

FEAN SERVICES

Opportunities | Kindness | Willingness



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Company Number: 10810305

CQC Number: RGP1-5328489540

Fean Services provides a range of high quality services to our customers. Our services are tailored to support individual needs. Our aim is to provide you with the highest level of care and support with our highly qualified staff while making you feel safe and supported.

Person centred care is the heart of our service. We put you in control of your support and care.

“WE CAN”

Is our moral and ethics to work collectively in partnership with service users and others such as family, friends, social worker, carer, GPs and advocates in order to provide the best support to your needs and care.



WHAT WE DO?

Here at **Fean Services**, we pride ourselves on being the ultimate provider of choices and control and where everything is possible. Setting our self above others by providing choices, control, flexibility and preferences to our service users all through. Your word is our policy your wishes is our command while supporting you.

Fean Services offers quarterly reviews of service with our service users to ensure we are meeting their needs. **Fean Services** make you feel at home with the highest standard of service we provide.

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CARE AT HOME

Fean Services actively enables individuals to exercise choices and control over how, when and by who on care and support needs. **Fean Services** provides care at home which can result in one or more relatively short period visits from 30minutes upwards to help you with everyday tasks.

RECRUITMENT AND TRAINING

Fean Services provide qualified care workers within London by continuously recruiting the best care workers to cover all areas where our service is needed. **Fean Services** staff is DBS (enhanced), checked and has right to work in the UK. **Fean Services** employee wears photo identity badges to be easily identified and references obtained before employment commence. At **Fean Services** we train our staff to provide sensitive service to our service users at the same time respecting their belief, religion and sexuality.

REABLEMENT CARE (CRISIS SUPPORT)

Fean Services is aware that sometimes anyone could suffer a knockback in life. This may be illness or severe accidents that can lead to long term injury and may threaten independence and confidence. At **Fean Services** we have experienced carers that will support you to regain skills, independence and confidence once again through rehabilitation in the comfort of your home.

As you know, returning home after a spell in hospital can be daunting, **Fean Services** will work closely with other professionals such as occupational therapists, physiotherapists, nurses, GP, and social workers to support you through this process.

COMPANIONSHIP

Fean Services also provides support with accessing the community with service user that lacks confidence in going out on their own. At **Fean Services** we provide this by not just employing support workers on credential but also with experience and understanding of the nature of the service required or needed.

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ELDERLY

Fean Services understands the process of ageing and its effects on our elderly citizen in the society. Here at **Fean Services** our belief is being older shouldn't result to losing your independence. **Fean Services** is here to support you to do things that you find difficult and enable you to continue to live a fulfilling life.

At **Fean Services** we provide simple practical support with daily living activities, such as washing, bathing, dressing, shopping and laundry etc. **Fean Services** also provide higher-level complex care support such as end of life.



Fean Services specialises in supporting individuals with complex health conditions such as advanced dementia and Parkinson's disease, motor-neuron and learning/physical disability etc.

Our support to our service users is personalised. Care and support plans are individually designed together with the service user, carers, family and friends and their consent taking into account on things that matter most. Person-centred approach gives our service users and families more choice and control over when and how support and care is provided.

At **Fean Services** we take time to match our care workers with services to ensure a great fit for both skill and personality. Our aim is to provide a carer who is a companion as well as professional.

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LIVE IN CARE

Fean Services understands that requiring full-time care and support shouldn't force you to leave the comfort of your home. At **Fean Services** we also understand that care home is not meant for everybody, therefore the live-in care service we provide will be a full-time support in the comfort of your home.

Being cared for and supported in your own home gives you the choices to determine when and how support should be provided. *Live in Care* gives service users complete control over care routine.

Fean Services also understands that becoming a stranger in your home on a full-time basis is a big step. **Fean Services** has designed the process to be as smooth as possible. We take the time to find a care worker who is best matched to our needs and lifestyle. Our objective is to pair you with someone whom you can build a real lasting relationship.



END OF LIFE CARE

Getting to the end of life due to health condition does not necessarily mean you should live away from those whom you love. At **Fean Services**, we have the right mixture of skills, competence, qualification and experienced care workers that will support you to the end.

Fean Services works closely with services users, and all relevant parties with consent in drawing up care and support plans that are person-centred and outcome-focused. Our care plans also consider outcomes for all involved, taking a holistic approach.

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LEARNING/PHYSICAL DISABILITIES

Fean Services is aware of the challenges facing our society. **Fean Services** uses person-centred approach in providing the care and support that is required. A person-centred approach fulfils service user potentials and promotes choice, control and preference.

At **Fean Services**, we work very hard to ensure where our care workers make choices on behalf of a service user who lack capacity to do that under the Mental Capacity Act 2005 by applying the *5 principles of Mental Capacity Act*. **Fean Services** care workers are trained to meet the needs of all categories.

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