

# St John's Home



## Welcome Pack



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# Welcome to St John's Home!

## **An Introduction to the Welcome Pack.**

We do all hope you will be happy here - the Management and Staff promise to do their very best to help you in any way they can to make your stay with us as comfortable as possible. This is why St John's Home decided to produce this welcome pack - to help you and other new residents to acclimatise and understand a little of how the Home is run and other information which we hope will be of help to you.

Some of you may be aware that the Home has been caring for people for over 130 years. The Society of All Saints Sisters of the Poor is the proprietor and the Sisters take a very active interest in its running.

The Home itself is a 38-bedded residential Home. The rooms are on four floors, with the top Green Corridor for those residents who are deemed to be self-caring. The other three corridors are for residents with varying degrees of physical needs. From the top, the corridors are as follows: -

- Green Corridor
- Blue Corridor
- Main Corridor
- Rose Corridor

## **Your Room:**

When you have completed your mutual assessment period and a room is offered to you, you are encouraged to furnish it with anything that will make you feel at Home, obviously appropriate to the size of your room, of course. Please do remember that care staff will have to work in your room, so please allow sufficient space for them to work safely and comfortably. If you would prefer the Home's furniture, that will not be a problem.

All rooms have keys and we recommend you ensure you keep your belongings safe. If you plan to keep money in your room, it will be your responsibility to ensure it is kept safe. We advise that you do not hold any large amount of money as cash and have a lockable drawer or cupboard - or even better, do please see the Bursar who can arrange to hold your personal money securely for you. He is in the Home in the mornings from Tuesday to Friday and will be pleased to explain the details of how this will work in practice. If you do plan to bring in things of value, do please take out some form of insurance on the room's contents as the Home cannot be responsible for loss or damage of personal effects.

No room within the Home is en-suite, but we have plenty of bathrooms, showers and toilets throughout the building. Do please familiarise yourself with those that are near to your room. If you require a commode in your room for night time use, please see the person in charge.

Each room has a wash basin, a call bell for assistance, a television point and a telephone point. If you wish to have your own telephone installed, please see the Head of Home or Deputy Head of Home who will assist you in this. The public telephone (01865 241528) is situated on the Main Corridor.

We do pride ourselves on the high level of cleanliness throughout the Home. To continue to achieve this standard, we ask you to kindly vacate your room for approximately ½ an hour, once a week, to allow the domestic team to thoroughly clean the room.

## **Meal Times:**

The Home has contracted out the catering for the residents to a firm called Cater Plus. They have been with us a number of years now and provide very nourishing food, 'home cooked' whenever possible. Each week a new menu is produced and displayed both in the dining room and along the Main Corridor. If you have any special dietary needs, do please let the senior person on duty know and she will inform the kitchen. Also if there is something you do not like or cannot eat, for example chicken, the kitchen will be happy to produce an alternative for you. The kitchen will also make a small birthday cake when it is your birthday!

Breakfast is taken in your room. If you are able and enjoy making your own, you will be encouraged to continue this as the Home values residents' independence. There are small pantries on each floor with cereals, bread, milk, etc. If however you are no longer able to make your own, then your breakfast will be brought to you. Other meals are in our dining room, which is situated on the Main Corridor. Meal times are as follows:

- Breakfast is between 06.00am and 08.00am
- Mid-morning drink is between 10.00am and 11.00am
- Late morning drink is between 11.00am and 12.00 noon.
- Lunch is at 12.40pm Monday through to Saturday - and 12.30 on a Sunday
- Afternoon tea is 3.00pm
- Evening meal is 6.15pm
- Hot & cold drinks are also available throughout the day and night - just ring and ask.

## **Visitors and Visiting Times:**

We actively encourage family and friends to visit and therefore there are no restrictions, although we do ask for consideration when it is meal times. Residents can invite friends and family to lunch or evening meals - there is a nominal cost, which is displayed in the dining room. If you are inviting guests, the caterer would appreciate some notice to allow for appropriate extra food to be prepared. For reasons of fire safety, we do ask all visitors to sign in when they arrive and sign out when they leave please.

## **Accommodation for Visitors:**

The Convent occasionally has accommodation for resident's visitors who have travelled a long way. This would have to be pre-booked – for details please ask the Guest Sister who can be contacted through the duty staff.

## **Absence from the Home:**

If you are going to be away from the Home over-night or longer, please will you leave with the senior person on duty a contact address or telephone number so that you can be contacted in case of emergencies.

## **Weekly Fire Alarm Test:**

The fire alarms are tested every Wednesday morning at 10.00 am. If you hear the fire alarm at this time on a Wednesday, please continue with your normal activities.

## **Resident's Payphone:**

A payphone available for general use is situated on the main corridor. The number is 01865 241528.

### **General Practitioners:**

We encourage residents to choose their own doctor. Obviously, if your previous doctor is local to the Home and happy for you to remain with him or her, we would encourage this to continue. If, however, you need to change, there is a selection of health centres local to the Home. If you are unsure where to go or who to choose, please do come and see the Head of Home or the Deputy Head of Home for advice. If you wish to see your doctor, please ask the Care Team Leader or Senior Care Assistant on duty and they will organise an appointment for you.

### **Community District Nurses:**

As St John's Home is a residential care home, we cannot undertake any nursing procedures. Because of this, the Home has a good working relationship with the community district nurse team and they are happy to come and visit you in your room, should your General Practitioner deem it necessary.

### **Medication:**

The Home medication system is the Nomad Monitored Dosage System. The staff are happy to undertake the ordering, receiving and safe handling and administering of resident's medication to them if the resident so wishes.

If a resident prefers to look after their own medicines, the Home would encourage them to continue to do so. However, the Home does have the responsibility of ensuring the resident is taking their medication correctly and safely, so we would have to ensure that we are completely happy with this arrangement. The Home has to be aware of all medications currently prescribed and that we have a record on file.

### **Hospital Appointments:**

St John's Home does have its own minibus, so if you have a hospital appointment we would endeavour to take you and collect you whenever we can at no extra cost to you. Sadly there is an acute shortage of drivers, so we would have to ask if the appointment could be made for a morning, rather than an afternoon as there is a better chance of obtaining someone to drive you there. Otherwise, unless there is hospital transport provided, it would have to be a taxi at the resident's expense.

We do like to offer one of the care staff to accompany you if you so wish but again, this can only be undertaken when the Home's staffing numbers allow for this to happen. If you can tell the senior person on duty as soon as you receive your appointment, it would be very helpful.

### **Physiotherapy:**

The Home employs its own two Physiotherapists who visit three mornings a week. During one of their days, they hold a Movement to Music Session in the Dining Room for anyone who wishes to attend. They assess each new resident on arrival to ensure they have the right equipment and aid. They will give treatment and advice if required but obviously this would be with the aim of maintaining mobility or ability.

### **Chiropodist:**

A chiropodist comes to the Home approximately every 6 weeks and visits residents in their own room. There is a charge for this treatment, presently £15.00 per visit. Please let the senior person on duty know if you would like to be seen when he next visits.

**Hairdresser:**

A hairdresser visits the Home every two weeks and charges at a reduced rate. Should you wish to see her, please let the senior person on duty know and she will arrange this for you.

**The Home's Shop:**

The Home has a small shop, which is usually stocked with toilet goods, soft drinks, biscuits and sweets. If there is anything you would like, please see the Senior Person on Duty.

**Laundry:**

The Home has its own laundry on the Rose Corridor. We ask that every item of clothing is marked clearly with your own name or room number. The laundry has a tremendous amount of laundry passing through on a daily basis, and because of this we do advise you not to bring in clothing that may shrink or may need delicate handling. Although the laundry staff will do their best to care for your belongings, we can not be responsible for damage to clothing that is unsuitable for the service they provide.

**Library:**

Sister Mary Julian kindly oversees the books of the Home. Each week she makes a visit to the local library and is happy to bring back books for the residents. You will find her most Friday mornings in the Blue Corridor Sitting Room at 11.00am should you wish her help in obtaining a book for you. There is also a selection of books to be found on the bookcases in the sitting room - please do help yourself, if one takes your fancy. The Home also has a small stock of DVD's and films, if you would like to borrow one please ask at the Office.

**Social Activities:**

We organise a wide range of activities and entertainment each month, so that you can enjoy existing hobbies and even take up new ones! These include:

- Weekly exercise class
- Games afternoons (bingo, scrabble, monopoly, ludo, card games)
- Quizzes
- Seasonal clothing sales
- Musical entertainments & concerts
- Film shows
- Visits from choirs, musicians, singers, entertainers and schools.
- Painting
- Art & crafts
- Flower arranging & pot planting
- Card making
- Reminiscence afternoons with wine & cheese

We have our own minibus, which is used for regular trips out – pub lunches by the river being one of the most popular outings!

We are always very willing to try out new activities in response to suggestions from residents, and this can often open up entirely new interests for others. This year a resident organised a life drawing class that proved to be popular with several of our other residents!

**Volunteers:**

We have a number of dedicated volunteers who visit the Home on a regular basis, to spend time with residents, either on a one-to-one basis (helping with correspondence, reading, chatting etc) or to help with our activities. Ordinands from Ripon College, Cuddesdon come to undertake some of their pastoral training at the Home.

We are also very lucky to have a weekly visit from Kate and Ella (part of the Pets As Therapy charity scheme) who has made some firm friends in the Home!

**Management Offices:**

These are on the same floor as the Main Corridor, on the passage leading to the Convent.

The Bursar is normally in the Home Tuesday through to Friday from 8.00am until 1.00pm. If you wish to have a daily newspaper, please let him know and he will order it for you. He will also arrange safekeeping for any money that you wish to keep in the Home.

**Surgery:**

The Home's Surgery is on the Blue Corridor - near the Convent lift. This is where you would find the Care Team Leader or Senior Care Assistant.

**Financial Advice:**

May we bring to your attention that due to certain laws that govern us, regrettably there are limitations that we have to work within regarding financial advice. The Home is more than happy to help a resident concerning Social Services entitlement, application for Attendance Allowances and general financial concerns with regard to residential care. However with regard to personal financial advice, neither the Home nor members of staff can become directly involved.

**Enduring Power of Attorney/Power of Attorney:**

We strongly recommend that you give serious thought to this, maybe sooner rather than leaving it too late. If you have a close, caring relative or friend or solicitor whom you trust to act in your interest when you are not able to, or no longer wish to, and they are willing to oversee your financial affairs, you can sign a document to relieve you of this pressure. You should discuss this with a solicitor. This could be the time to take action - leaving you to enjoy your stay at St John's Home.

**Living Wills (also known as Advance Directives):**

If you have specific thoughts and wishes concerning your medical treatment, especially any action you would not wish to occur and which you may at the time be too unwell to speak out against, we would advise you to discuss the situation with your doctor(s) and when you have considered your position, we would recommend that you seek professional advice from a solicitor who will be able to help you draw up the necessary document. If you decide to sign an Advance Directive the Home will be willing to file a copy with your notes and so will be more able to respect your wishes at a future date.

## Repairs & Concerns:

If you have any concerns about your room or if you need anything replaced or repaired, please see either the Managerial Assistant or the Head of Home who will try to help you. The Managerial Assistant is also responsible for the Health & Safety of the Home.

## Complaints:

We are committed to providing high-quality services and to constantly seeking ways to improve that quality. Your comments, compliments, suggestions or complaints are always welcome at this Home and we take pride in responding to them quickly, effectively and honestly. All comments, compliments, suggestions or complaints should be made to the Head of Home, Miss Mollie Burns.

Complaints will be treated seriously and dealt with as soon as possible. Verbal complaints will be responded to immediately. All comments will be carefully considered and responded to on an individual basis. Written complaints will be responded to by an acknowledgement letter within two days. The Home will then investigate the complaint and send the complainant a letter outlining the result within 28 days. If the matter is complex and cannot be resolved within 28 days the complainant will be informed.

If the complaint cannot satisfactorily be resolved within the Home it will be referred on to the Care Quality Commission. Residents may complain directly to the Care Quality Commission. Their contact details are: Care Quality Commission South East, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

We view complaints as an opportunity to identify anything that is going wrong in our organisation and to make it right. You can help us by keeping a look out for any problems and letting us know about them as soon as possible. Your comments and suggestions for improvements are always welcome.

## Chapel Times:

MONDAY, TUESDAY	9.00am	Eucharist
THURSDAY, and FRIDAY	12.15pm	Midday Office
	5.30pm	Vespers
	8.00pm	Compline
		<i>(Compline is not said in Chapel on Mondays)</i>
WEDNESDAY	9.00am	Terce
	12.00noon	Eucharist
	5.30pm	Vespers
	8.00pm	Compline
SATURDAYS	9.00am	Saturday Liturgy
	12.15pm	Midday Office
	5.30pm	Vespers
	8.00pm	Compline
SUNDAYS	8.45am	Mattins
	11.00am	Eucharist
	4.30pm	Vespers
	8.00pm	Compline

\*All are welcome at the Eucharist. Please speak to the Chapel Sister in the first instance if you wish to come to any Offices. On major feast days there is a sung Eucharist at 11.30 am.

**The Home's Chaplain:**

We are fortunate to have Father David Owen as the Home's Chaplain, who visits the Home each Wednesday. If you would like to see him in the privacy of your own room, do leave him a note in his box, which is situated near the main entrance door and he will endeavour to make contact with you. He also organises a Prayer Group and Lent and Advent discussions.

**Other Denominations and Religions:**

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 or direct you or assist you in making contact.

**Residents' Views of the Home:**

Please see the attached page for some of the comments we have received from residents, friends and relatives.