You, or where appropriate, your principal carer will be consulted before information is released.

Information about you will be stored in electronic form.

Information about you is needed in order to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:

Making sure our services meet your needs.

- Helping staff to review the support they provide to you to help them achieve the highest standards
- Investigating complaints or legal claims
- Auditing of our services.

Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital.

The types of organisations with whom we may share information about you are:

- GP's
- District Nurses
- Other health care professionals or your referring nurse.
- Social Services
- Care Quality Commission.

Care, Philosophy, Principles and Values

Principles and Values of Fittleworth

Fittleworth is committed to supporting service users so that they can continue their lives with dignity and independence. This includes Clinical Respect which is our promise to deliver excellence in patient care while helping achieve best value in prescribing.

- **Privacy**
The nurse recognises your right to be left alone, undisturbed and free from intrusion and public attention.
- **Confidentiality of Information**
Your rights to confidentiality will be safeguarded.
The nurse will not disclose any personal information about you to a third party unless this has been agreed with you.
Agreement to disclose information should only be sought if it is for your benefit, e.g. for the purpose of assisting in your support.
- **Fulfilment of Aspirations**
Your social, emotional, cultural, political and sexual needs are accepted and respected.
- **Consultation**
You will be fully involved in and fully informed with respect to the individual assessment of your clinical needs.
- **Personal Choice**
You will be fully involved in your treatment plan ensuring that you are central to all decisions being made. We respect and encourage your right to independence in your care and choice of products.
- **Clinical Reviews**
These may be undertaken where necessary or upon your request.
- **Services Information**
You will be fully informed about the services provided by Fittleworth.

Statement of Purpose

Our Objectives

The company aims to:

- Offer a skilled nursing service to enable people supported by us to achieve their optimum state of health and well-being
- Treat all people supported by us and all people who work here with respect at all times
- Uphold the human and citizenship rights of all who work at Fittleworth and our service users
- Support individual choice and personal decision-making as the right of all patients
- Respect and encourage the right of independence of all patients
- Recognise the individual uniqueness of patients, staff, 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.

Advocates and other Documents

Advocates

Patients have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Other Documents

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

A copy will be published on our web site www.fittleworth.com

Equal Opportunities

Equal Opportunities

- You have the right to practice your beliefs, religion or culture without constraint by restrictive or discriminatory practice
- Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant
- All complaints will be recorded in such a way as to highlight repeated problems.

Inappropriate Behaviour

- Inappropriate behaviour is the systematic mistreatment, or physical, sexual, emotional or financial abuse of one person by another
- Fittleworth is committed to preventing inappropriate behaviour and if you, a carer, friend or relative has any concerns in this area, they should discuss this immediately with the registered manager or use the formal complaints procedure
- You, your principal carers and relatives will be kept informed of the progress of the investigation into any complaint.

Complaints Procedure

At Fittleworth we believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality.

A complaint can be made:

Verbally by calling, 0800 378 846

Electronically, caring@fittleworth.com

In writing, Fittleworth
FREEPOST
2 Henry Lock Way
Littlehampton
West Sussex
BN17 7FB

Our commitments are 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 10 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 of what that action is;
- Patients are entitled to involve an impartial third party in the complaint procedure if they so wish.

Patients and their representatives may take their complaints to persons in authority outside of Fittleworth.

Feedback can also be given via I Want Great Care for your Fittleworth

Gifts, Wills and other Documents

All employees are expressly forbidden to act as witnesses to the signature of any documents such as Wills and Testaments. Neither employees nor the service may be a beneficiary under a Will of any past or present service user. Gifts to staff are subject to disclosure to the registered manager, and may be refused on the basis of conflict of interest.

Risk Taking and Risk Management

The assessment of risk is addressed as part of the commencement of the care process for each person and the results are integrated into an person centred treatment plan. By this process of integration your views, the views of the principal carer, family members and professional advisors will be fully taken into account.

The following checklist of issues forms the basis of the risk management assessment. Each issue will be discussed in detail and those discussions will be recorded and will determine the way in which Fittleworth aims to meet your wishes:

- Privacy
- Going to places of worship and other activities
- Engaging in leisure and recreational pursuits
- Degree of independence
- Seeking help in an emergency.

Useful contacts for Advice and Support

Colostomy Association

Email: info@colostomy.uk.org

Ileostomy Association

Freephone: 0800 018 4724

Telephone: 01702 549859

Fax: 01702 597990

Email: info@iasupport.org

The Bladder & Bowel Community

www.bladderandbowel.org

Email: help@bladderandbowel.org

General enquires 01926357220

Urostomy Association

01386 430140

Email: info@urostomyassociation.or.uk

National Tracheostomy Safety Project

www.tracheostomy.org.uk/patient-info

Laryngectomy Support NALC

National association of Laryngectomy Clubs

www.laryngectomy.org.uk

0207 730 8585

Email: info@laryngectomy.org.uk

Spinal

Back Up

4 Knightley Walk, SW18 1GZ

0208 875 1805

Email: admin@backuptrust.org.uk

Spinal Injuries Association

2 Trueman PI, Oldbrook,

Milton Keynes MK6 2HH

Phone: 0800 980 0501

Your Fittleworth contact:

 **POST...**

Fittleworth
FREEPOST
2 Henry Lock Way
Littlehampton
West Sussex
BN17 7FB

SERVICE0316-1

 **PHONE...**

Clinical Liaison Nurse:
01903 311 040
Freephone National:
0800 378 846
Freephone Scotland:
0800 783 7148

 **ONLINE...**

www.fittleworth.com



JULY 2020