



St. Clare
Residential Care
Established 1974

Statement of Purpose



Quality care, delivered in a safe environment



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Introduction to St.Clare

St.Clare is situated close to Southwick Green, within easy reach of Southwick Square shopping area, the Library, bus stops and railway station.

The Home was opened early in 1974 by the present owners, having been previously run as a guest house and earlier as a private school.

Being a small family run Home, there is a strong management presence. This ensures that there is good rapport with residents and their families as well as staff and other visiting professionals.

Philosophy of Care

Our philosophy of care is based on the belief that everyone is an individual with individual needs and beliefs. The care that residents receive should therefore be person centred, showing respect for their integrity, privacy and dignity and also understanding their social, spiritual and psychological needs.

We believe that because our residents are in their mature years, they are unique. St.Clare promotes independence, individual choice,

consultations about services within the Home as well as maintaining social choice ie: the right to vote. The residents are given the opportunity to take part in a wide range of activities and interests.

Our aim therefore, is to provide high quality care utilising a person centred approach, within a secure and homely environment.

Our Vision is quite simply

A Home from Home. Quality care, delivered in a safe environment.

Our Values

Working together

Working in collaboration with community services to ensure optimum care.

Person Centred Care

Working with residents & relatives to develop holistic plans of care.

Skilled Staff

To ensure that our staff are valued, skilled and up to date with training to deliver quality care.

Dignity & Respect

'Treat as you would like to be treated' – to ensure that everyone is treated with the utmost respect.

Faith & Culture

St.Clare is open to all religious denominations. We have the opportunity of a monthly Church of England service if requested, Roman Catholic residents can be visited regularly and we can also make arrangements for members of other denominations to have visits or to attend their chosen place of worship if required.

We promote an open and honest culture and this is reflected in our monthly Residents and Relatives meetings.

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

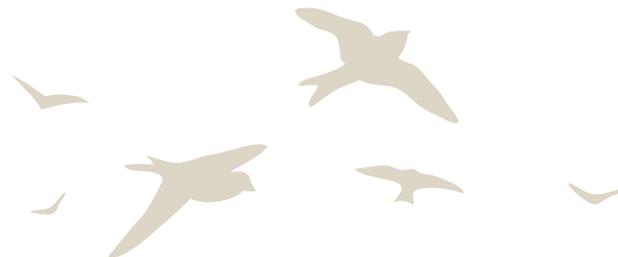
Provision of Care

The Home is registered with the Care Quality Commission to accommodate 18 residents over the age of 65 years. St.Clare comprises of 14 single rooms and 2 double rooms. All rooms are fully furnished, although residents may bring items of their own furniture if they wish to. Residents are encouraged to bring pictures, ornaments etc which can be accommodated in their own room to make it more 'homely' for them. Bed linen, towels and a personal laundry service are included in the fee.

Rooms are centrally heated, have colour televisions and a Care Quality Commission approved emergency call bell system. Arrangements can be made for the installation of a private telephone and/internet if required.

There is a lounge and separate dining room on the ground floor and a well-stocked library/quiet room on the first floor which can be accessed by a passenger lift. 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.

All rooms have a lockable safe box – insurance cover on residents' effects is limited to £1,000 per room. Doors to residents' rooms are fitted with safety locks.



Details of Registered Provider

The Registered Owners of St.Clare are Dolores and Chris Thrower. They have many years of experience in the private care sector. Currently members of the West Sussex Partners In Care and associate members of the Registered Nursing Home Association.

Mr & Mrs C G Thrower
St.Clare Residential Care Home
14 Park Lane, Southwick
West Sussex BN42 4DL

Tel: 01273 591695 / 591838

Fax: 01273 593953

Email: info@stclarecare.co.uk

Web: www.stclarecare.co.uk



The Team

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.



Organisational Structure

Registered Owners:

Mr & Mrs C G Thrower

Home Manager: Amanda Thrower

Deputy Manager: Nicky Collins

- Care Assistants
- Domestic Staff
- Catering Staff
- Maintenance

Admission Procedure

Pre Covid, prospective residents and their families were encouraged to visit St.Clare and sample the atmosphere and level of service. We still encourage this but now insist that all visitors have to show a negative lateral flow test before entry and of course, be free of coughs and colds.

We recognise that the decision to move into a care home can be emotional for the person and their family. We aim to support people through this process by giving them as much information as possible, answering all their questions and relieving their anxieties.

On receiving an enquiry/referral, we will arrange for a pre-assessment visit to undertake an assessment to establish the care needs of the person concerned.

Following completion of the pre-assessment form, this will ascertain whether St.Clare can provide the care required to meet the needs of the person.

A month's trial period is always recommended before taking permanent residency. After the trial period a contract will be issued stating Terms and Conditions of Residency.

Care Plans

Each care plan is 'person centred' based on an individual assessment of needs and risks. This is drawn up with the involvement of the resident and family/advocate if appropriate.

The care plans are based on the activities of daily living. We believe in encouraging independence, recognising personal 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.

Care plans are continuously reviewed to reflect the changing needs of the resident.

A keyworker system is in use at St.Clare – this enables the staff to ensure that individual needs are met and residents are able to express any anxieties they may have. Our background information on each resident allows staff to get to know the person they are caring for and to promote independence and choice.

Social Activities/Outgoings

St.Clare recognises the need to keep our residents interested in daily life and to keep up to date with the news from television programmes and from the daily newspapers provided. Our aim is to stimulate the mind and body through conversation and our varied activity programme, which is published monthly.

Activities include, general exercises, sing-a-longs, reminiscing sessions, Bingo/Darts/Quizzes/Board Games and general chitchats with the staff. Pre-covid we held coffee mornings and fundraising activities in aid of charities which we still hope to do in the not so distant future.

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!

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.

Quality Assurance

As we are constantly striving to obtain the best quality care for our residents, we have quality assurance audit exercises and questionnaires which inform our practice. St.Clare listens to what relatives and residents expectations of our services are and if possible, try to provide them. We have had

questionnaires returned from visiting health care professionals and their comments are duly noted.

We ensure that all residents and their relatives are aware of the different services available to them, not only in the Home, but also in the wider community.

Financial Arrangement & Fees

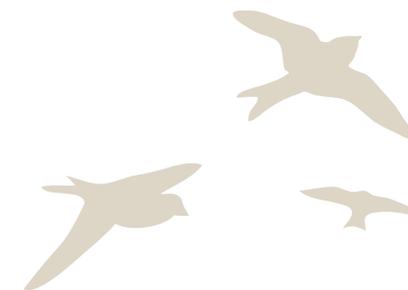
St.Clare is committed to providing value for money within our comprehensive and caring service.

What is not included:

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

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 & television
- Outings & social activities
- Birthday cakes & entertainment
- Religious services
- Daily lounge newspapers



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



Fire Procedure

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 up to 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.

Complaints Procedure

St.Clare is committed to providing a high quality service. We are continually looking for ways to improve our service and as such are open to any suggestions/comments from any resident, relative or friends which they feel may improve the running of the Home.

If you are unhappy about anything, please inform 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 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

“St.Clare has a warm and friendly atmosphere and Residents are encouraged to maintain their independence and personal choice and as far as circumstances will allow, assume responsibility for their own lifestyle”



Activities of Daily Living

These Activities outline both the norm for the resident as well as any changes that may have resulted from current variations in general conditions, are assessed on admission and are reviewed as the resident progresses and as the care plan evolves.

The Activities of Daily Living are:

- Maintaining a Safe Environment
- Communication
- Health & Medication
- Nutrition/Hydration
- Elimination/Continence
- Personal Care/Oral Hygiene

- Mobility
- Emotional Cognition & Behaviour
- Spiritual, Cultural Wellbeing & Expressing Sexuality
- Sleeping/Night Care
- End of Life Care

To provide effective care, all of the resident's needs, which are determined by assessing the residents' specific abilities and preferences relative to each activity, must be met as practicably as possible through supporting the resident to meet those needs independently or by providing the care directly, most preferably by a combination of the two.

14 Park Lane, Southwick, West Sussex BN42 4DL

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