

St. John's Home



Statement of Purpose



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This document was last updated on 21 February 2011.

This document has been written in accordance with the Health & Social Care Act 2008.

Each resident is issued with a copy, and a copy will be available to view at reception at all times and on our website. This document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.

Aims and Objectives

St. John's Home is a voluntary residential home for 38 elderly people, standing in 3 acres of beautiful grounds in East Oxford. It is a friendly, rambling building of Cotswold stone, dating back to the 1870's with a character and atmosphere of its own.

For more than 100 years the Society of All Saints Sisters of the Poor, an Anglican religious community, was responsible for the running of the Home. In recent years, this responsibility has been in the hands of the Head of Home and her staff, although the community is still the proprietor of the Home and the Sisters live in an adjoining part of the building and maintain an active interest.

St. John's Home provides a home for people who are no longer able to live alone. The aim is to create a caring environment for the residents where they can feel comfortable and secure and their dignity is respected. Residents are encouraged to maintain their independence as long as possible, living life to the full. They can be confident in the knowledge that additional care will be provided, should it become necessary.

PRIVACY:

We recognise that life in a communal setting and the need to accept help with personal tasks are inherently invasive of a resident's ability to enjoy the pleasure of being alone and undisturbed. We therefore, strive to retain as much privacy as possible for residents in the following ways:

- by giving help in intimate situations as discreetly as possible.
- by helping residents to furnish and equip their rooms in their own style and to use them as they wish for leisure and entertaining guests.
- by offering a range of locations around the Home for residents to be alone or with selected others.
- by providing locks on resident's bedrooms and other rooms in which residents need at times to be undisturbed.
- by guaranteeing residents privacy when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- by ensuring the confidentiality of information the Home holds about residents.

DIGNITY:

Disabilities quickly undermine dignity, so we try to preserve respect for resident's intrinsic value in the following ways: -

- by treating each resident as a special and valued individual.
- by helping residents to present themselves to others, as they would wish others to see them, through their own clothing, their personal appearance and their behaviour in public.
- by offering a range of activities that enables each resident to express themselves as a unique individual.



- by tackling the stigma from which residents may suffer through age, disability or status.
- by compensating for the effects of disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

INDEPENDENCE:

We are aware that residents have given up a good deal of their independence by entering into a residential home. We regard it as all the more important to encourage their remaining abilities to think and act without reference to another person in the following ways: -

- by providing, as tactfully as possible, assistance when needed.
- by encouraging residents to retain their independence for as long as possible.
- by empowering residents to consider choices and make their own decisions as far as possible.
- by helping residents take reasonable and fully thought out risks.
- by promoting possibilities for residents to establish and retain contacts outside the Home.
- by encouraging residents to have access to, and contribute to, the records of their own care.

SECURITY:

We aim to provide an environment and structure of support, which responds to the need for security in the following ways:

- by offering assistance with tasks and in situations that would otherwise be perilous for residents.
- by protecting residents from all forms of abuse and from all possible abusers.
- by providing readily accessible channels for dealing with complaints from residents.
- by creating a friendly atmosphere in the Home where residents can experience an open, positive and inclusive environment.

CIVIL RIGHTS:

Having disabilities and residing in a Home can all act to deprive residents of their rights as citizens. Therefore, the Home will try to maintain a resident's place in society as fully participating and beneficial to them, in the following ways:

- by ensuring that residents have the opportunity to vote in elections and to acquaint themselves fully on the democratic alternatives.
- by preserving for residents, full and equal access to all areas of the National Health Service.
- by helping residents to claim all appropriate welfare benefits and social services entitlements.
- by assisting residents access to public services such as libraries, further education and other places of interest to them.
- by enabling residents, if they so wish, to be involved with volunteering, helping each other and taking on responsibility within and outside the Home.



CHOICE:

We aim to help residents exercise the opportunity to select from a range of options in all aspects of their lives in the following ways:

- by providing meals that enable residents, as far as possible, to decide for themselves where, when, and with whom they consume food and drink of their choice.
- by offering residents a wide range of leisure activities from which to choose.
- by enabling residents to manage their own time and not be dictated to by set communal timetables.
- by encouraging our staff to treat all residents as individuals.
- by accepting and respecting a resident's individuality, unusual or eccentric behaviour.
- by retaining maximum flexibility in the routines of the daily life of the Home.

FULFILMENT:

We understand that residents may still have personal aspirations, and we try to assist this in the following ways:

- by ensuring we have a full understanding of each resident's history and characteristics.
- by providing a range of leisure and recreational activities to suit the taste and abilities of all residents, and to encourage participation.
- by responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
- by respecting a resident's religious, ethnic and cultural diversity.
- by helping residents to maintain existing contacts and to make new liaisons, friendships and personal or sexual relationships, if they wish.
- by attempting always to listen and attend promptly to any resident's wish to communicate, at whatever level.

Philosophy of Care

St John's Home aims to provide its residents with a secure, relaxed, and homely environment in which their care, well being and comfort are of prime importance.

Carers are trained and encouraged to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the resident's ever-changing needs. These needs may be medical or therapeutic, cultural, psychological, spiritual, emotional and social. Residents are encouraged to take part in the development of their personalised Care Plans, in which the involvement of family and friends may be appropriate and is greatly valued and encouraged.

This will be achieved through programmes of activities designed to encourage mental alertness, self esteem, social interaction with other residents and with recognition of the following core values of care which are fundamental to the philosophy of our Home:



Core Values of Care in St. John's Home:

- Privacy
- Dignity
- Independence
- Security
- Civil Rights
- Choice
- Fulfilment

All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. An ongoing staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices as may be laid down in appropriate Legislation, Regulations (The Health & Social Care Act 2008) and by the Care Quality Commission.

Home Owner / Registered Provider

Name: Society of All Saints Sisters of the Poor
All Saints Convent
St Mary's Road
Oxford
OX4 1RU

Telephone: 01865 249127

E-mail: admin@socallss.co.uk

Website: www.asspoxford.org

Head of Home / Registered Manager

Name: Mollie M. Burns

Head of Home's Experience:

Mollie Burns has had five years experience as a qualified nurse working for the NHS and then for BUPA Nursing Agency. She worked for St. John's Home initially as a Night Nurse for approximately six years, then as Deputy Head of Home for four years and has been Head of Home since 1990.

Qualifications:

- State Enrolled Nurse
- Social Worker
- N.V.Q. 4 (NEBS MANAGEMENT)
- N.V.Q. 4 (HEALTH & SOCIAL CARE)
- Registered Manager's Award



St. John's Address: St. John's Home
St Mary's Road
Oxford
OX4 1QE

Telephone: 01865 247725

Fax: 01865 247920

E-mail: admin@st-johns-home.org

Website: www.stjohnshome.org.uk

Speciality of the Home

St John's Home is a Residential Home for Older People. The Home is a Registered Charity: Number 228383.

The Home provides accommodation for 38 people, both male and female, over the age of 65. The current range is 11 men and 24 women, whose ages range from 68 to 99.

The Home is registered to care for people with Old Age, Dementia, Physical Disabilities and Mental Disorder (excluding learning disability or dementia).

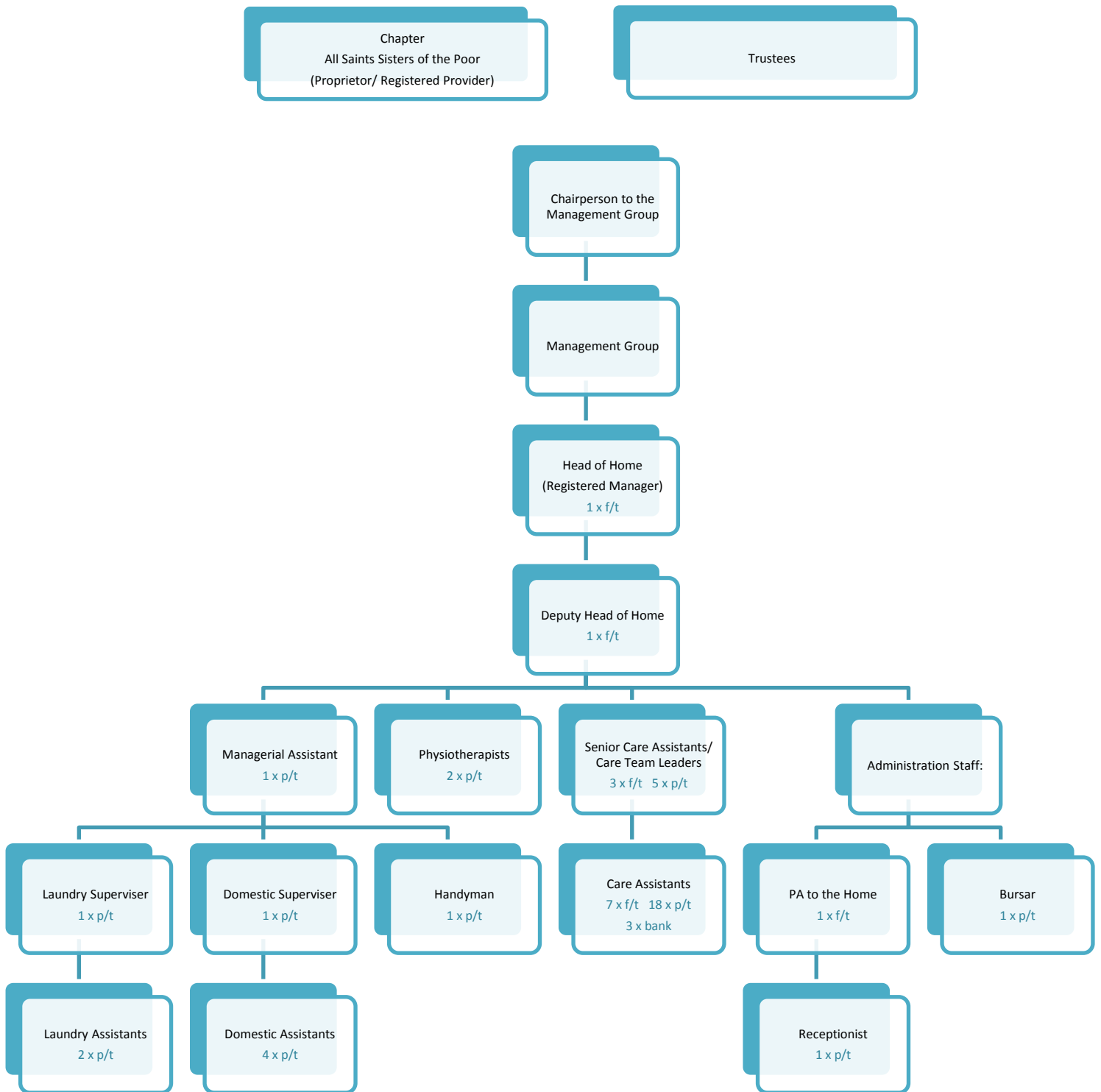
The Home does not provide nursing care for residents. However, there is a close association with the nursing community and should a resident require nursing care, this is brought in, whenever possible, from the community.

Staffing Structure of the Home

Please refer to the organisational chart on the next page.



Staffing Structure of the Home



- Please note that the staffing levels may vary according to the needs of the Home.
- For the purposes of this document, full time = 35 hours and above per week, part-time = below 35 hours per week.
- The care staff complement exceeds the standards laid down by the Care Quality Commission.



Staff Training

- The Head of Home's qualifications are listed on Page 4.
- The Deputy Head of Home has an NVQ Level 4 in Health & Social Care.
- All Care Team Leaders and Senior Care Assistants have obtained their NVQ Level 3 in Health and Social Care, and one has gained an NVQ Level 4 in Health and Social Care.
- The number of care assistants having obtained their NVQ Level 2 in Health and Social Care exceeds the National Minimum Standard Requirement: 85% of our care staff currently have this qualification. *N.B. NVQs are soon to be replaced by a new Qualification Credit Framework (QCF) in January 2011.*
- One domestic assistant has obtained an NVQ Level 2 in Support Services in Health Care.
- The Homes' staff are selected for their qualities of reliability, integrity, skill, friendliness and professionalism.
- All staff are carefully screened by the Criminal Records Bureau and references are always checked thoroughly.

All new staff complete an induction of a minimum of twelve weeks and during that time will work alongside senior members of staff. During induction all staff are trained in-house by an experienced, qualified senior member of staff who is responsible for in-house training and supervision. The Home insists that all care assistants work towards a minimum of NVQ level 2 in Health & Social Care, and that all new members of staff must achieve this important qualification.

The Home has a comprehensive training programme for all staff. Regular in-house training includes:

- Nutrition & Wellbeing
- Deprivation of Liberty Safeguards
- Skin Care & Tissue Viability
- Managing Violence & Aggression
- Health & Safety
- Food Hygiene
- Infection Control
- End of Life Care
- Understanding Dementia
- Safeguarding Vulnerable Adults
- Policies & Procedures
- First Aid
- Moving & Handling
- Care Planning
- Pressure Care Solutions
- Skills for Care Common Induction Standards
- Fire Safety Training & Fire Practices



Regular training is also undertaken with external training organisations including Tutor Care, Oxfordshire County Council Shared Services and SCAS Commercial Training. External training courses include Food Safety, Safeguarding of Vulnerable Adults (SOVA), Moving & Handling, Nutrition, Deprivation of Liberty, Challenging Behaviour, Dementia Care, Pressure Care, Team Building, Safe Use of Medication in Residential Homes and Fire Training.

Senior Care Assistants and Care Team Leaders are sent on specialist training courses including Medication Training, Medicine Management, Deprivation of Liberty Safeguarding, Emergency First Aid for Managers and Senior Carers and Fire Marshall training.

Two senior care staff are currently studying a distance learning Degree level course in "Transitions in Dementia Care & Post Diagnostic Dementia Care" at Stirling University.

Accommodation

The Home has 33 single rooms and 3 double rooms (suitable for couples to share) situated over four floors, with lift access to each floor.

Rose Corridor:	Seven rooms
Main Corridor:	Eight rooms
Blue Corridor:	Twelve rooms
Green Corridor:	Eight rooms

All room sizes exceed the national minimum standard. Due to the age of the building residents rooms vary in size, the largest being 5.05m x 5.10m. Average room sizes are 4.85m x 2.99m.

All bedrooms are centrally heated and double glazed, and have their own wash hand basin. Each is equipped with an emergency call bell and all rooms have privacy locks on doors. There are no en-suite facilities, although all bathrooms and toilet facilities have been extensively upgraded and within easy reach of all rooms.

Rooms can be furnished with the Home's furniture, or residents can bring their own, appropriate to the size of the room. Every room is fitted with a television point and a telephone socket. We encourage residents to personalise their surroundings with ornaments, pictures or other items to make them feel at home.

Facilities

The sitting room is equipped with a large flat screen television, DVD and video player, a record player and stereo equipment. An induction loop system is fitted in the room for those with impaired hearing.



The Home has a bright and cheerful dining room, with tall leaded windows, which looks out over the lawns and apple trees. This room is the focal point of the Home, and it is used for social gatherings and entertainment as well as meals.

There are no en-suite facilities in the Home but there are a large number of toilet facilities throughout the building. The bathing facilities range from spacious showers for the disabled, as well as a disabled bath and independent baths, which offer residents complete choice of bathing preferences.

Kitchen pantries on every floor provide some independence for those who wish to make themselves a drink or to entertain visitors to tea in their room. Each pantry is equipped with a fridge, microwave, kettle and dishwasher.

There is a small in-house laundry where residents may send their clothing. There is no extra charge for this service.

We have a minibus which is adapted to take wheelchairs and wherever possible, can be used to transport residents to hospital, optician and dentist appointments.

We have two electric scooters which residents can use to travel around the grounds or to the local park and shops.

The splendid All Saints Convent chapel was designed by Sir Ninian Comper and is well known for its stone rood-screen and the graceful carving of the choir stalls. The chapel is open to residents at all times and they are welcome to attend any of the services.

Other Services

- A hairdresser visits the Home every two weeks.
- A chiropodist visits the Home every six weeks and is happy to attend to any new resident for a nominal fee.
- St. John's Home employs two physiotherapists who offer physiotherapy to anyone who needs it. This is free of charge to residents.
- There is a weekly library service: Large print books can be ordered along with more ordinary books from the local County lending library and the books are brought to the Home on a monthly basis.

Gardens

The Home stands in three acres of beautiful grounds of the Society of All Saints Sisters of the Poor. Residents are free to enjoy the peaceful surroundings of the gardens and tree-lined walks, and can take tea outside when the weather is fine.



Admission

Under government regulations, potential residents must have their needs thoroughly assessed before entering the Home; this is intended to provide each resident with the best possible information on which to make an informed choice about their future. Therefore the Head of Home (or Deputy Head of Home in her absence) visits each potential resident and undertakes a detailed needs assessment prior to admission.

Residents interested in coming to St. John's Home are encouraged to visit the Home and sample the atmosphere and level of service. A month's mutual assessment is always given before taking permanent residency. This gives the prospective resident time to get to know the staff and adjust to new people and surroundings, and allows the Home to assess whether St. John's is able to provide the level of care required.

Due to the size and layout of the Home, we are unable to accommodate **new** residents with any form of dementia. However, should a resident develop this condition while in our care, we would endeavour to continue to care for them as long as we are able to meet their needs.

In the event of an emergency admission, as much information as possible is obtained from the relevant healthcare professionals in order for an objective assessment to be made. A needs assessment will then be carried out based on the information provided. The resident will be assessed again on admission and a care plan devised immediately. All the criteria of admission are considered, such as age, category and dependency levels in line with the registration status of the Home.

Care Plans

A care plan is created for every resident, which is a comprehensive, detailed plan of each individual resident's needs, covering their background, physical needs, social needs, psychological and emotional needs, spiritual needs and physiotherapy. Risk assessments are also undertaken. The initial care plan is created with the involvement of the resident and the family and from information collected from relevant healthcare professionals.

Care Plan Reviews

Once created the resident's care plan will, when required, be reviewed at regular intervals (usually monthly) and updated to reflect any changing needs to ensure that any developing needs are catered for in respect of health, personal and social care. This includes regular risk assessments. Any care plan review is undertaken with the involvement of the resident and next of kin/ family where appropriate. Family and relatives are encouraged to participate in the formal reviews of care plan and are always welcome to discuss their progress, level of support and care being provided. Changes in the care plan are only implemented with the full consent of the resident or their representative.



The resident's Care Plan is reviewed at two levels:

- Daily on a shift-to-shift basis. At staff shift changeover the resident's daily care notes are handed by the out-going shift to staff on the in-coming shift and the resident's responses and activity patterns discussed as needed. Changes to the resident's Care Plan may be proposed at this point. The Home produces a Daily Living Plan which shows a summary of the input of care required within a 24 hour period, which is updated as necessary.
- Reviewed by Senior Care Staff at structured regular intervals (e.g. monthly) as explained above.

All amendments to the resident's Care Plan are recorded in full.

Privacy & Dignity

Staff are trained towards preserving and maintaining the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in so doing will be sensitive to the residents ever changing needs.

Contact with Family & Friends

Resident's family, relatives and friends are encouraged to visit the residents regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help may be needed.

Visitors will be welcomed at all reasonable times, and are asked to sign the Visitors Book by the Main Entrance detailing their arrival and departure from the Home. For security and fire safety reasons, visitors must sign the visitor's book on each occasion.

The resident has the right to refuse to see any visitor, and this right will be respected and upheld by the Person-In-Charge who will, if necessary, inform the visitors of the resident's wishes.

Meals

Menus are varied and special diets, favourite dishes, religious and cultural diets are catered for. Residents are encouraged to eat in the Dining Room but may choose to eat in their own room if they so wish. Snacks are available in between meals for residents and tea, coffee and other hot and cold drinks are available 24 hours a day. Visitors are welcome to join residents at mealtimes.

Sample menus can be found in Appendix A.



Activities

When organising activities, the Home takes into account the resident's interests, skills, experiences, personalities and medical condition. The Home offers a wide range of activities designed to encourage residents to keep mobile, and most importantly take an interest in life. Staff will encourage, and in certain instances, help residents to pursue their hobbies and interests.

A sample monthly activities flyer can be found in Appendix B.

A variety of activities are planned each month, including:

- Movement to Music
- Games Afternoons – Scrabble, Bingo, Draughts, Ludo, Dominoes
- Communal Jigsaws
- Card Games
- Arts and Crafts
- Painting and life drawing
- Card Making
- Easter Bonnet Making
- Flower arranging
- Pot painting
- Gardening – hanging basket and raised bed planting
- Reminiscence groups
- Residents piano playing afternoons
- Chatting to individual residents
- Going for walks in the gardens
- Manicures
- Reading letters/magazines/newspapers / books
- Musical entertainment and concerts
- Listening to gramophone records
- Visits by schools and other community groups
- Maintain life long hobbies, crossword puzzles, etc.
- In-house entertainment
- Film showings and watching television
- Talks on subjects of interest
- Quizzes and crosswords
- Clothing Shows
- Weekly library
- Birthday tea parties and other celebrations

Outings

All outings are tailored to residents' needs and capabilities and due to this, a limited number of residents can go on any one outing. The Home has its own mini-bus that has been adapted to take wheelchair-bound residents as well as the able-bodied.



Examples of recent outings include:

- Pub lunches at various locations
- Aston Pottery
- Music Concerts at Christ Church Cathedral and the Jacqueline du Pre building
- Millets Farm
- Bibury Trout Farm
- Waterperry Gardens
- Wyevale Garden Centre
- Shopping outings in Oxford
- Afternoon tea by the river

Pets

Whilst we acknowledge the fact that many people have pets for company during their lifetime and that they may wish to bring an animal with them when they move, the Management has a responsibility to all the residents with regard to both their own preferences and health and safety. Residents may keep small pets such as budgerigars, at the absolute discretion of the Head of Home, but it is not possible for cats or dogs to be accepted. Visitors may only bring domestic pets into the Home with the permission of the Head of Home.

Religion & Worship/Attendance at Religious Services

Residents may attend religious services either within or outside the Home as they so desire. If services are outside the Home, the resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives.

All Saints Convent Chapel is open to residents at all times and they are welcome to attend any of the services. The Chapel was designed by Sir Ninian Comper and is well known for its stone rood-screen and the graceful carving of the choir stalls. The prayer and worship of the Sisters, both privately and in chapel, forms an integral part of the daily life of the Home, which many residents seem to value. A few come regularly to Vespers, or early morning Communion with the Sisters, but most prefer the special service on Sunday or the late Communion service during the week, which fit in with the slower rhythm of life in the Home.

The Home's Chaplain, Father David Owen, is an Anglican priest. He visits regularly and can be available for confidential consultation, or for the spiritual needs of the residents, although no pressure is put on any resident to participate in any religious activities, should they wish not to.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings. If you are of a different denomination or religion, please do let the Home know and if your wish is to attend a place of worship of your choice, or have someone from there visit you, we will do our utmost to help direct you or assist you in making contact.



There are places of worship in Oxford for all denominations, including Anglican, Roman Catholic, Methodist, Baptist, Society of Friends (Quakers), Jewish, Muslim and Christian Scientists. More information can be found on the following websites:

www.oxford.gov.uk

www.city-visitor.com/oxford/placesofworship

www.oxfordcity.co.uk

The nearest Catholic Anglican churches are as follows:

The Parish Church of Ss Mary & John, Cowley Road, OX4 1QT. This is the parish church of the Cowley and Iffley Road, situated on the corner of the Cowley Road and Leopold Street.

Bartlemas Chapel, Cowley Road, Oxford, OX4 2AJ.

St Alban the Martyr, Charles Street, Oxford, OX4 3AH.

Enquiries for all of the above can be made by calling 01865 242396.

Local Community Facilities

The Home is situated in East Oxford, within easy reach of a variety of shops and community facilities. The Home is happy to provide details of these on request.

Local residents associations:

- The Relatives & Residents Association advice line 020 7359 3136 www.relres.org
- Oxfordshire Carers Forum 01993 706543 www.oxoncarersforum.org.uk

Smoking & Alcohol

Smoking is not allowed within the Home due to legislation. There is a designated smoking area within the grounds. With regard to alcohol, residents will normally make their own arrangements.

Medication

If a resident prefers to self-medicate and is deemed safe to do so following a risk assessment, the Home will support them with advice and guidance and monitor discreetly. A lockable facility for storing medication is available accordingly. Otherwise all drugs will be managed by staff, dispensed and ordered on the resident's behalf under the instructions of their GP.

Telephones

All bedrooms are equipped with a telephone point, should residents wish to set up their own private line.



Leaving or Temporarily Vacating

If a resident wishes to leave the Home, then 6 weeks notice must be given of this intention, or 6 weeks paid in lieu of notice. These conditions are waived during the 4 week mutual assessment period.

If a resident temporarily moves out of the Home (e.g. holiday, hospital stay), full fees remain payable.

In the unlikely event that the Home has to give notice to leave to a resident, a 6 week notice is applicable.

Please see the Terms and Conditions of Residency in Appendix C for further information.

Advocacy

No member of staff is allowed to act in a legal capacity for a resident.

The Head of Home or Bursar may act as an "Agent" or "Appointee" providing the Home ensures the following conditions are met:

- The Care Quality Commission is aware of the appointment, and their requirements are met.
- The Head of Home makes relevant entries in the resident's Care Plan detailing the staff involvement.
- No other person has been readily identifiable or is willing to undertake such a role.

A resident's key-worker can act as an "informal advocate" for a resident in relation to care and personal issues in the Home, if required. This will include speaking on behalf of the resident at review meetings where the resident struggles to articulate on their own behalf.

There are a number of local advocacy services available locally:

- Age Concern Oxfordshire 01235 849400 www.ageconcernoxon.org.uk
- Oxfordshire Advocacy Development Group 01865 741200 www.oadg.org.uk
- All Age Advocacy Dementia Project (ADAPT) 01865 742745 www.oadg.org.uk
- The Relatives & Residents Association advice line 020 7359 3136 www.relres.org
- Oxfordshire Carers Forum 01993 706543 www.oxoncarersforum.org.uk
- The Oxfordshire Council of Disabled People 01865 792226
- The Direct Payments Information 01865 728994

National Organisations include:

- Age UK 0800 169 6565 www.ageuk.org.uk
- Alzheimer's Society 020 7306 0606 www.alzheimers.org.uk
- Contact the Elderly 0800 716543 contact-the-elderly.org.uk



Legal & Other Advice

Residents who are unable to manage their own financial affairs, or who prefer not to do so, are advised to arrange for their solicitor, bank manager, accountant or next of kin to manage them on their behalf.

Fees

We are committed to providing quality care at St. John's Home. The fees charged are dependent on the level of care required by the individual resident. The current basic fee is £550.00 per week for a self-caring resident. If a greater degree of care is needed, which is provided by St John's Home, the fee will then be £680.00 per week for daytime care or £780.00 per week for up to 24 hour care. Fees are payable monthly by standing order on the 15th of each month.

Depending on the personal financial situation, a resident can either pay the fees privately or have part of the fees paid by the contracting Social Services. In the latter case, the resident or their representative would be required to provide a top-up to ensure the full amount of fees are paid. Specific advice is available from the Head of Home. Potential residents may seek to obtain advice from an organisation such as Age UK.

What is included in the fees:

- Provision of accommodation (furnished if required)
- Lighting and heating
- Care staff in 24 hour attendance
- Quality Menu/ food & beverages
- Provision for special diets
- Laundry service
- Cleaning of rooms
- GP and other health care professionals visits as required
- Two Physiotherapists who are employed for three days per week
- Transport service for appointments (where available)

What is not included in the fees:

- Dry cleaning
- Hairdresser (who visits fortnightly)
- Chiropodist (who visits monthly)
- Private Telephone installation and calls
- Private care of a residents choice
- Newspapers
- Clothing



- Toiletries
- Stationery
- Other items such as spectacles, hearing aids and batteries
- Other personal or luxury items
- Meals for visitors or guests

Terms & Conditions of Residency

The terms and conditions of residency are set out in the Residents Contract, which is given to every resident prior to admission. This is also available to view at all times in the main reception area and on the website. Please see Appendix C.

Personal Money Accounts

The Bursar will handle, on request, a resident's personal money account to cover payments to hairdresser, chiropodist, newspapers, items from our "shop" and other sundries by opening an internal account, where individual items are itemised with a running balance.

With the exception of cash held in his safe, the total of monies is held on a bank account in St. John's Home name designated Residents Account. All transactions, except those signed for by the resident, are signed for by two of St. John's Home management. Any interest received will be for the benefit of the residents by use through the residents' social fund.

Fire Safety

The Home has a modern Fire Alarm System fitted, with "Fire Exit Notices" and "Fire Emergency Instruction Notices" displayed at strategic points throughout the Home, as advised by the local Fire Department. Staff are instructed during regular training with regard to the Fire Prevention/Drills Policy. This includes use of the Home's fire appliances, evacuation, muster points, raising the alarm, etc. Residents are informed of the emergency procedure during admission.

All fire systems and alarms are tested weekly on a Wednesday morning at 10.00am. Records are kept of all such testing as part of the Proprietor/Head of Home's responsibilities. All fire fighting equipment is checked annually by a qualified fire extinguisher maintenance engineer. Pyrotech, a local fire alarm installation company, are responsible for regular servicing and maintenance of the fire panel and associated system. Where possible, furniture, fixtures and fittings must be made of fire-resistant or fire-retardant fabrics and materials.

A fire risk assessment is carried out and reviewed annually or when circumstances have changed and this is available for inspection at any time.



Complaints

At St. John's Home we aim to maintain the highest standards of care and we strive to get things right the first time but we appreciate that from time to time there may be areas of concern, which need to be discussed.

Residents, their relatives, friends or representatives are invited to raise any complaints they may have in the following ways:

- You should first discuss the matter with the senior carer in charge of the shift.
- If the matter is in your opinion a serious one, or if you remain dissatisfied, you are asked to put your complaint in writing addressed to the Head of Home. A full investigation will be made into the complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.
- The Community Leader of All Saints Sisters of the Poor may be approached and is available to discuss any problem not resolved by other means.
- If, after this investigation, you are still not satisfied, or if you feel that the complaint is of a serious nature and you wish to speak to a registration officer first, then you should contact the Care Quality Commission. Their address is as follows:-

The Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Tel: 03000 616161
Email: enquiries@cqc.org.uk
www.cqc.org.uk

- In the unlikely event of there still not being a satisfactory outcome, the matter may, as a last resort, be referred to:-

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

The LGO Advice Team can be contacted on 0300 061 0614
E-mail: advice@lgo.org.uk
www.lgo.org.uk

A copy of St John's Home complaints procedure is on display outside the Management Offices and can be made available on request. Please see Appendix D.

A complaint form can be found at Appendix E for your use.



Comments, Suggestions and Compliments

If you are pleased with the level of service provided and you think that the Home and staff have made a difference, we would love to hear from you. We also actively encourage suggestions and comments so that we can improve our service to our residents. You can make comments, suggestions or compliments in the following ways:

- Verbally to staff or the Head of Home / Deputy Head of Home
- In writing to the Head of Home
- By completing a Comment Card (available in the main reception area)
- By leaving a note in the Suggestions Box (located in the Dining Room)
- By completing a Questionnaire (distributed every six months)
- At monthly Residents Meetings

Quality Assurance

The Home operates a quality management system which has been designed to meet the Essential Standards of Quality and Safety and the Health and Social Care Regulations 2010 and is reviewed regularly by the Care Quality Commission.

This includes regular audits, risk assessments and other checks on quality in all areas from care planning to the equipment and environment. Our policies and procedures are based on current legislation affecting the Home, and on best practice guidelines. Each resident is given their own copy of the Statement of Purpose and Welcome Pack, which provides information about the Home and how it is run.

All our systems are designed to enhance the resident's quality of life and should at all times respect their privacy, independence, dignity and rights whilst offering them choice and fulfilment in their daily life.

An important part of our quality programme is to actively involve the residents and their relatives in how the Home is run. We regularly ask for comments on the Home, the staff and services we provide. The Head of Home holds an informal 'get-together' with residents over afternoon tea once a month in the sitting room. In addition to this, residents are invited to a monthly meeting to discuss any concerns, complaints and compliments. Questionnaires are sent every six months to residents, relatives, friends, GP's and other visiting professionals to voice their comments. Residents, relatives and visitors are also encouraged to make comments and suggestions at any time by completing a Comment Form available in the reception area. The Head of Home and Deputy Head of Home have an open door policy and residents, relatives and others are encouraged to visit at any time.



Residents Views of the Home

Residents are regularly asked for their comments and suggestions on how the Home is run. These are available for all to view. A summary report of questionnaire results is displayed in the main reception area and is available to view on the website. Comments made to the inspectorate are included in the regular inspection reports which can be found on the Care Quality Commission's website (see below for further details) and a copy is kept in the Home's reception for all to view. Letters of thanks are also on view in the main hall. Please see Appendix F for a selection of views about St. John's Home.

Bereavement

Many residents are concerned about what will happen on their death. In the unfortunate event of bereavement, the family can expect every possible support from staff. Our staff take great pains to ensure previously expressed wishes of residents are fully respected after they have died.

The Home will comply with any planned funeral arrangements specifically in respect to their chosen faith and religious beliefs. If requested, we can usually make arrangements for the funeral to be held in the Convent chapel, when again the preferences of the late resident and their relatives are taken into careful consideration.

The Care Quality Commission

We are regularly inspected by the Care Quality Commission, the independent regulator of health and social care in England. A copy of the most recent inspection report can be found in Appendix G. The report is also on display in the main reception area, and can be viewed on our website.

The contact details for the Care Quality Commission are:

CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161
Fax: 03000 616171
Email: enquiries@cqc.org.uk
www.cqc.org.uk



Other Useful Organisations

The department of the local authority responsible for social care services for adults:

Oxfordshire County Council Social & Community Services. The Access Team is the first point of contact:

Access Team, PO Box 780, Oxford OX1 9GX
Telephone: 0845 050 7666
www.oxfordshire.gov.uk

The local safeguarding unit for vulnerable adults:

Oxfordshire County Council have procedures for dealing with cases of vulnerable adult abuse. Contact Social & Community Services on 0845 050 7666 or by e-mail: access@oxfordshire.gov.uk
www.oxfordshire.gov.uk

Other organisations can also be contacted in confidence:

- Action against Elder Abuse: Free helpline at 0808 808 8141. www.elderabuse.org.uk
- Oxfordshire Age Concern: Advice and helpline numbers: Abingdon 01235 849400; Banbury 01295 278040. www.ageconcernoxon.org.uk
- Thames Valley Police: 0845 8 505 505
- The Care Quality Commission: 03000 616161

Further information can also be found on the Oxfordshire Safeguarding Adults website.
www.oxonsafeguardingadults.org.uk

The local healthcare authority/trust:

NHS Oxfordshire is the Primary Care Trust for the county. It plans and provides local healthcare services such as GP practices, dentists, pharmacists and opticians in Oxfordshire as well as providing services such as district nursing, health visiting, school nursing and a range of specialist and therapy services:

NHS Oxfordshire, Jubilee House, 5510 John Smith Drive, Oxford Business Park South
Cowley, Oxford OX4 2LH
General Enquiries Telephone: 01865 336 800
www.oxfordshirepct.nhs.uk

The Statement of Purpose was last updated: 21st February 2011



Appendix A:
Sample Menu



Appendix B:
Sample Monthly Activities Flyer



Appendix C:
Terms & Conditions of Residency



Appendix D: Complaints Procedure



Appendix E:
Complaint Form



Appendix F:
What People Say About Us



Appendix G:

The Latest Care Quality Commission Report on St. John's Home

