

STATEMENT OF PURPOSE

It is the objective of Augustinian Care that all residents shall live in a clean and safe environment and be treated with respect and sensitivity to their individual needs and abilities. 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.

CORE VALUES

Privacy and Dignity	Rights
Independence within a Safe Environment	Convenience and Comfort
Fulfilment and Choice	Choice of Home
Respect	Equality and Diversity

PRIVACY AND DIGNITY

- Residents will be helped to personalise and make their rooms homely.
- A secure locked place will be provided for their valuables.
- Privacy will be ensured for residents when receiving visitors, using the telephone and receiving mail.
- The confidentiality of information held by the Home regarding the residents will be ensured.
- Residents will be assisted to maintain their dignity at all times by being neatly dressed and wearing their own clothes.
- Activities will be promoted and residents will be encouraged to express themselves as individuals.
- All residents will be helped to overcome any difficulties they may experience through age or disability.

INDEPENDENCE WITHIN A SAFE ENVIRONMENT

- The independence of our residents will be maintained whilst ensuring that they live in a safe environment.
- We will encourage residents and their relatives to participate in the formulation of their care plans.
- Self-care will be encouraged as far as possible.
- Residents will be helped to take reasonably assessed risks.
- Assistance will be offered with tasks and situations which would be difficult or dangerous.
- Residents will be protected from any form of abuse.
- A readily accessible channel for dealing with complaints is available. Our complaints procedure is displayed in the reception area and is given to residents prior to admission.
- Residents are able to lock their own doors subject to risk assessment.

FULFILMENT AND CHOICE

- Provide a range of meals that residents can choose from and allow them to decide where and when they consume the food of their choice.
- Continually offer a wide range of social and leisure activities.
- Avoid strict routines and maintain maximum flexibility in the daily life in the home.
- We will provide a range of leisure and recreational activities.
- Respect will be shown for residents' religion, ethnic or cultural diversity.
- Residents will be help to maintain existing contacts and to make new friends.
- Listen and attend promptly to any resident's desire to communicate at whatever level.

RIGHTS

- The home will maintain sufficient staffing levels to meet the needs and dependency of the residents.
- Regular reviews will be carried out of residents needs to which residents, relatives or representatives will be invited.
- Residents or their representatives may have access to their personal records, care plans and financial records.
- Telephones are available for use by residents.
- Residents are able to appoint professionals of their choice, e.g. GP, dentist, solicitors.
- Residents have the right to vote in local and general elections.

CONVENIENCE AND COMFORT

- The physical environment of the home will meet the convenience and comfort of residents. In particular we will do the following.
- Maintain the buildings and grounds in a safe condition.
- Ensure that the communal areas of the home are safe and comfortable.
- Provide suitable toilet, washing and bathing facilities suitable for the residents in our care.
- Arrange for specialist equipment to be available to maximise residents' independence.
- Aim to provide accommodation which meets the National Minimum Standards. Where accommodation does not currently comply the organisation will take steps to meet the Standards by the required date.
- Ensure that residents have safe, comfortable, bedrooms with their own possessions around them.
- Ensure that the premises are kept clean, hygienic and free from unpleasant odours with systems in place to control the spread of infection.

RESPECT

- Residents will be accepted and respected.
- Residents may choose how they wish to be addressed.
- Residents will be cared for with respect at all times.
- Care and comfort is given to residents who are dying and their death is handled with dignity. The family will be involved and supported and their wishes carried out.

CHOICE OF HOME

- To facilitate a proper choice
- We will provide comprehensive information on the Home and the quality of services and care available
- Provide each resident with a statement of terms of conditions of residency.
- Carry out a needs assessment on each resident prior to admission.
- Demonstrate to each resident that we can meet their assessed needs.
- Offer the opportunity for prospective residents to assess the home by way of a trial visit or stay.

EQUALITY AND DIVERSITY

- Residents will be treated equally
- Residents will be encouraged to achieve their potential
- Residents will be treated fairly and with regards
- Residents will be treated fairly with regard to procedures, assessments and choices.

Name and Address of Registered Provider

The Trustees of The Order of St. Augustine of the Mercy of Jesus
St. George's Retreat
Ditchling Common
Ditchling, Sussex, RH15 0SF

Name and Address of Registered Manager

Miss Judith Juan
St. Clare's Care Home
St Georges Park, St. Georges Retreat
Ditchling Road
Ditchling Common
East Sussex
RH15 0GU
T: 01444 873731
Fax: 01444236302
E: jjuan@anh.org.uk

Qualification and Experience of Registered Manager

RN, NVQ LEVEL 4 IN MANAGEMENT

- January 2020 – present- Registered Manager of St. Clare's Care Home
- 2018-2019 – Staff Nurse St. Mary's Care Home and St. Clare's Care Home
- 2017-2018 - Unit/ Deputy Manager Kingsclear Care Home Camberley, Surrey
- 2009-2017 – Deputy Manager St. Rita's Care Home
- 2004-2009 – Staff Nurse St Clare's
- 2002-2004 – Staff Nurse Milton Keynes NHS Trust

Structure of the Home

St. Clare's Care Home is a purpose built care home and is situated within the grounds of St. George's and has access to the extensive grounds and gardens which are accessible to wheelchair users. The care home has an open and friendly environment.

The home is a two storey building and has 60 single en-suite bedrooms which have an area of 13 square metres each. The en-suite consist of a W.C., wash hand basin and level access shower which are all wheelchair accessible. Each floor has two lounges which can accommodate 5 residents and there is an adjoining pantry area where light refreshments are able to be prepared. There is a large dining room which can accommodate all the residents with an adjacent sitting area where some residents are able to relax after having their meals. Part of the sitting area is converted into a visiting pod that has been built to accommodate visitors since the Covid 19 outbreak. Social distancing of 2 meters is maintained with 2 residents per table following current legislation

Staffing

The Home is run by a Registered Manager who Registered nurse with a level 4 qualification in management. The Manager is supported by one Assistant Manager and a team of qualified RN's; Team Leaders, Care Assistants, some qualified in NVQ Care; Housekeepers; Catering Staff and an Administrator. The Home is supported by the Organisation's Manager Structure that includes Human Resources, Finance, Property and Health and Safety.

The qualified staff work in close co-operation with the caring team to develop nursing and person-centred 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.

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

Service Category

The Home is registered with the Care Quality Commission (CQC) for care with nursing for 60 residents of both sexes. It provides nursing care for elderly people. It also cares for people suffering from dementia, Alzheimer's disease and Psychological disorders

Nursing and Medical Care

The residents at St. Clare's Care 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 choice in their life.

We provide post-operative and medical care in the event that a resident is admitted to hospital for either a surgical or medical procedures as it is our aim to return them to St. Clare's as soon as possible following a Covid 19 test to ensure negative results prior to re admission for the safety of the resident, all other residents and staff.

Medical care is provided once a week, or as required by a GP from Newton's Surgery in Haywards Heath via video call due to current Covid 19 restrictions. The health needs of the residents are continually assessed by the qualified staff and support and care given. When necessary arrangements are in place for a psychiatrist to be called and video call on a regular basis to review the

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care of a residents. Calls and video calls are arranged from Physiotherapists, chiropodists, dentists, opticians and other outside professionals. Regular reviews are carried out by the Continuing NHS Health Care Assessment Team.

Residents are able to consult with professionals of their choice.

Admission Criteria

Resident's and their relatives are invited to visit the home to spend time discussing the services which are provided. Prior to admission a member of the qualified staff will carry out a pre assessment with the involvement of the family and other parties currently via video call/teams or Zoom due to current restrictions with Covid - 19. 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 an activity room which can accommodate up to 20 residents where they can participate in various planned activities.

The Home has its own Activities Organisers who work with the Residents to agree a series of planned activities 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.

Facilities

The Home has its own hairdressing salon which is visited on a regular basis by a qualified hairdresser and residents are able to make appointments. Residents are able to make arrangements for other professionals or therapist to visit.

There is a shop located in the home beside the reception area enabling residents to purchase toiletries, fizzy drinks, tissues and sweets.

Consultation with Residents

The residents have the opportunity to have their own meetings which are facilitated by Activities Coordinators.

These meetings give them the opportunity to contribute to the running of the Home, it provides consultation for the relatives and the Manager receives any feedback so that there is an action plan agreed.

Questionnaires

On an annual basis the organisation asks residents, their relatives, visitors and staff to complete a satisfaction survey and feedback the results of these are made available and planned action will be taken

Fire Precautions

The home has a robust set of policies and procedures in place to ensure that it meets the requirements of legislation for fire precautions and emergency procedures. Staff undertake regular fire training and the organisation has a Health and Safety Officer to offer advice and assistance. The home has a sprinkler system installed and meets all the legislation and requirements standards required.

Religious Services

Residents are able to use the chapel within the grounds of St. George's where services of the Roman Catholic faith are held daily via screens within the homes, currently there are no priest visits due to restrictions and Covid - 19.

The Home will make arrangements for members of other religious beliefs to make video calls at the request of a resident.

Visiting

Currently due to Covid – 19 there are no in house visits permitted for the safety of all residents and staff, we do however have a visiting 'Pod' where appointments can be booked via telephone with the home administrator. These are ½ hourly visits in order for all family members to have the opportunity to see their loved ones. Following assessments, garden visits are also permitted as government guidelines to ensure the safety of residents and their loved ones.

The Home recognises that residents have a right to refuse to see visitors.

Complaints

All complaints received from residents, relatives and friends are dealt with promptly and no complaint is thought trivial. If any residents, relatives or friends have any complaints they should make contact with a qualified nurse who will endeavour to deal with the complaint promptly and effectively. If the complaint is of a serious nature this will be passed to the Home Manager and dealt with through the Complaints Procedure. This procedure is displayed in the reception area and is in our admissions pack.

Care Plans

On admission a plan of care is formulated to meet the needs of the resident. This is done in consultation with the caring team, the resident and their family. Care assistants are required to read the care plans and be familiar with their content. The care plan is evaluated on a monthly basis with the caring team and regular review meetings are held with residents, relatives and other interested parties. This ensures that the care provided is person-centred and meets the needs of the resident.

Staff Training

All our staff receive an induction they join to comply with the Skill for Care Programme. Staff are mentored and taught all aspects of the Core Value Base.