
St.Clare
Residential Care
Established 1974
Statement of Purpose
Quality care, delivered in a safe environment

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This Statement of Purpose is reviewed annually, with any necessary changes implemented to ensure that it continues to accurately reflect the service provided by St Clare.





Introduction to St Clare

St Clare Residential Care Home is situated close to Southwick Green and is conveniently located near Southwick Square, the local library, bus stops, coffee shops and the railway station.

The Home was opened early in 1974 and has remained in the same family. Before becoming a Residential Care Home, the property was previously run as a guest house and earlier as a private school.

As a small family run Home, St Clare benefits from a strong management presence. This allows us to build positive relationships with Residents, their families, members of staff and visiting health and social care professionals.

Philosophy of Care

At St Clare, we believe that every person is an individual with their own needs, preferences, beliefs and life experiences. Our approach to care is therefore person centred, with a strong emphasis on dignity, privacy, respect and individuality.

We recognise the importance of supporting the social, spiritual and psychological needs of our Residents alongside their physical care needs.

We believe that because our Residents are in their mature years, they are unique. Residents are encouraged to maintain their independence wherever possible and to make their own choices about their daily lives. We support Residents to remain involved in decisions about the services provided within the Home and to retain their social choices and rights, including the right to vote. Residents are given the opportunity to take part in a wide range of activities and interests according to their individual preferences.

Our overall aim is to provide high quality care in a secure, comfortable and homely environment where Residents feel valued, respected and supported.

Our Vision is quite simply

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

Our Values

Are at the heart of everything we do.

Working Together
Working collaboratively with Residents, relatives and community services to achieve the best possible outcomes.

Person Centred Care
Working with Residents and, where appropriate, their relatives to develop holistic and individualised care plans.

Skilled Staff
Ensuring that our staff are valued, appropriately trained and supported to maintain the knowledge and skills required to provide high quality care.

Dignity & Respect
'Treat as you would like to be treated' – to ensure that everyone is treated with kindness, consideration and with the utmost respect.

Faith & Culture

St Clare welcomes Residents from all religious denominations and respects each Resident's individual faith, culture and beliefs. A monthly Church of England service can be arranged for Residents who wish to attend. Roman Catholic Residents can receive regular visits, and arrangements can also be made to support Residents of other denominations to receive visits or to attend their chosen place of worship.

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

End of life care is provided with the consent and support of the Resident's General Practitioner and relevant community services, with the Resident's dignity, wishes and comfort remaining central to the care provided.

Provision of Care

St Clare is registered with the Care Quality Commission (CQC) to accommodate up to 18 Residents over the age of 65 years. St Clare comprises 14 single rooms and 2 double rooms. All rooms are fully furnished, although Residents are welcome to bring items of their own furniture and belongings where appropriate. Residents are encouraged to personalise their rooms with photographs, pictures, ornaments and other familiar items. Bed linen, towels and a personal laundry service are included in the fee.

Each room has a lockable safe box – insurance cover for Residents' personal effects is limited to £1,000 per room. Doors to Residents' rooms are fitted with safety locks. Rooms are centrally heated and equipped with colour televisions and a Care Quality Commission approved emergency call bell system. Most rooms also have air conditioning units. Where required, arrangements can be made for the installation of a private telephone line to be installed.

The Home has a comfortable lounge and separate dining room on the ground floor. A well-stocked library/quiet room is available on the first floor and can be accessed by a passenger lift.

A hearing loop is installed in the lounge to support Residents who are hard of hearing, to enjoy television and various entertainments.

Details of Registered Provider

The Registered Owner/Manager of St Clare is Miss Amanda Thrower – Amanda has extensive experience in district nursing and community care and has developed a strong understanding of elderly care and the management of long term conditions.

Miss Amanda Thrower
St.Clare Residential Care Home
14 Park Lane, Southwick
West Sussex BN42 4DL

Tel: 01273 591695 / 591838
Email: info@stclarecare.co.uk
Web: www.stclarecare.co.uk

The Team

The Manager is Amanda Thrower.

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 particular interest in Dementia care.

The team at St Clare are committed to providing dignified, compassionate and respectful care. All staff complete mandatory training and are encouraged to undertake ongoing professional development.
A continuous online training programme is available and staff receive regular supervision. Our aim is to ensure that staff have the appropriate knowledge, skills and support to provide consistently high standards of care.

Our chefs have NVQ Diplomas in Food Production & Cooking including 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 Owner:
Amanda Thrower

Home Manager: Amanda Thrower

Deputy Manager: Nicky Collins

- Care Assistants
- Domestic Staff
- Catering Staff
- Maintenance

Admission Procedure

Prospective Residents and their families are encouraged to visit St Clare before making any decisions. We recognise that the decision to move into a care home can be emotional for the person and their family. We aim to make the process as supportive and straightforward as possible by providing clear information, answering questions and helping to reduce any concerns or anxieties.

On receiving an enquiry, 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 safely 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

Every Resident has an individual, person-centred care plan based on an assessment of their needs, abilities and risks. Residents are involved in developing their care plans and, where appropriate, family members are also involved.

Care is planned using a nursing model based on the activities of daily living. This approach aims to maintain and promote independence wherever possible.

Additional assessment tools are used alongside the care plan to help ensure that the Residents receive appropriate and effective care.

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

Background information about each Resident is used to help staff understand the person behind the care needs and to promote individual choice, independence and continuity of care.

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.

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 Residents may have 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

St Clare is committed to continually improving the quality of care and service provided to Residents. Quality assurance audits and questionnaires are used to review our practice and identify areas for improvement. We listen to the views and expectations of Residents and relatives and, wherever possible, use their feedback to improve the service. We have had questionnaires returned from visiting heath care professionals and their comments are duly noted. There is a suggestion box situated in the hallway for everyone's use. 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 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
- Air conditioning units in rooms
- Fully furnished rooms, bed linen, towels & television
- Outings & social activities
- Birthday cakes & entertainment
- Religious services
- Daily lounge newspapers

What is not included:

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



Fire Procedure

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

St Clares 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 safety training which includes practical evacuation procedures.

Complaints Procedure

St Clare is committed to providing a high quality service and welcomes feedback from Residents, relatives and visitors. Suggestions and comments are encouraged where they may help to 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"

Model of Nursing

St Clare uses a nursing model based on the Activities of Daily Living, also referred to as the Human Needs Model. This approach is widely used within the United Kingdom.

The model considers the Resident's usual abilities and routines as well as any changes that may arise from changes in their condition. These needs are assessed when a Resident is admitted and reviewed as their circumstance changes and their care plan develops.

Activities of Daily Living

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.

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

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