



**St. Clare**  
Residential Care  
Established 1974

## Residents' Guide



Quality care, delivered in a safe environment

# Welcome

**Welcome to St.Clare – we hope you will be very happy here and we will do all we can to make this possible.**

Giving up your home and moving into residential care is a big decision to make. We fully realise that we cannot replace your home but we will try to be a good substitute. Do not think that by entering into residential care you are giving up your independence and freedom – you will now have the choice to please yourself, free of all household responsibilities.

One of the biggest changes you may experience is that you will be living in a small community. Whilst this may be a welcome change if you have been living alone at home, it may also be a cause for concern. There will be times when you will wish to be sociable and times when you wish to be alone. Please be assured that we will always respect your privacy and independence.

We always advise that residents should come for a trial period before making the decision to become a permanent resident.

There is no restriction on visiting times but we do ask that visitors

sign the visitors' book, in the entrance hall on arrival and departure.

St.Clare is a late Victorian detached property situated in Southwick close to Southwick Green, where the traditional game of cricket is played during the season. The Home is within easy reach of Southwick Square shopping centre. Facilities in the Square include a Post Office, a firm of solicitors, chemist, newsagent/stationers, restaurant/cafes and a library. There are bus stops within 2 minutes walk of St. Clare and Southwick railway station is easily accessible. Southwick has a thriving community centre where numbers of local organisations meet and enthusiastic theatre groups perform at the Barn Theatre.

St.Clare has been a private house, a private school as well as a guest house. The residential home was opened in early 1974 by the present owners and is registered with the Care Quality Commission (CQC) for a maximum of 18 residents. The 16 bedrooms are centrally heated, have colour television and an emergency call system. Private arrangements can be made for the installation of



a separate telephone and internet connection if required.

The rooms are fully furnished but we always try to accommodate residents' own pieces of furniture if required. Residents are encouraged to bring their own pictures, ornaments etc which can be transferred to their room to make it more 'homely' for them. Bed linen, towels and a personal laundry service are included in the fee.

All rooms have a lockable safe box. Residents are advised however, that insurance cover on effects is limited to £1,000 per room. All bedroom doors are fitted with a safety lock. There is a lounge and separate dining room on the ground floor, and a library/quiet room on the first floor. We have a well stocked library containing both normal and large print books. We also have links with Foresight who facilitate articles and publications for the blind/ partially sighted. A hearing loop has been installed in the residents' lounge to enable those residents who are hard of hearing to enjoy television and

various entertainments. There is a passenger lift to all floors. A care assistant will assist those residents who are unsure of or nervous of a lift.

Residents are able to use the patio garden at the front and rear of the Home. Meals and snacks can be taken in the garden area when weather permits.

While we operate a non-smoking policy within the Home, there is an undercover designated smoking area in the garden.

All residents receive 24 hour care and assistance is given with mobility and all activities of daily living. Bathrooms have specialised bathing equipment and shower facilities are also available. Every resident has an individualised person centred plan of care. Each care plan is based on an assessment of needs and risks involving the resident and family if appropriate. The care plans are based on the activities of daily living. We believe in encouraging independence, recognising personal

This Residents' Guide has been compiled in accordance with the requirements of Outcome 1 of the Care Quality Commissioner's (CQC) Essential Standards of Quality and Safety. This Residents' Guide is reviewed on a regular basis. All Residents will be notified of any changes.

fulfilment and giving everyone in our care the freedom of choice.

In conjunction with these plans other assessments tools are used to determine the best possible care for the residents.

End of life care is provided with the consent and support of the resident's General Practitioner and community services.

- All residents are encouraged to have regular eye checks and hearing tests.
- An optician and audiologist visits the Home by appointment.
- Appointments can also be made with a chiropodist and hairdresser who visit the Home. Their charges are not included in the general fees. All religious denominations are welcome.

## Social Activities

**Various entertainments are arranged in the Home throughout the year.**

At St.Clare we love to celebrate key events with our residents – we always celebrate birthdays with a birthday party and entertainment. In December we have a special Christmas programme – ending with a visit from Father Christmas on Christmas Day! Activities include, general exercises, sing-a-longs, reminiscing sessions, Bingo/Darts/Quizzes/Board Games and general chitchats with the staff.

During the summer months there is the opportunity to enjoy outings for cream teas or a visit to a pub. We celebrate St.Clare's Day on August 12th.

All activities and outings are strictly voluntary and there is no extra charge for those taking part.

We also hold a monthly Residents and Relatives meeting where any questions and queries can be answered in an open session with the Management Team.

St.Clare regularly supports Chestnut Tree House and other local charities by holding coffee mornings, raffles and a strawberry tea in the summer months.

Residents are free to come and go as they wish but we ask that they inform a member of staff on their departure and when they return.

## Day-to-day Care

Main meals are served in the dining room but residents may if they wish have meals served in their room. Breakfast is served to residents in their rooms, tea/coffee and biscuits later in the morning, lunch is at 12 midday followed by tea/coffee as required. Tea and cake are available during the afternoon and a high tea is served at 5pm. Evening drinks and snacks are available from 7pm onwards. A note of residents' preferences is made, so that we can arrange an alternative meal if required. Diabetic diets can be catered for. Snacks and drinks are available as required. All visitors are always offered refreshments.

Residents are free to look after their own medications but are required to sign a form stating that it is their wish to do so. Otherwise, medications are given to residents at the appropriate times by staff and repeat prescriptions are handled by our Chemist.

The Registered Manager is Amanda Thrower RGN, BSc(Hons), PG Dip. Amanda has extensive district nursing and community experience and has gained a good understanding of elderly care and the management of long term conditions over the years.

Deputy Manager is Nicky Collins – Nicky has obtained her Level 5 in

Leadership for Health & Social Care (Adults Residential Management). Nicky has extensive 'hands on' experience and a keen interest in Dementia.

The team at St.Clare are committed to providing dignified, compassionate and respectful care. All staff are experienced within their roles and have training across Health & Social Care, Food Hygiene as well as First Aid and other relevant qualifications to ensure that the highest standards of care, quality and safety are maintained.

St.Clare have a continuous training programme – all staff have regular supervision to review their performance and encourage professional development.

Our chefs have NVQ Diplomas in Food Production & Cooking – this includes certificates in hospitality and catering principles. Delicious and nutritious food are an important part of life at St.Clare and we are committed to ensuring our dining experience is tailored to individual tastes and requirements. A variety of diets are catered for and a daily choice of menu is available.

At our last Environmental Health inspection we were awarded a 5\* rating.

The latest report from the Care Quality Commission is available to view or download from our website at [www.stclarecare.co.uk](http://www.stclarecare.co.uk)

St.Clare is subject to inspection visits from West Sussex Fire Brigade.

St.Clare complies with all current fire regulations. A thorough fire risk assessment is carried out annually. The Home is fully equipped with upto date alarms, fire detection devices and fire-fighting equipment. Fire protection, detection equipment and systems are regularly checked.

The fire alarm is tested on a weekly basis. All members of staff receive regular fire training from the West Sussex Fire Brigade and practical evacuation procedures form part of this training.

We are currently members of the West Sussex Partners in Care (a local association of Care Homes) and associate members of the Registered Nursing Homes Association.

**Our aim is to ensure that all residents and their relatives are aware of the different services available to them, not only in the Home but in the local community.**

“a family run home that believes in your individual needs”

## Financial Arrangement & Fees

St.Clare is committed to providing value for money within our comprehensive and caring service.

### What is included:

- Experienced staff in 24 hour attendance
- Call bell system in each room
- Good home cooking – daily choice of menus
- Provision for special diets
- Personal laundry service
- Full central heating & lighting
- Fully furnished rooms, bed linen, towels and television
- Outings and social activities
- Birthday cakes and entertainment
- Religious services
- Daily lounge newspapers

### What is not included:

- Hairdressing
- Chiropody - Opticians
- Additional magazine & newspapers
- Domiciliary dental treatment
- Private telephone lines
- Internet connection
- Hospital escorts to appointments



## Complaints Procedure

St.Clare is committed to providing a high quality service. We are continually looking for ways to improve our service. We are always willing to hear any comments or suggestions in relation to the running of the Home from any resident, relative or friend.

If you are unhappy about anything, please tell the owners or the management team.

Verbal complaints will be responded to immediately. Written complaints will be acknowledged within 7 working days. It is the aim of St.Clare to resolve any complaints as soon as possible and certainly within a maximum time scale of 28 days.

If you feel that any issues have not been dealt with in a professional, satisfactory manner, they can be referred to:

The Company Secretary  
**The West Sussex Partners in Care**  
25 Kings Road  
Horsham  
West Sussex  
RH13 5PP

or alternatively to:

**The Care Quality Commission**  
South East Region  
Citygate  
Gallowgate  
Newcastle-upon-Tyne  
NT1 4PA  
**Tel:** 03000 616161

**The local Ombudsman** dealing with this area can be contacted at:

21 Queen Anne's Gate  
London  
SW1H 9BU  
**Tel:** 020 7915 3210

A past resident when asked for her opinion of St.Clare  
replied by writing the following:

## Ode to St.Clares

by Dora Poel (aged 90)

Now you've reached ninety,  
the family declares

You couldn't do better than  
move to St.Clares

You'll receive every care  
and attention and many  
more benefits we can  
mention

And now here I am with  
a life of ease

Yet still more or less doing  
just as I please

Of course within reason –  
there are rules to obey

But it's all done so kindly,  
what more can I say?

**14 Park Lane, Southwick, West Sussex BN42 4DL**

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**Email:** [info@stclarecare.co.uk](mailto:info@stclarecare.co.uk) **Web:** [www.stclarecare.co.uk](http://www.stclarecare.co.uk)