



**STATEMENT OF PURPOSE
FOR St MARY'S CARE HOME**

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Review Group:	Clinical Governance Group

Aims & Objectives

Starting life in 1868, Augustinian Care has been providing care to the local community of Mid-Sussex for over one hundred and fifty years. Built on a foundation of charitable care, the Organisation has been supporting residents with a wide range of mental health needs during this time.

In promoting a quality of life and living, and respecting the individual needs of people in our diverse community, the Organisation's aim is to care for people with mental and physical health care needs, ensuring they live their life to the full.

It is the objective of St Mary's that all residents will live in a clean, safe and stimulating environment and be treated with respect and sensitivity to their individual needs and preferences. Staff will be responsive to the individual needs of residents and will provide the appropriate degree of care to assure the highest possible quality of life within the Home.

Treating people as individuals, and supporting personal choice and preferences is central to the caring ethos of the Organisation. This is reflected in St Mary's, a modern purpose built care home located in the beautiful country grounds at St George's Park, on the outskirts of Ditchling Common, East Sussex.

Supporting residents involves care for the whole family and St Mary's is committed to working in partnership with families and friends to ensure that each residents holistic care needs are being met in a personalised manner.

Privacy: Residents will be helped to personalise their rooms and privacy will be respected for residents when requested, receiving visitors, using the telephone or receiving mail.

Dignity: Treating residents as individuals and promoting their dignity in all aspects of care provided.

Independence within a Safe Environment: In promoting people's autonomy, allowing a resident to take calculated risks, to make their own decisions and think and act for themselves.

Choice: Maximising opportunities to empower residents to make their own choice around the care and support they receive in their day to day life.

Rights: Respecting all basic human rights for each and every resident.

Fulfilment: Enabling residents to realise their personal aims and preferences and helping them to achieve these goals in all aspects of daily living.

Comfort: Ensuring the physical environment of the home provides safety, comfort and a relaxed atmosphere for residents.

Respect: Residents will be accepted and respected irrespective of race, beliefs, values, ethnicity, sexual orientation and gender.

Equality & Diversity: All residents at St Mary's will be treated equally and encouraged to achieve their potential in order to maximise their quality of life. Residents will be treated fairly and equally with regard to policies, procedures, assessments and choices.

Philosophy of Care

Care staff will strive to preserve and maintain the dignity, individuality and privacy of all residents, and in so doing, will be sensitive to the resident's ever changing needs. Such needs may be physical, psychological, spiritual, emotional or social, and residents are encouraged to participate in the development of their own individual care plans in which involvement of family and designated friends may be sought.

In ensuring the safe delivery and on-going care for residents, all care staff will be appropriately qualified in accordance with their respective roles. A continuous staff training programme is in place to ensure high standards of care and support are maintained in line with legislative, regulatory and policy changes as well as updates in best practice.

Registered Provider

Name:	Agnes Dunne (Sr Mary Thomas)	
Experience:	2008 – present	Chair of Trustees -Augustinian Care
	2001 – 2008	Home Manager, St Mary's Care Home
	1993 – 2001	Responsible Individual, St George's
	Retreat	
	1984 – 1993	General Bursar, SMT member
	1979 – 1984	Deputy Manager, St Mary's Care Home
Qualifications:	RN1 & RN2	
Address:	St George's Park Ditchling Common	

East Sussex
RH15 0SF
Telephone: 01444 259725

Fax: 01444 248411

St Mary's
Registered Manager: Emma Monaghan

Experience: June 2015 Registered Manager, St Mary's Care Home.
April 2009 Registered Manager, St Rita's Care Home
2008-2009 Deputy Home Manager, St Mary's Care Home
2005-2008 Unit Manager, St Clare's Care Home
1987-2005 St Nurse, St George's Retreat

Qualifications: RGN, NVQ Level 4 and 5 in Management

Address: St Mary's Care Home
St George's Park
Ditchling Common
Burgess Hill
RH15 0SF

Telephone: 01444 873718

Fax: 01444 239114

Web: www.anh.org.uk

Types of Service Provided

- Long term nursing home care
- Short term respite care
- Medication Management / symptom control
- Activities

Range of Care Provision

Care staff provide a range of care and support which is tailored to resident's individual needs. Care provision covers all aspects of daily activities outlined below:

- Maintaining a safe environment
- Communication
- Breathing
- Eating & drinking
- Elimination
- Washing and dressing
- Mobilization
- Sleeping
- Expressing sexuality
- Death & dying

People for whom the service is provided

St Mary's accommodates sixty residents, and offers both long and short term care to adults over the age of 65 who need residential care and support. This includes people with cognitive impairment as well as those with physical and sensory impairments.

Organisational structure

This can be seen in Appendix 1. St Mary's has a Registered Manager in place who has management responsibility for trained nurses, carers, an administrator, housekeeping staff, maintenance lead and activity co-ordinators.

During recruitment all staff are screened for their qualities of friendliness, approachability, reliability, integrity, communication skills and professionalism. Applicants must undertake a DBS check prior to commencing a role, and two references are checked prior to the prospective member of staff starting.

A planned induction process is in place for all new staff joining St Mary's, and whilst co-ordinated by the in-house Training Manager, this involves input from a range of department leads across the Organisation.

During the induction programme staff will receive training in:

- Care Code of Conduct
- Care staff responsibilities
- Confidentiality
- Food hygiene
- Health & safety
- Personal care tasks
- Resident's rights
- Safeguarding Adults & Children
- Staff Charter
- Whistle blowing

An education programme is in place for all staff at St Mary's, covering both mandatory and non-mandatory sessions. Whilst the non-mandatory sessions are bespoke and planned in accordance with people's individual roles, the mandatory training for all staff includes:

- Dementia
- Equality, Diversity & Dignity
- Fire
- First Aid
- Health & Safety
- Food Hygiene Awareness
- Infection Control
- Moving & Positioning
- Safeguarding Adults & Children

All new staff complete an induction programme that follows Skills for Care guidelines. All staff undertaking a care role for the first time will be required to complete the Skills for Care, Care Certificate as part of the induction process. All new members of staff must agree to continue with on-going training as part of their role.

Resident Assessment

Prior to admission each prospective resident will be assessed by the Home Manager or Deputy Home Manager, to ascertain their specific individual clinical needs and the suitability of St Mary's as an appropriate and safe care environment.

Thereafter, and once admitted, resident care needs will be assessed on an on-going basis by the senior Registered Nurse team within the Home. In addition to care needs, residents will also be assessed for individual risks as part of the overall assessment process. Upon admission to St Mary's, residents will come under the medical care of a GP from Newton's Surgery in Burgess Hill, and will be medically assessed as and when required, as

deemed necessary by the RN in charge of each respective shift.

Resident Care Planning & Review

Individualised care plans are developed by a Registered Nurse for each resident following the assessment process outlined above. Both the resident and their relatives are involved in the care planning process, which is reviewed on an on-going basis, in order to reflect current care needs. The care plan is held on CareSys, a software based care system.

Complaints

All staff have a responsibility to ensure that anyone who raises a concern or complaint is treated with compassion, dignity and respect. All complaints are investigated in line with the Clinical Complaints Policy, providing there is sufficient detail to do so. A record of the investigation and any remedial actions taken is recorded and maintained on CareSys as evidence of correct management.

In addressing complaints, the Organisation aims to:

- 1) seek and listen to people's views
- 2) ensure people are supported in making complaints
- 3) deliver timely and agreeable resolutions
- 4) satisfy our complainants concerns
- 5) learn from complainants experience
- 6) share learning with relevant staff groups
- 7) develop a listening and learning culture
- 8) can demonstrate our on-going commitment to get things right
- 9) develop and support our staff.

For all complaints received, the Organisation will acknowledge the complaint in writing within two working days. A complaints log will be commenced which charts all investigatory steps and, at the same time, a complaint co-ordinator will be appointed to investigate the complaint, holding interviews and taking statements, where required.

A full written response will be sent to the complainant within twenty working days. If in exceptional circumstances the complaint investigator is unable to respond in full within this timeframe, a holding letter outlining the reasons for any extension will be sent to the complainant. Exceptional circumstances would only include:

- Absence of staff involved
- Additional investigation required

Monitoring & Quality

The Organisation has a Clinical Governance structure in place that is responsible for improving the way that the organisation provides safe, effective, caring, responsive and well led services.

A Care & Compliance Manager is in place who leads on quality improvement across the organisation and Chairs the Clinical Governance Group.

Meeting monthly, the group scrutinises the number and type of:

- Incidents and accidents
- Complaints
- Safeguarding alerts
- Falls & level of harm from falls
- Drug errors
- Pressure injuries
- Resident dependency

- Infections

In addition to this the group monitors training and appraisal compliance with the Home, as well as reviewing the clinical risk register for St Mary's which is updated every two months.

A monthly report is sent to the Senior Management Team detailing the Home's clinical performance and outlining areas of good practice as well as areas of concern. A monthly safeguarding summary report is sent to Trustees highlighting the number and type of safeguarding incidents seen within the Home that month.

A robust policy review framework is in place and all clinical policies are scrutinised by the Home Manager and Care & Compliance Officer prior to circulation.

In order to ensure that care provision is up to date and based on best practice, the Clinical Governance Group review a range of external developments in the form of:

- Legislation changes
- Regulatory amendments
- Best practice updates
- MHRA Alerts
- Sector publications and circulars

Contracts

If residents are assessed as being eligible for a contribution towards the cost of their care in the form of Funded Nursing Care or Local Authority Free Personal and/or Nursing Care payments and the Charity receives income from the NHS and/or a Local Authority for Funded Nursing Care or Free Personal and/or Nursing Care in relation to their stay in the Home, this amount will be recognised on their invoice as a deduction from their Gross Fee if, and to the extent, it is received by the Organisation.

To the extent that the Funded Nursing Care or Free Personal and/or Nursing Care payment is not received by the Organisation for any period (whether because such funding has ceased or been reduced or otherwise), then the resident or any Third Party Contributor and/or Guarantor (if they have one) will be liable for the full Gross Fee stated in the Resident's Admission & Care Agreement.

The resident, or any Third Party Contributor and/or their Guarantor (if they have one) will also remain liable for the full unpaid Gross Fee stated in the Resident's Admission and Care Agreement.

Cessation of Provision of Services

An essential part of the Contract/Agreement made between St Mary's and the resident/advocate/carer, clearly sets out the conditions upon which the resident is admitted to the Care Home and the right that the Care Home retains to terminate the said Contract/Agreement, and the conditions under which this may happen.

Trial Period

The first four weeks of any residents residence in the Home is a trial period and the Organisation can terminate this Agreement during this period by giving written notice of at least seven days. The Organisation may terminate this Agreement during this period if it becomes clear that it cannot provide then resident with the level of care that their needs require. If this Agreement is terminated during the trial period, any advance payments (with the exception of the Administration Fee) less any sums due to the Charity will be refunded to the resident or any other person who paid on behalf of the resident.

Termination

In addition to other termination grounds stated above, after the trial period has expired, this Agreement can be terminated by the Organisation in any of the ways listed below:

Termination by the Organisation

- a) By the Organisation giving to the residents not less than twenty eight days written notice of termination, or
- b) By the Organisation giving to the resident not less than twenty eight days written notice of termination if any amount lawfully due to the Charity is not paid within thirty days of the due date, and
- c) By the Organisation giving to the resident not less than twenty eight days written notice of termination if in the Organisations opinion it is unable to provide the degree of care required in accordance the residents assessed needs, and
- d) By the Organisation giving to the resident not less than forty eight hours written notice of termination if in it's reasonable opinion the behaviour of the resident or any of their visitors, or any other circumstances related to them, may be materially detrimental to the welfare or peaceful enjoyment of other residents or to the conduct of the Home.
- e) A Statutory Notice being served upon the Home by an appropriate Authority that requires the Home to terminate residencies.

Termination by a resident

This Agreement can be terminated by a resident in any of the following ways:

- 1) By the resident giving to the Organisation not less than twenty eight days written notice of termination; or
- 2) By the resident giving to the Organisation not less than seven days written notice of termination following any material breach by the Organisation if such material breach continues for thirty days after a request in writing from the resident to the Organisation asking for the breach to be remedied.

Charges for Care

A weekly Gross Fee of £1,250 is charged to new residents which includes the costs for staffing the Home on a 24 hour basis to provide care and support services in accordance with the resident's assessed needs, as well as the following services:

- accommodation
- such food as is normally required by a resident of the Home and will include breakfast, dinner and supper, a reasonable choice of menus (including special diets), refreshments and snacks over a 24 hour period
- cleaning of rooms
- periodic decorating of the resident's room
- with the exception of where 1-to-1 nursing is required, the provision of appropriately qualified staff on a 24 hour basis, the provision of professionally qualified nursing staff (where the resident requires the services of an RN) and nurse call systems
- the laundering of bed linen and personal items not requiring dry cleaning.

Safeguarding Property

The property that a resident may wish to bring into the Home when admitted can be

classified as follows:

- Personal possessions and valuables
- Clothing
- Equipment
- Medication
- Prosthetic aids.

For jewellery, valuables and equipment all items will be entered into CareSys, by the qualified nurse on duty. All items are checked off and signed as received by the Registered Nurse or Key Worker. In addition the resident (or responsible relative), is requested to study the Terms of Acceptance on and sign / date in the spaces provided and a printout should be attached. This will be witnessed by the Registered Nurse or Key Worker. A copy of the form should be given to the relative and one retained on the Home.

For items of value staff will advise the resident / relative that they will not be covered under the terms of the Home's Insurance Policies and that they should arrange appropriate insurance for themselves. The management of the Home reserves the right to refuse to accept the following into the Home:

- Items felt to be of significant value, e.g. jewellery, etc
- Items that could present a hazard to Health & Safety.

All clothing will be checked for labelling and if necessary labels will be affixed discreetly to each item to facilitate subsequent traceability through the laundry process. All portable electrical items (TVs, razors, hair dryers etc) will be logged into the Home's Equipment Maintenance System, and checked for electrical safety before use and regularly afterwards.

A locked drawer is available in the resident's room for the storing valuables and medicines (if self-medicating). Duplicate keys are held by the Home Manager in the event of loss.

Conduct of the Organisation

The Organisation will ensure that it manages St Mary's in a proper manner, and in compliance with statutory, regulatory and contractual obligations.

Organisation Insurers

The Organisation is covered by the following Insurance cover:

- a) Public Liability Insurance: - Up to £5 million for any accident and unlimited number of accidents in the period of insurance.
- b) Medical Malpractice: - Up to £2 million for any one person and £5 million in total in the period of insurance.

Useful Contact Details:

Care Quality Commission

CityGate

Gallowgate

Newcastle upon Tyne

NE1 4PA

T: 03000 616161

F: 03000 616172

Complaints Ombudsman

Ombudsman Services

Energy

PO Box 966
Warrington
WA4 9DF
T:0330 440 1624

East Sussex County Council Safeguarding
Health and Social Care Connect
St. Mary's House
52 St Leonard's Road
Eastbourne
East Sussex
BN21 3UU
T: 0345 60 80 191

East Sussex Adult Social Care
St Mary's House
52 St Leonard's Road
Eastbourne
BN21 3UU
T: 0345 608 0191



Care Home Manager

Deputy Manager

Registered Nurses

Team Leaders

HCA/Carers

Activities Co-ordinators

Maintenance Lead

Home Administrator

Housekeeping/ Laundry



