

ST. GEORGE'S RETREAT



Augustinian 
Care

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STRUCTURE OF THE HOME

St. George's Retreat is the Mother House of the Augustinian Care Group and is situated just north of the South Downs and Brighton on Ditchling Common in an area of outstanding natural beauty. The grounds are extensive and include a large lake and pond with lots of interesting wildlife and they provide a tranquil and peaceful environment. There are many walks with views of the Downs and the gardens are particularly colourful in the spring and summer.

Due to the size of the Home it is divided into a number of units to provide homely and personalised care for the residents. The grounds and gardens are accessible to wheelchair users and the Home has an open and friendly environment.

In each unit there is a mix of single, single en-suite and 2-bedded rooms. there is 1 single room under 10 square metres and 66 of at least 10 square metres, 26 shared rooms of at least 16 square metres 2 of less than 16 square metres. It is our preferred choice to offer single en-suite rooms and we are currently developing a new nursing home to meet these requirements. Meanwhile every effort is made to allow privacy to the residents that share rooms and the opportunity to receive visitors in private, should they wish.

Each unit has its own clinical room and nurses station. There are extensive communal areas, including dining rooms, lounges and visitors room and the Home has its own large Chapel which is a part of the local parish of Burgess Hill, a lift is also available for use by residents and visitors.

The Home has its own hairdressing saloon visited on a regular basis by a qualified hairdresser giving the residents freedom of choice to have their hair done on a regular basis.

STAFF

The Home Manager is in overall control of the Home and she is supported by Unit Managers, these are all Religious Sisters and qualified nurses. The Managers are supported by a team of qualified RGNs, RMNs, Care Assistants, some qualified in NVQ Care, and Housekeepers. The Home is staffed according to current recommended levels.

The qualified staff work in close co-operation with the Managers to develop nursing and care profiles for our residents. There are regular meetings that offer all members of the team the opportunity to get involved in the care of the residents, the running of the Home and any other issues that may concern them.

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 Catering Manager has regular meetings with the Unit Managers, which enables the kitchen to meet the individual dietary needs of the residents. 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.

The Home is supported by a Management Structure that includes Personnel, Finance, Property and Health and Safety.

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.



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SERVICE CATEGORY

The Home is registered with the Commission for Social Care Inspection for care with nursing, for 125 services users whose category is dementia, and caters for all ranges of mobility, i.e. mobile through to bedfast.

The ages of our current residents ranges from 55 through to 102.

NURSING CARE

The residents at St. George's Nursing Home 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.

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 their 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 on a weekly basis or as required by a GP from Newtons Surgery in Haywards Heath. 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.

A physiotherapist visits five times a week and regular visits are arranged from a chiroprapist and optician.

Residents are also able to consult with professionals of their choice.

ADMISSION CRITERIA

On initial enquiry for admission to the Home a brochure and pre-assessment form are sent and prospective residents and their relatives are invited to visit the Home. The prospective resident is then visited by a qualified nurse to assess their needs and clarify if these can be met by the Home.

The admission of residents is planned and they are invited to spend time at the Home on a trial basis.

ACTIVITIES AND LEISURE

The Home has its own full time Activities Organiser and all care assistants are encouraged to be involved with the activities for the residents. 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.

The Home has its own Concert Hall which enables residents to enjoy activities away from their unit, which gives a nice feeling of outside entertainment.



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RELIGIOUS SERVICES

The Home has its own chapel where services of the Roman Catholic faith are held daily. The Catholic priest and the Church of England Vicar from Ditchling 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.

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 in 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 requested 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 St. George's Nursing Home.

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

Sr. Ann Lennon (Sr Mary Luke)
St. George's Retreat
P O Box 1
Burgess Hill, Sussex, RH15 0SQ

Qualification and Experience of Registered Manager

RGN/RMN 1997-2001	Home Manager, Ker Maria Nursing Home Princes Risborough
1993-1997	General Bursar, St. George's Retreat (responsible for financial management)
1990-1993	Deputy Home Manager St. Andrew's Nursing Home, Roxburghshire
1987-1990	Deputy Home Manager St. Raphael's Nursing Home Danehill, East Sussex
1984-1987	Deputy Home Manager Augustinian Nursing Home Co. Meath, Ireland
1979-1984	Deputy Unit Manager St. Joseph's Home, St. George's Retreat

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