



**ST JOHN'S**  
CARE HOME

# Statement of Purpose

*Lifestyle Choices*

St. Mary's Road, Oxford,  
Oxfordshire OX4 1QE

St. Johns Home is a Care Home and is a registered location of AccuroCare Limited. We are regulated by the Care Quality Commission (CQC). We provide care and support for up to 38 residents (adults) who are aged 45 years and over.

Our Statement of Purpose sets out our aims and objectives, information about what services we provide, how we meet the needs of people who choose us as their lifestyle choice and how we operate.

If you would like to know more about our philosophy of care and how we engage staff in delivering the best possible standards of care, please speak to our Home Manager.

## OUR AIMS AND OBJECTIVES

At St. John's Home we provide a safe place of care and support for people who are no longer able to live in their own home and for those who require respite care. Our aim is to create a caring environment for our residents where they can feel comfortable and secure, where their dignity and choice is respected. We encourage our residents, so their independence is maintained for as long as possible. We believe that residents who choose our lifestyle are confident in the knowledge that safe, effective, responsive and high-quality care will be provided.

## RESPECTING PRIVACY

We understand 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 and assisting with personal care.
- » By offering various locations around the Home for our residents to spend time alone or in the company of others.
- » By providing locks on resident's bedrooms (if they wish, and it is safe to do so) and other rooms in which residents may wish to be undisturbed.
- » By respecting privacy of our residents when they are 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 is protected.

## RESPECTING DIGNITY

Frailty, ill health or advancing disabilities may undermine dignity, so we preserve respect for resident's dignity 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 and their personal appearance.
- » By offering a range of activities that enables each resident to express themselves as an individual.
- » By compensating for the effects of frailty, ill health or advancing disabilities which residents may experience on their communication, physical functioning, mobility or appearance.

## PROMOTING INDEPENDENCE

We are aware that resident's independence may be tiring when they choose to live with us. We believe it is 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 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.

## SAFETY & SECURITY

We aim to provide an environment which responds to the need for security in the following ways:

- » By aiding with tasks in situations that would otherwise be perilous for residents.
- » By protecting residents from all forms of avoidable harm.
- » By providing accessible channels for residents to raise concerns, compliments or complaints.
- » By creating a friendly atmosphere in the Home where residents can experience an open, positive and inclusive environment where their lifestyle choice is a positive one.

## PROTECTING CIVIL RIGHTS

We will try to maintain a resident's place in society as a fully participating one which is beneficial to them, in the following ways:

- » By ensuring that residents can 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.

## PROTECTING LIFESTYLE CHOICES

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 social and leisure activities from which to choose.
- » By enabling residents to manage their own time and not be dictated to by set communal timetables and structure.
- » By accepting and respecting a resident's individuality.

## OUR CORE VALUES & ETHOS

### WE ARE SAFE

Our residents are protected from abuse and avoidable harm.

### WE ARE EFFECTIVE

The care, treatment and support that our residents receive achieves excellent quality outcomes by offering them and their families the reassurance that they are safe and receiving a high standard of care. Our care is based upon best practice guidelines and our staff are trained to maintain these standards.

### WE ARE CARING

We involve our residents in their care, ensuring that they have a choice and that their voices are heard. We treat people with compassion, kindness, dignity and respect.

### WE ARE RESPONSIVE

We listen to the needs and wishes of the people who use our service and always put them at the heart of everything we do.

### WE ARE WELL-LED

Our leadership, management and governance make sure we continue to provide high quality care that incorporates our key values and ethos which is based around the resident's individual needs, encourages learning and innovation and demonstrates an open and fair culture.

## INFORMATION ABOUT OUR OWNERSHIP & RESPONSIBLE PERSONS

St. John's Home is a registered location with CQC under our provider registration (AccuroCare Limited).

### OUR REGISTERED PROVIDER

**Name:** AccuroCare Limited  
First Floor Offices  
Unit 3, The Metro Centre  
Dwight Road  
Watford  
Hertfordshire  
WD18 9HG

**Telephone:** 01923 350369

**E-mail:** [info@accurocare.co.uk](mailto:info@accurocare.co.uk)

**Website:** [www.accurocare.co.uk](http://www.accurocare.co.uk)

### OUR NOMINATED INDIVIDUAL

**Mr Matthew Nutt**  
Managing Director

Matthew is a Registered Nurse and has experience in the NHS and Private Sector. Matthew's clinical speciality before clinical management and team leadership was oncology and palliative care.

Matthew joined the Company in 2004 as a senior manager for palliative care. He then became our Group Director of Nursing in 2007 before taking up his current role of Managing Director in 2015.

## OUR CARE, QUALITY & COMPLIANCE LEAD

**Mrs Pat Dillon**  
Director of Care, Quality & Compliance

Pat is a Registered Nurse and has experience in the NHS and Private Sector.

Pat's primary areas of practice before joining us were orthopaedics, general medicine and cardiac surgery. Pat also has a clinical interest in palliative care.

Pat joined us as a Home Manager in 2010 with a strong background in clinical leadership before taking up her current role as Director of Care in 2015.

### OUR REGISTERED MANAGER (FOR THIS LOCATION)

**Joyce Roachford**  
Care Home Manager

Joyce has been part of the St. John's family since 1973. During her time at St. John's, Joyce has been an Auxiliary Nurse, Senior Carer and Deputy Head of Home. Joyce has been in her current role since June 2014.

Joyce operates an open-door policy and can be contacted at St. John's Home.

## COMPLAINTS

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 concerns they may have by:

- » Firstly, discussing the matter with the Senior Carer in charge of the shift or a Care Team Supervisor.
- » An informal discussion with the Deputy Home Manager.
- » If the matter is, in your opinion, a serious one, or if you remain dissatisfied with actions taken, you should formally put your complaint in writing to the Care Home Manager. A full investigation will be made into your complaint, and you will be advised of the outcome within 28 days after the date the complaint is made.
- » If you remain unsatisfied with the outcome of your complaint you should contact our Director of Care, Quality & Compliance at our Providers Office using the address detailed in this statement of purpose.
- » If after further investigation you are still not satisfied you can raise your complaint with the local authority (if you receive funding support from it) or directly to the Parliamentary & Health Service Ombudsman.

### OXFORDSHIRE COUNTY COUNCIL

County Hall  
New Road  
Oxford  
OX1 1ND

Tel: 01865 792422

Web: [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

### PARLIAMENTARY & HEALTH SERVICE OMBUDSMAN

Tel: 0345 015 4033

Web: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

You can also contact the Care Quality Commission, who state that it will always welcome hearing about any concerns, though it will not investigate any complaint directly:

### CARE QUALITY COMMISSION

Citygate  
Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA

Tel: 03000 616 161

E-mail: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Web: [www.cqc.org.uk](http://www.cqc.org.uk)

## OUR DUTY OF CANDOUR (NO SECRETS)

We understand that we must always act in an open and transparent way with residents and the people closely involved in their care. This is reflected in our ethos and values and in our relationships with our residents and others involved in their care and treatment.

If things do go wrong, we will endeavour to:

- » Be open with the resident and other relevant persons.
- » Provide suitable support to the resident and others affected.
- » Explain directly and in person to the resident and/or their representatives exactly what has happened
- » Apologise and show regret for what has happened.
- » Say what is being done to investigate and learn the lessons from what has happened and further actions that might be taken.
- » Undertake to put in writing what has happened.
- » Keep full records of what has happened, including all associated correspondence and the actions that have been taken to carry out the duty of candour with the resident and / or representatives.

## 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 Care Home Manager / Deputy Care Home Manager.
- » In writing to the Care Home Manager.
- » 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 (these are sent out every 3 months).
- » At monthly resident's meetings.
- » At relative's meetings.

## ADMISSION TO OUR SERVICE

Potential residents must have their needs thoroughly assessed before joining the service. This is intended to provide each resident with the best possible information on which to make an informed choice about their future. Therefore, the Care Home Manager (or Deputy Care Home Manager) may visit each potential resident to undertake a detailed needs assessment prior to admission.

Residents considering us as their lifestyle choice are encouraged to visit the Home and sample the atmosphere and level of service. A one-month 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 we are 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 advancing forms of dementia. However, should a resident develop this condition while in our care, we will 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 referring healthcare professional 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 developed within 48 hours. All the criteria of admission are considered, such as age, category and dependency levels in line with the registration of the Home.

## CARE PLANS

A care plan is created for every resident. A care plan is a comprehensive, detailed personal plan of how the service will meet the needs of the resident. The care plan aims to cover background information, care needs, physical needs, social needs, psychological, emotional and spiritual needs. As part of our assessment we will also review the resident's mental capacity. Risk assessments are also carried out. 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

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.

## NUTRITIONAL CARE

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.

## FEES

Depending on personal financial situations, 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 fee 'top-up' to ensure the full required fees are paid. We are unable to guarantee to keep residents at the Home should their funds become depleted. Specific advice is available from the Care Home Manager.

### WHAT IS INCLUDED IN THE FEES

- » Accommodation
- » Lighting and heating
- » Care staff in 24-hour attendance
- » Food & beverages
- » Laundry service
- » Cleaning & domestic services
- » GP and other health care professional's visits as required
- » Transport service for appointments (where available)
- » Activities

### WHAT IS NOT INCLUDED IN THE FEES

- » Dry cleaning
- » Hairdresser
- » Chiropody
- » Private telephone installation and calls
- » Newspapers
- » Clothing
- » Toiletries
- » Items such as spectacles, hearing aids and batteries
- » Personal or luxury items
- » Meals for visitors or guests
- » Some trips/outings or activities

A contract of residency will be issued to all residents, irrespective of funding category.

A 'Welcome to your new home' pack will be given to residents who choose to live with us. Further information and announcements will also be displayed in the Home.



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