

St. Margaret's

RESIDENTIAL CARE



*Personalised Care, Security and
Independence*

About Us

Imagine an exceptional house, blessed with Edwardian elegance of the finest quality. St. Margaret's, originally built for the Duke of Devonshire and furnished by Liberty's of London, affords a quality of care, commitment and cuisine to meet the high standards of its discerning service users. Our dedicated team offer an attentive and respectful service to all service users from both Sussex and around Britain.

St. Margaret's combines the timeless splendour and spaciousness of a 19 bedroom country house with the attention to fine detail normally only found in a five star hotel. A resident chef will tailor meals to suit individual needs, whilst the team of carers are available to discreetly assist 24 hours a day.

The only way to truly understand the beauty and tranquility of St. Margaret's is to visit us.

We look forward to welcoming you.

**99 Carlisle Road, Meads, Eastbourne,
East Sussex BN20 7TD**

Tel or Fax: 01323 639211

**Registered in England & Wales: No. 3511515
Registered Address: 37 Frederick Place,
Brighton BN1 4EA**

Contents

Page 4. Who we are

Page 6. Services and facilities

Page 8. Aims and objectives

Page 9. Philosophy of care

Page 10. Our organisation

Page 15. Terms and conditions

Who We Are

Our aim at St. Margaret's is to provide a safe, relaxed and caring environment for service users whilst respecting their rights to self-determination in order to make St. Margaret's their home.

Our philosophy is one in which the core values of care, dignity, privacy, individuality, independence and the rights of all service users must be considered to form the basis of our home.

To meet the whole range of long term care needs, during part of the assessment process we aim to discover what makes the 'whole person' including physical, psychological, social and spiritual needs and lifestyle choices.

Care plans are designed to promote individuality, equality and independence whilst providing the level of support required. Prospective service users are encouraged to visit St Margaret's as well as have a home visit for assessment. On admission service users and their families are encouraged to personalise their room, from furniture to trinkets, if they wish.

Our staff are carefully selected and have a sympathetic understanding about how to cater to an individual service user's needs. An ongoing training programme will ensure our staff have the necessary skills to provide quality care. Staff training meets individual needs and all of our staff undertake formal qualifications.

St. Margaret's was built in 1911 as a country residence for the Duke of Devonshire, originally furnished by Liberty's of London, and is located in the quiet residential Meads area of Eastbourne. Every effort has been made to retain its Edwardian character and features. The only way to truly understand the beauty and tranquillity of St. Margaret's is to visit us.

We take great pride in the standard of catering and cuisine offered by St. Margaret's, set within the splendour of the original oak-panelled dining room. Lunch consists of a choice of two main dishes, followed by a varied selection from our sweet trolley. All meals and desserts are freshly made using only produce from local, reputable suppliers. Any dietary requirements can be catered for.

St. Margaret's has 19 bedrooms, elegantly decorated and fully furnished, with call bell system, colour television and private telephone points. Service users are encouraged to bring their own furnishings to make them feel as much at home as possible. Most of the rooms overlook our large secluded rear garden with its ornate pond and flowering arbour.

Services available at the home include a visiting hairdresser, beautician, chiropodist and optician and transport to churches, shops etc. Activities and outings are also provided, as well as entertainment including musicians, magician and film shows. Service users have a choice of three lounges to relax in or they can take a stroll in our secluded and tranquil garden.



Services and Facilities

Day care

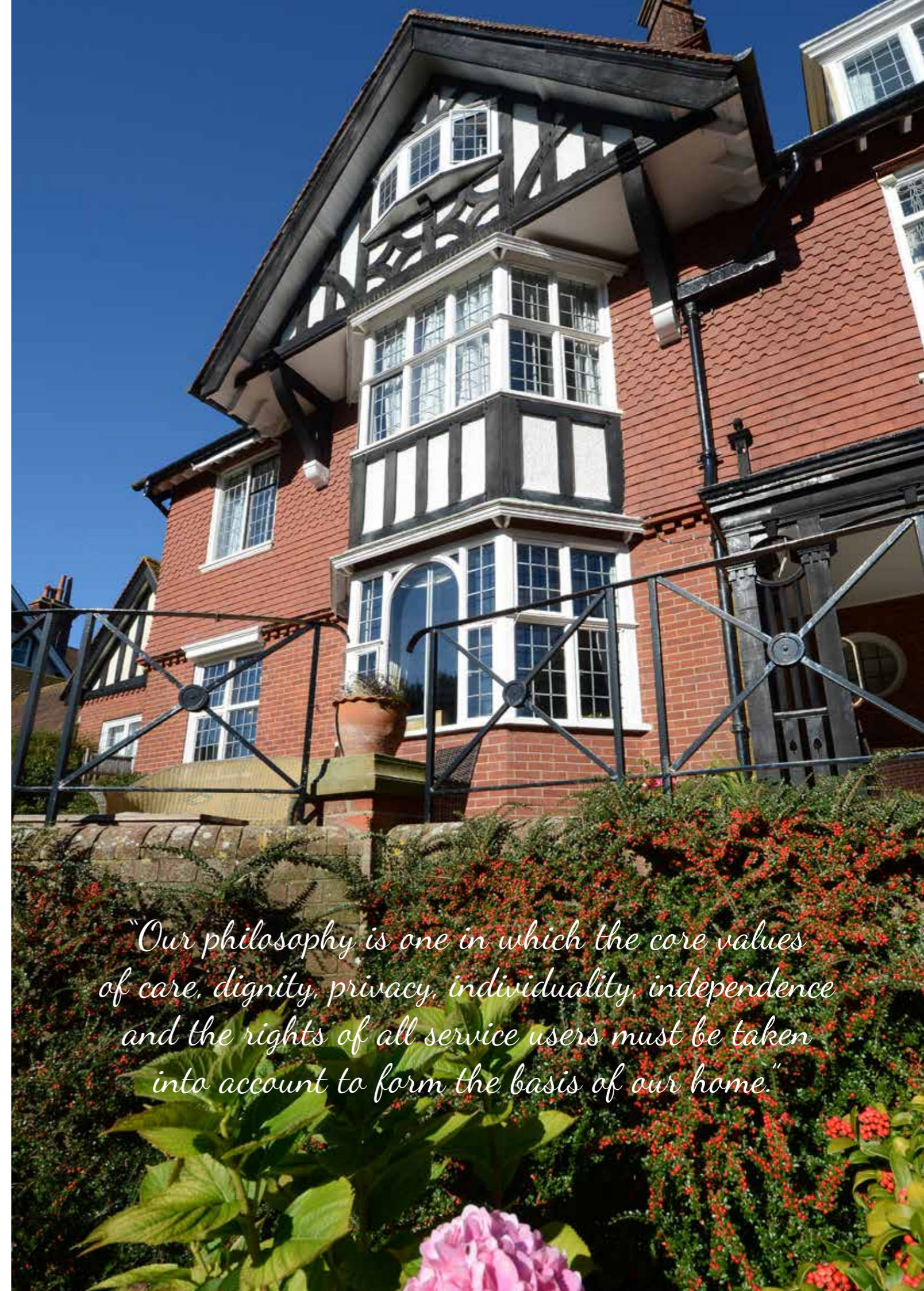
St Margaret's can offer day care on Monday to Friday between 10am – 5pm. Specific times and days can be arranged to suit individual choice.

- Opportunity to meet other people and socialise.
- Freshly cooked meals.
- Tea and coffee.
- Activities and entertainment.

The day will be personalised to meet needs and can include bathing, hairdressing and chiropody.

Catering

Our in-house chef came to us from The Grand Hotel ten years ago. He serves freshly cooked meals daily using fresh produce sourced from the local butcher, greengrocer and fishmonger to provide a tasty, nutritious diet. Medical dietary requirements and personal preferences can be met.



"Our philosophy is one in which the core values of care, dignity, privacy, individuality, independence and the rights of all service users must be taken into account to form the basis of our home."

Statement of Purpose: Aims and Objectives

Our aims are to provide a comfortable, unobtrusive atmosphere for service users, recognising their needs for independence, companionship and any individual requirements, whilst maintaining respect for their privacy, dignity and rights.

Comfortable, unobtrusive atmosphere

- Maintaining the splendour and relaxed atmosphere of St. Margaret's rooms and gardens.
- Allow service users to furnish their rooms with their own personal belongings and allowing them to entertain visitors at any time, including inviting them for meals.

Independence

- Allow service users to make their own decisions and have freedom of choice.
- Allow service users to manage their own finances where possible.
- Provide active support and equipment to enable independence.

Companionship

- By encouraging service users to interact with each other.
- By organising outings and activities.
- By welcoming family and friends to be actively involved in the home.

Individual requirements

- Working with the service user when forming their individual care plan.
- By encouraging and facilitating interests and accessing services.

Privacy, dignity and rights

- Respecting the service user's privacy at all times and recognising the right to be left undisturbed.
- Understanding that for all dealings with the service user, their dignity must be respected at all times.
- By giving information, access to advocates and being proactive in upholding rights.

Highly professional care service

- Facilitate good communication between staff and service users.
- Ensuring staff are trained in all areas.
- Ensuring all regulations and safety requirements are adhered to.
- Employing a quality assurance system for continuous improvement.

Statement of Purpose: Philosophy of Care

St. Margaret's aims to provide a safe, relaxed, caring environment for service users whilst respecting their rights as individuals.

Our philosophy is one in which the core values of care, dignity, privacy, individuality, independence and the rights of all service users, must be taken into account to form the basis of our home.

Whilst the care and well-being of the service user will be looked after by the individual's care plan, each service user will be encouraged, supported and respected in all aspects of the other core values:

- Service users will be encouraged to personalise their living environments and to invite family and friends to visit.
- Service users will be encouraged to make their own decisions and conduct their own affairs.
- Service users will be encouraged to interact with each other but not at the expense of the individual's right of privacy or own free will.
- Everyone at St. Margaret's will be aware that the privacy, dignity and rights of all service users must be respected at all times.

The quality of the care service provided will be based on a quality assurance system for continuous improvement to ensure that staff are trained in all areas and that all regulations and safety requirements are adhered to as governed by the Care Quality Commission.



Statement of Purpose: Our Organisation

Registered organisation

St. Margaret's is owned by:

Total Support Solutions Limited
St Margaret's Care Home
99 Carlisle Road
Eastbourne
East Sussex
BN20 7TD

Tel or Fax: 01323 639211

Responsible individual: Mr. Russell Amer



Registered manager

The registered manager of St. Margaret's is Vicki Sharman.

She has worked in the elderly care sector for 20 years in domiciliary and residential settings, including care and training, with the past 15 years at management level.

She holds:

- NVQ Level 4 Management.
- NVQ Level 3 Health and Social Care.
- D32/D33 Vocational Assessor.
- Moving and Handling Trainer/Assessor.
- Member of the Institute for Learning.
- Qualified First Aider.
- Health and Safety Management.
- Training in nutrition, medication, tissue viability, infection control and the Mental Capacity Act.

She continues to regularly attend training courses.

Organisational structure

Job Title	Number	Hours Worked
Registered manager	1	40
Head of care	1	37
Senior care	4	40
Carers	6	36
Carers	2	24
Domestic	1	40
Chef	1	36
Chef	1	12
Maintenance	1	12+
Gardener	1	8

Staffing levels

St. Margaret's will employ: 1 registered manager, 1 deputy manager, 4 senior care assistants, 7 care assistants, 1 head chef/1 chef, 1 domestic cleaner, 1 gardener and 1 maintenance engineer.

All DBS checks, SOVA checks and referees as required for the CQC will be obtained.

St. Margaret's will also meet the training requirements of the CQC in the quoted timescales.

All staff complete the required induction training.
Eleven care staff hold NVQ Level 2 Health and Social Care.
Six care staff hold NVQ Level 3 Health and Social Care.
Both of our chefs hold 7061/7062 City and Guilds.

All staff are trained in Moving and Handling, Fire Safety, Infection Control, Safeguarding of Vulnerable Adults and Food Hygiene. In addition, St Margaret's has a continuous on-going training programme for all staff, designed to meet the varied needs of our service users.

The on-going training of staff will be of major importance to St. Margaret's as part of their quality assurance system.

Range

The home provides accommodation for elderly service users. The current range is 15 women and 2 men whose ages range from 70 to 102.

Needs range

St Margaret's is intended to meet the needs of a care home providing personal care. The home is registered to care for old age type needs.

Nursing care

The home does not provide nursing care for service users, however, it may be available from visiting community nurses who are qualified to provide such services. Such arrangements must be made by agreement with the manager, GP, service user and family/representative.

Admission criteria

The admission criteria for accessing services at the home are through specific procedures:

- Brochure and information pack, including statement of purpose, service user guide and inspection report.
- Needs assessment at home and/or by visit.
- Assessment may involve outside agencies, such as the service user's GP.
- Trial visits.
- Meeting the assessed needs.
- Moving in four week trial period to ensure needs are met.
- Clients who are interested in becoming a service user, and/or their family & friends, are encouraged to visit St. Margaret's. They may also stay and have lunch free of charge should they wish. An assessment will be carried out to ensure that the client's needs & wishes can be catered for by the level of care that St. Margaret's provides. The manager or the deputy will carry this out.

Social activities

St Margaret's has a daily activities programme which is designed to meet all interests and abilities. It includes physical and mental stimulation and has been designed in conjunction with the service users. Our service users are, amongst other things, involved in gardening and the flower arranging for the home. We have visiting pets, entertainment and outings. St Margaret's has its own shop weekly.

Service user consultation

The views of service users are sought through meetings, surveys, suggestion box, feedback and individual discussion. The manager has an open door policy to enable service users to talk at any time.

St Margaret's has regular fire safety training and all equipment is contracted to regular servicing. The home has to comply with the local fire authority's fire regulations. Service users must co-operate with St Margaret's management in this respect and may also be required to participate in fire evacuations and other procedures to comply to the requirements.

- An emergency plan is in place.
- Accident and incidents are part of St Margaret's recording procedures.

Religious observance

There is a twice monthly service at St Margaret's, which all service users are welcome to attend. The home will support service users to attend the place of worship of their choice or to access visits to the home. St Margaret's will endeavour to meet any dietary or lifestyle religious beliefs.

Visitors

Visitors are always welcome into St Margaret's and there are no restrictions on visiting times; it is the service user's choice. All visitors are requested to advise staff of their arrival & departure. Visitors are welcome to eat with service users. Please advise a member of staff on arrival. There is a £7.00 flat fee for this service. Visitors and service users requiring privacy should advise a member of staff and this can be arranged.

Complaints

Should a service user have cause to raise a complaint against St. Margaret's, the following procedure should be followed:

- The service user will either raise the issue with a member of staff or via a written complaints form. The complaint will be directed to the manager. Alternatively, the service user can raise the complaint with the manager directly.
- The manager will acknowledge the complaint within 24 hours, try to resolve the complaint within 28 days and will inform the person raising the complaint of any action to be taken.

If the service user is still not satisfied with the situation then they should contact:

CQC South East, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA.
Tel: 03000 616161 • Fax: 03000 616171 • Email: enquiries.southeast@cqc.org.uk

Review of service user plan

The service user has an initial assessment which forms the basis for a comprehensive care plan. This care plan is regularly reviewed in consultation with the service user and any other person/advocate of their choice. The review incorporates all aspects of the service user's needs, enabling St Margaret's to maintain choice, independence and dignity.

Accommodation

St. Margaret's is a grade II listed, detached, Edwardian house, originally built for the Duke of Devonshire and furnished by Liberty's of London. It is situated in the affluent Meads area of Eastbourne. It has been converted for use as a 22 bed residential care home, with most of the original features remaining, from the oak-panelled dining room to the ornate plaster work and brass fittings.

The large secluded garden to the rear offers service users the choice to relax in the open air.

The bedrooms are individual in shape and size and are organised as follows:

Floor	Single	Double	En-suite
Ground	0	1	1
First	9	1	5
Second	7	1	4
Total	16	3	10

There is an oak-panelled dining room large enough for all service users to eat together at meal times and a large lounge for relaxing in together or for holding group activities.

Physical environment standards

The following applicable physical environment standards are met by St. Margaret's: 20.4, 21.4, 22.2, 22.5, 23.3 and 23.10.

For further information, the Care Quality Commission can be contacted at:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161
Fax: 03000 616172
Email: enquiries.southeast@cqc.org.uk
Website: www.cqc.org.uk





Terms & Conditions

As a service user coming into our care home we extend you a very warm welcome. We do our utmost to ensure that our service users are well provided for, that your particular needs are met and that your health & safety are safeguarded. To do so we have to maintain our establishment in a professional way and therefore we have to define our relationship in business terms.

Listed below are our terms and conditions for our mutual benefit:

General

The care home is run as a community and as a member, service users will enjoy rights to privacy and independence while obtaining such help as required, preserving and improving quality of life. Care needs differ with each individual and it is our objective to work with service users to identify care needs by producing an individual care plan and to provide the care and support to meet those needs. In matters relating to health & welfare we shall consult with service users and/or family or advisor in accordance with service user's wishes.

St Margaret's does have service users who suffer with memory loss and hearing impairment and is able to meet their needs.

Initial residence

As a service user you should be satisfied that your care needs are being met and you are receiving the amount and quality of help required. The manager of the home should be satisfied that they are able to provide the level of care required and that you will benefit from this care.

It may take time to properly assess these care needs and to allow understanding to develop between each other. The initial four weeks of residence shall therefore be considered a trial period, at the end of which either party may terminate the agreement by giving one week's notice.

Residence

As long as the conditions of the agreement are upheld the service user shall enjoy possession of his/her private or shared room. We reserve the right to move service users to comparable accommodation if this benefits the service users or helps, on rare occasions, the running of the home.

Residence may be terminated on the basis of the provision made under this agreement and it should be noted that notice is as provided in this agreement. No rights to tenancy exist or are implied. The benefits of this agreement shall be personal to the service user and shall not be assignable or transferable by the service user.

Services provided and included in fees

This agreement is for residential care. This means the day-to-day care of the service user which is required in respect of the individual and personal needs. It includes:

- Accommodation, decoration, furnishing, carpets, etc.
- Lounge & dining facilities suitably furnished & decorated.
- Meals consisting of breakfast, lunch and tea. Mid-morning, afternoon and evening hot drinks with biscuits; suitable refreshments when required at other times of the day.

- Domestic services such as laundering, personal clothing (not including dry-cleaning) bed linen, blankets, etc. Provision of heating, lighting and electrical supply; cleaning of bedrooms, public rooms, corridors etc.
- Towels, face cloths, toilet rolls, light bulbs, etc.
- Fair wear and tear on furnishings and equipment, including soft furnishings.
- Personal care during the day and night. When required, assistance with bathing, washing, dressing, toileting and mobility will be given. A commode will be provided where necessary. The health of each service user will be assessed on a daily basis and the service user's GP will be called in as necessary.
- Medication and drugs shall be safely stored and issued to the service user in accordance with the doctor's instructions and re-ordered as necessary.
- Provision of a telephone which can be used in private by service users at their own cost.
- Provision of a private telephone line if required, at the service user's own cost.

Additional services not included in fees

A service user may require additional services and wherever possible these will be arranged and charged to the service user accordingly. Additional services provided include: regular visits by a hairdresser, chiropodist, optician and delivery of newspapers & magazines. A private telephone line, personal television, incontinence pads etc (where not provided free by NHS), telephone calls, personal toiletries and clothing are also available.

Care during illness

St Margaret's management & staff will co-ordinate with the service user's GP, community nurse and other community services for the benefit of the service user during the period of illness.

End of life care

St Margaret's will endeavour and is privileged to provide end of life care providing it is the service user's wish and meets with GP/medical staff approval. All staff have received training in palliative care from our local hospice. The manager has been trained in advanced care planning and in the Liverpool Care Pathway, again with the hospice.

Nursing support is provided by the district nursing team/hospice at home team. End of life care requires higher staff resources and as such may incur a higher fee rate.

Fees and room reservation

To reserve a room a deposit of £100 per week will be required, which is non refundable. Our fees range from £428 to £744 per week. We are a preferred provider with E.S.C.C and do accept service users who are funded by the government.

Frequency of payments

Fees are payable monthly in advance for long stay service users. There is a ten per cent reduction for any complete week spent away for holiday and hospitalisation. Service users who benefit from

Income Support shall pay their fees monthly. The fees shall be due on the first agreed date of residence and shall be paid monthly in advance. Any part of a day, on arrival or departure, constitutes one day's fee.

Fees in the event of death

In the unfortunate event of bereavement, the family can expect every possible support and consideration from staff. In the event of the death of a service user fees shall be payable until the room has been cleared of all effects and is available for re-letting. Where a service user leaves outstanding fees after death, such fees shall be a charge on their estate or payable by next of kin.

Fee review

Fees shall normally be reviewed annually in April. In the case of service users in receipt of Income Support the review shall coincide with the DSS Income Support review.

Additional care demands may require a fee adjustment outside the annual review. This will apply in cases of significant increase in care needs. Increases are notified in writing, one month in advance.

Furniture & effects

Home furnishings – Various items of furniture shall be provided by the home management, for example: bed, drawers, wardrobe, table & chair, armchair or fireside chair, carpet, wash-basin, mirror etc.

Service user furniture – A service user may wish to bring their own furniture into the home. This is possible depending on the general suitability and condition of the furniture. In these cases, this must be specifically agreed and a copy of an inventory kept by each party to the agreement. The cost of transporting such furniture into or out of the home is the service user's responsibility.

Service user effects – Many service users wish to bring smaller effects such as ornaments, pictures etc into the home and as these often hold treasured memories this is encouraged.

Management cannot accept responsibility for the care of delicate plants brought into the home. While every effort will be made to ensure the welfare of the plants, we recommend purchase of plants that can thrive in warm conditions and are not too temperamental.

Damage to furniture & effects – Management reserve the right to charge a service user for the replacement cost of any furniture, furnishings, effects or equipment which has been damaged by default or wilful act of the service user. This does not apply to fair wear & tear.

Abandoned effects – If a service user leaves the home or dies leaving effects in the room and no arrangements are made to clear the effects, management shall make reasonable efforts to contact the service user's next of kin or solicitor for instructions. In the absence of instruction or if no provision has been made to meet the fees within 14 days, the home management shall be entitled to treat the effects as abandoned. Any money received from the sale of such effects shall be held for the service user or distributed to the estate. The manager may alternatively decide to store the effects, in which case a reasonable charge may be made.

Electrical appliances

If service users wish to bring an electrical appliance into the home, this must be approved for suitability by home management for Health & Safety regulations. Appliances will require a safety examination.

Termination of residence

In some instances residence may have to be terminated. A normal period of notice of one month shall be given by either party to the agreement unless this is waived or is deemed inappropriate.

Catering facilities

Meals shall be served at the following times (alternative requirements can be met if agreed between the two parties): Breakfast: 6.00am - 9.00am. Lunch: 12.30pm. Supper: 5.00pm. Suitable menu alternatives are available to provide service users with choice. Drinks & biscuits are available all day.

Special dietary needs

Service users who require a special diet can discuss their needs with home management, or request for their GP to contact home management direct.

Laundry facilities

At no extra charge, the home will provide a personal laundry service for service users, but cannot accept liability for loss or damage thereof. All clothing must be clearly marked with the service user's name on entry to the home and must be machine washable. Whilst every effort is taken with service users' clothing, accidents can occasionally happen, so we recommend that precious items are taken to be laundered by relatives. Any dry cleaning requirements can be catered for, but there will be an extra charge.

Pets

Management reserve the right to only accept pets into the home at their discretion. Visitors wishing to bring pets into the home should agree this arrangement prior with management.

Smoking

St. Margaret's care home operates a non-smoking policy. We do not object to smoking, if necessary, within the garden areas.

Service user's personal effects insurance

A service user's collective personal effects are insured by the home for: £1000 against theft or damage and £100 for personal monies. There is an excess of £50 on the policy. Should service users have personal effects in excess of the above amount, it is recommended that the service user arranges their own independent insurance. This includes furs, jewellery, bank notes, coins and other valuable securities or property. These items in ownership or possession of the service user, are at the owner's sole risk.

Personal injury

We try to ensure that the home, furniture, fittings and garden are kept as safe as possible at all times and treatment and care are given with consideration for the individual service user. However, we cannot accept any responsibility for any accident or injury which may befall a service user which is due to causes other than negligence.

Escorts to hospital appointments

Staff will endeavour to escort service users to hospital for out-patient appointments. This is obviously dependent on the time of the appointment and, in some cases, the home may request relatives to help or incur a charge for resources.

Temporary vacating of rooms

If a service user temporarily has to move out of the home (e.g. for hospitalisation) the bed is retained for a period of 8 weeks, provided that 90% of the normal fee is paid. In the case of Income Support service users, this period would be reviewed by the home manager.

Funeral arrangements

Service users – Fees do not include funeral costs; these will normally be arranged by the next of kin. It is normally helpful for all concerned if there are written agreements about funeral arrangements as it is important to be aware of the wishes of the service user.

Accompaniment to funerals – Should a service user or ex-service user pass away, accompaniment and transport will be provided to the funeral for current service users, if feasible.

Equal opportunities

St. Margaret's care home operates an Equal Opportunities Policy and aims to ensure that all applicants, employees and staff receives no discrimination on the grounds of sex, race, colour, nationality, ethnic or national origin, disability, religion or marital status. Inappropriate behaviour will not be tolerated.

Staff gratuities

Service users should be aware that staff are not permitted to accept gratuities.

Data protection

Service users may have access to their own records at any time.

We look forward to welcoming you



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Truly Splendid Residential Care

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