



PENTLOW COMMUNITY CARE



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*Pentlow Community Care can help you with a range of needs to enable you to retain independence in your own home.*

*Our experienced and friendly team of carers are ready and able to support your individual requirements in a number of ways.*



*Barry Lambert.*

**Barry Lambert**

**Director of Canford Healthcare**

Barry is a Director of Canford Healthcare Plc, which owns Pentlow Nursing Home, Pentlow Community Care and Inglewood Nursing Home in Eastbourne. He has over 20 years experience in managing care homes, following a successful career in the NHS as a Clinical Psychologist. Barry prides himself on offering a personal, professional service for all aspects of Canford Healthcare.

*Call our friendly team on 01323 431810*



*Pentlow Community Care was established in 1994 to provide a comprehensive home care service for the residents of Eastbourne and surrounding areas. Whatever your needs, we aim to help you stay independent and comfortable in your own home.*

### *Aims & Objectives*

Our aim is to provide the highest level of care and assistance appropriate to the needs of our clients, and in accordance with the remit from the client or their advocate, allowing as much participation and independence as possible. We like to be as unobtrusive as possible within the client's home, especially where the home is shared with a partner. We extend our respect to clients' relatives, carers or other advocates whilst continuing to embrace client confidentiality.

We have the same philosophy towards our clients whatever the frequency of our services, for example, daily, weekly or to help with recuperation or holiday relief cover for other carers (or even assistance to holidaymakers). We aim to encourage individual choice and recognise different social lifestyles and home environments.

The service we provide is client-focussed. We aim to meet the requirements of each individual's assessment and to monitor its progress so as to meet changing needs. We aim to maintain our clients' independence, privacy, security, dignity, freedom of choice and sense of fulfilment to its utmost extent.

In order to achieve these aims we actively promote to our staff that they must respect the ambience of each client's home and embrace the client's welfare as a whole experience. Our own training centre provides statutory training to all staff and other specific courses to improve knowledge and understanding.

As a premier provider of home care, we are accredited by the British Standards Institute and Investors in People for our commitment to the quality of both our care and our staff training.

### *Our Specialist Services*

We provide a wide range of care services to make your life easier:

- Assistance with getting up and going to bed
- Assistance with personal care
- Assistance with dressing and undressing
- Monitoring and assistance with medication
- Night care
- Preparing and serving meals
- General housework and cleaning
- Shopping
- Providing company
- Social Activity Companion
- Escort to an appointment or other visits
- Short term care for recuperation from hospital

We provide experienced male and female support workers and Carer's within the following areas:

- Elderly Care
- Learning Disabilities/Challenging behaviour
- Mental Health
- Neuro Rehabilitation
- Palliative Care
- Physical Disabilities

*"Excellent! I have been with Pentlow Community Care for twelve months, my carers are cheerful very attentive and most reliable."*

*CM, Eastbourne*



### *What makes Pentlow Community Care Special?*

#### *Experienced hands*

Pentlow Community Care has been helping our clients to remain independent in their own home since 1994 so you can rest assured you are in experienced hands.

#### *Peace of mind*

Just knowing that someone will be around to check that you are ok can provide comforting reassurance in case anything happens and prevents isolation.

#### *Maintaining independence*

Enjoy receiving care from the comfort of your own home to minimise disruption and to maintain as high a quality of life as possible.

#### *A friendly face*

Our friendly carers take their role seriously and care about the well-being and safety of our clients. They all go through a rigorous selection and induction process prior to employment at Pentlow Community Care and are equipped for all eventualities.

#### *Individualised care*

Pentlow Community Care can assist with a wide range of tasks in a way that suits you. Your needs and preferences are our number one priority.



### *How it works*

Getting started couldn't be simpler. Call our friendly team on **01323 431810** who will be able to answer any questions you may have and will book in an assessment with our Assessor to ascertain individual needs and capabilities, including any specialist equipment required to aid mobility.

A care plan is then drawn up, in conjunction with the client and/or relative or other advocate, specifying the various details of the care to be provided and any health and safety risks. This plan is reassessed annually or at any time of change, and at the request of the client, relative or other advocate, or Carer.

Personal care is supervised by the manager and assistants. If required, we can access the resources of our Nursing Home and local NHS (and other private) facilities to enhance the range of services available.

The necessity to have care at home can be a difficult lifestyle change and we do all we can to minimise disruption to existing domestic routines.

### *Areas we cover*

Our operational area is mainly within but not restricted to the Borough of Eastbourne, as we do also cover from East Dean and Friston in the west, via Polegate in the north, to Pevensey Bay in the east.

*“Pentlow Community have been assisting me to live an active life with a full package of care for the last eighteen months. They are professional, and are always smartly dressed. The main things that they achieve are continuity of care, they are prompt, and very particular in making sure that they wash their hands regularly so that they don't pass on infections. They actively encourage me to maintain my independence in the community. They are a god send”.*

*MK, Eastbourne*



### *Clients Charter*

Pentlow Community Care will provide all clients with high quality care in their own homes, delivered by our carefully selected and trained staff.

Pentlow Community Care will provide support services to enable you to remain independent in your own home for as long as you wish to stay there.

### *Pentlow Community Care will respect your right to:*

- Dignity, privacy and confidentiality
- Have spiritual, emotional and physical needs, and lifestyle choices, met and respected
- Freedom of choice, especially in social, legal, financial, political and religious matters
- Be treated with kindness
- Have control over what happens in your own home

### *Quality Assurance*

We are constantly endeavouring to improve the services we offer to our clients and welcome any suggestions for change or any comments that you may have.

As a premier provider of home care, we are accredited by the British Standards Institute and Investors in People for our commitment to the quality of both our care and our staff training. Regular independent audits are carried out to ensure our continuing compliance with both standards. Inspections are also carried out by the Care Quality Commission (CQC) and can be found at [www.cqc.org.uk](http://www.cqc.org.uk) or in the office, as well as annual internal monitoring of the standard of our service.

### *Pentlow Community Care believe that you have the right to:*

- Be consulted and involved in a full assessment of your needs and be advised of the outcome
- Refuse admission of any Pentlow Community Care employee into your home
- Have complaints taken seriously, fully and promptly investigated and be informed of the outcome
- Expect our staff to arrive within 15 minutes of the appointed time, stay for the agreed period and deliver the required service
- Receive the highest level of care, respect, courtesy and professionalism from our staff
- Know that any information about you is treated in the strictest confidence, and that all records are maintained in accordance with the Data Protection Act 1998 and will be made available to you on request
- Be assured that all Pentlow Community Care staff are subject to thorough vetting before introduction to any client
- Have free access to the Directors and/or Community Services Manager

If you have any cause for concern or complaint about any aspect of our service please use our Complaints Procedure, a copy of which will have been supplied to you. We will respond quickly, confidentially and professionally.

*“I am very grateful for the help you have provided. I do not know how I would have coped after my operation without it. We have been impressed by the friendliness and capabilities of your staff.”*

*GB, Willingdon*



### Canford Healthcare

The Canford Healthcare team has a well established reputation for providing nursing and care to the very highest standards. In Eastbourne Canford offers a broad range of services. In addition to our domiciliary care service we have a meal delivery service, and two nursing homes for short and long stay nursing care, including respite and palliative care.

Canford Healthcare's main mission is to promote a friendly and relaxing atmosphere of care and support which both encourages and enables our residents to live a fulfilled and interesting lifestyle, whilst providing professional nursing care.

*Call us for more information or a brochure.*

*In addition to domiciliary care Canford Healthcare also offer a meal delivery service and residential nursing care.*

### Meal Delivery Service

Canford Healthcare also deliver hot, freshly cooked & nutritious meals across Eastbourne and the surrounding areas. All meals are made from fresh, locally sourced ingredients to ensure clients benefit from a nutritious and well- balanced diet. For further information call our Meal Delivery Service on **01323 729610**.

### Nursing Homes

Our friendly staff at Inglewood and Pentlow Nursing Homes offer a very high standard of care to all our residents and we have a comprehensive list of specialist services to enhance your stay. We provide:

#### Enjoy excellent quality of life

- Safe, secure and tranquil surroundings
- Happy, relaxed home from home atmosphere
- Beautiful rooms and landscaped gardens
- Regular entertainment and activities programme
- Nutritious, professionally prepared restaurant quality meals

#### Enjoy excellent quality of care

- 24 hour nursing care
- Gold Standard awarded to Pentlow for end of life care
- Competitive and individually priced care packages according to need
- Post acute rehabilitation

#### Inglewood Nursing Home

7-9 Nevill Avenue,  
Hampden Park,  
Eastbourne,  
East Sussex, BN22 9PR  
Tel: 01323 501086

#### Pentlow & Summerdown Nursing Home

59-63 Summerdown Road,  
Eastbourne,  
East Sussex, BN20 8DQ  
Tel: 01323 722245





*Call our friendly  
team on 01323 431810*

*Contacting us*

Our office in Old Town, Eastbourne, is open from 9am to 5pm Monday to Thursday, and 9am to 4pm Friday, except Bank Holidays. We also offer an emergency out of hours service for available for when our office is closed. Please call 07753 879607.

*Pentlow Community Care Ltd*

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Email: [pentlowcommunity@canfordhealthcare.co.uk](mailto:pentlowcommunity@canfordhealthcare.co.uk)



## PENTLOW COMMUNITY CARE

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**CANFORD**  
HEALTHCARE

[WWW.CANFORDHEALTHCARE.CO.UK](http://WWW.CANFORDHEALTHCARE.CO.UK)

The Canford Healthcare team has a well established reputation for providing nursing and care for the elderly to the very highest standards. In Eastbourne Canford offers a broad range of services. In addition to our domiciliary care service we have a meal delivery service, and two nursing homes; Inglewood and Pentlow Nursing Home, for short and long stay nursing care, including respite and palliative care. Canford Healthcare's main mission is to promote a friendly and relaxing atmosphere of care and support which both encourages and enables our residents to live a fulfilled and interesting lifestyle, whilst providing professional nursing care.