

# KER MARIA



Augustinian   
*Care*

# KER MARIA

## STRUCTURE OF THE HOME

Ker Maria is in The Retreat area of Princes Risborough. The care home is situated in three acres of gardens, which are accessible to wheelchair users, and has an open and friendly environment. It consists of two floors; the ground floor has 20 single bedrooms, eight of which are en-suite. The upper floor has 21 rooms with six being en-suite and is most suited to residents who are mobile. Three of the rooms are under 10 square metres and 38 rooms are over 10 square metres.

Each unit has its own clinical room and nurses station. There are extensive communal areas, including a dining room, lounges and visitors room and the Home has its own Chapel, a lift is also available for use by residents and visitors.

The Home provides a visiting hairdresser, chiropodist, masseur, and physiotherapist when needed. A Church of England clergyman visits weekly and a Roman Catholic chaplain twice weekly for services.

## STAFF

The Home is run by the Home Manager, who is a qualified nurse. Support is provided by a team of Qualified Nurses, Care Assistants, some qualified in NVQ in Care, and Housekeepers.

The Home is staffed according to current recommended levels.

The qualified staff work in close co-operation with the Manager to develop nursing and care profiles for our residents.

There is a kitchen on site that provides the residents with a well-balanced, nutritious diet and the menus are reviewed on a regular basis. The open environment of the Home allows the chef an opportunity to get to know the residents

which enables a personal service to be offered to the residents to meet their individual dietary needs. The nutrition and well being of the residents is reviewed on a regular basis and changes implemented in their care as necessary.

The Home has its own laundry which allows all the residents personal clothing items to be cared for in-house as well as laundering the Home's linen and other items.

A Management Structure that includes Personnel, Finance, Property and Health and Safety supports the Home.

The Home has an ongoing training programme which includes internal courses, information sessions, and recognised external courses and all our care assistants are offered the opportunity to obtain their NVQ in care.



## SERVICE CATEGORY

The Home is registered with the Commission for Social Care Inspection for care with nursing, for 40 services users, both male and female, whose category is elderly frail, dementia, and caters for all ranges of mobility, i.e. mobile through to bedfast.

The ages of our current residents is over 65.

## NURSING CARE

The residents at Ker Maria require nursing care due to the nature of their illness and frailty. The care delivered is person-centred with emphasis on the residents making meaningful choices in their life. We also provide care for residents who suffer from additional medical conditions such as Strokes, Parkinsons and Epilepsy.

# KER MARIA

We provide post-operative and medical care in the event that a resident is admitted to hospital for either a surgical or medical procedure as it is our aim for them to return to the Home as soon as possible.

The residents have the opportunity to have their own meetings which are facilitated by Care Assistants. These meetings give them the opportunity to contribute to the running of the Home.

## MEDICAL CARE

Medical care is provided once a week and as required by GPs from Wellington House Health Centre and Cross Keys Health Centre both situated in Princes Risborough. The mental health needs of the residents are continually assessed by the qualified staff and support and care given. Arrangements are in place for a psychiatrist to visit on a regular basis to review the care of the residents in conjunction with the General Practitioner.

## ADMISSION CRITERIA

On initial enquiry for admission to the Home a brochure is sent and prospective residents and their relatives are invited to visit the Home. The prospective resident is then visited by a qualified nurse who carries out a full assessment with the involvement of the resident and their family. If the Home feels it is able to meet the needs of the resident then the admission of the resident is planned and they are invited to spend time at the Home on a trial basis.

## ACTIVITIES AND LEISURE

The Home has its own Activities Organiser 4 days a week and all care assistants are encouraged to be involved with the activities for the residents. Our residents that are unable to leave their rooms are visited by the Activities Organiser 3 times a

week. There are a variety of activities available and residents have a choice in what they wish to take part in. Some of the activities available are trips for shopping, walks in the gardens and grounds, visits and outings with relatives. Celebrations are organised for residents on birthdays, anniversaries, etc.

Musical entertainment is particularly enjoyed by the residents and outside musical entertainment is provided from time to time. Reminiscence therapy and musical bingo in small groups is encouraged. Residents who are unable to mobilise are offered passive exercises on a one-to-one basis.

## RELIGIOUS SERVICES

The Home has its own chapel where services of the Roman Catholic faith are held weekly. The Catholic priest and the Church of England Vicar from Princes Risborough make personal visits to residents on a regular basis.

The Home will make arrangements for members of other religious beliefs to visit at the request of a resident. Relatives and friends are able to take residents out to attend church services.



## VISITORS

The Home welcomes visitors and residents have an opportunity to meet with them in private or with the group, as they desire. Visitors have an opportunity to have refreshments with their families and arrangements are made for special occasions, eg. birthdays. Residents are encouraged to go out for visits and trips with their relatives and friends.

The Home recognises that the resident has a right to refuse visitors.

# KER MARIA

## COMPLAINTS

The Home has a Complaints Procedure that is displayed in the reception area. On admission a new resident is given details of the Complaints Procedure. Our aim is to deal with all complaints promptly and conclusively.

## CARE PLANS

On admission a care plan is formulated to meet the needs of the resident. This is done in conjunction with the caring team, the resident and their family. Care assistants are required to read the care plan and be familiar with its contents. The care plan is evaluated on a monthly basis with the caring team.

## PRIVACY AND DIGNITY

All care staff are given an induction when they join the team. They receive a handbook outlining the provision of care to a resident and this is followed by continuous information sessions to ensure that person-centred care is delivered and the privacy and dignity of the resident is ensured at all times.

Care staff are given the opportunity to view our Care Standards video and discuss its implications and its value to the life of the residents and team at Ker Maria.



Ker Maria  
The Retreat  
Princes Risborough  
Bucks, HP27 0JQ  
Tel: 01844 345474 Fax: 01844 274377  
email: KerMaria@anh.org.uk

### Name and Address of Registered Provider

The Trustees of The Order of St.  
Augustine of the Mercy of Jesus  
St. George's Retreat  
P O Box 1, Burgess Hill, RH15 0SQ

### Name and Address of Registered Manager

Horace Grazeffe, Home Manager  
Ker Maria  
The Retreat, Princes Risborough  
Bucks, HP27 0JQ

### Qualification and Experience of Registered Manager

RMN, SRN, DN, CHNT, RNT  
1965-1967 Staff Nurse Psychiatry,  
Goodmayes Hospital, Essex  
1969-1972 Staff Nurse General,  
Oldchurch Hospital, Essex  
1972-1977 Community Nurse General  
Nursing, Hornchurch, Essex  
1977-1980 Community Nurse Tutor,  
Braintree, Essex  
1980-1982 General Nursing Tutor,  
Oldchurch Hospital, Essex  
1982-1986 Senior Nursing Tutor,  
Bexley Hospital, Kent  
1986-2003 Senior Nursing Tutor,  
Barbados Community  
College, Barbados  
2003-2004 Home Manager, Park  
Avenue Care Home,  
Bromley Kent  
Jan-Aug 2005 Home Manager, Brookfield  
Christian Care Home,  
Oxford  
Sept 2005 Home Manager, Ker Maria