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# **St. Theresa's Service Users' Guide**

**(Produced in accordance with the requirements of Regulation 5 of the Care Homes Regulations 2001)**

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## **Services & Facilities**

### 1. Registration details

The home is registered with the NCSC to provide care for up to 45 elderly residential clients (men and women).

### 2. Range of Care Provided

The home provides full 24 hour care.

### 3. Location and Accommodation

St. Theresa's is situated in Callington in South East Cornwall. The home is a short walk from the town centre and all its amenities.

St. Theresa's provides accommodation for 45 elderly residents on a single-storey in 41 single rooms (16 en-suite) and 2 twin rooms (one en-suite) together with a range of communal areas, including a conservatory and a garden area.

There is ample car parking at the front of the building and full wheelchair access throughout the home.

The rooms are fully furnished, however clients are welcome to bring items of furniture and personal effects, subject to a Health and Safety assessment.

Nurse call bells are situated in every room and bathroom and in appropriate locations within the communal areas.

### 4. Activities

There are many varied activities on offer. The home employs an activities co-ordinator who will be happy to discuss your wishes and requirements and to draw up an individual plan of activities for you, should you wish. These plans are reviewed on a regular basis and can be changed whenever you wish.

The home is visited on a regular basis by the following services, all available at an extra cost:

- a). Hairdresser
- b). Chiropodist
- c). Mobile library (includes talking tapes)
- d). Confectionery / toiletries shopping trolley

### 5. Religious Services

Church of England and Methodists services are provided on a regular basis. Other religious requirements will be arranged at the request of the client or their relatives.

### 6. Visitors

Visiting is allowed at any time, although mealtimes may be busy.

#### 7. Newspapers / Telephone / Post

We can order newspapers on your behalf, which are delivered daily. The monies are collected fortnightly.

There is a payphone the use of clients. For incoming calls we have a “walkabout” phone which can be taken straight to you.

Outgoing post should be handed in at the office. Post is taken to the post-box daily.

#### 8. Laundry

All washing is done in-house by the laundry staff. Dry-cleaning can organised by prior arrangement, at extra cost. All clothing should be appropriately labelled.

#### 9. Pets

Pets appropriate to a communal environment are allowed by prior arrangement.

#### 10. Birthdays

Birthdays are celebrated in accordance with the wishes of the client and relatives.

# **Personnel & Organisational Structure**

## **Registered provider**

The registered provider is:

Tregertha Court Limited  
Upalong  
East Portlemouth  
Salcombe  
Devon TQ8 8PU

The director responsible is Michael Freeland

## **Registered Manager**

The manager of the home is Mrs Hilda McKinley.

## **Registered Matron**

The Matron for the home is Mrs Ailsa Weaver RGN

## **Staffing**

In addition to the full time manager, the home employs approximately 30 care assistants, with the rotas designed to ensure we have the appropriate numbers and skill mix at all times.

In addition we have staff to operate the kitchens and laundry and to perform the cleaning duties. We also have a handyman for general repairs and maintenance.

## **Staff training regime**

We operate a TOPPS approved scheme for the training, supervision and development of all staff.

## **Organisational structure of the home**

The home is controlled by Mr Michael Freeland (registered provider), and under the day-to-day management of the manager, Mrs Hilda McKinley (registered manager).

# Philosophy of Care

At **St.Theresa's** we have the following set of beliefs regarding the provision of long-term residential care to the elderly:

## **1. Reasons why people need long-term care**

Life expectancy has gone up dramatically in recent years, but age affects everyone in different ways. Some people will find that at some stage of their lives they need to move to a residential care home for increased care.

We believe we can make this move a positive one and help you to find and maintain a lifestyle that gives you the quality of life you desire and deserve.

## **2. The rights of people in long-term care**

We believe all people who have made the decision to go into full-time care have the right to a safe, secure environment in as homely and caring an atmosphere as possible.

You are entitled to the maintenance and promotion of your sense of individuality and independence together with a continued involvement in the local community.

You should be confident of your continued rights to dignity, privacy, respect and confidentiality, and be able to exercise choice in all aspects of your care and life.

## **3. The quality of life of people in long-term care**

We believe you are a unique individual with strengths and limitations and a lifetime of experience. Whatever your personal circumstances, you have the right to lead as normal a life as possible with a feeling of continued self-worth and importance.

You deserve to be valued and respected, and be treated with love, dignity, courtesy and consideration at all times.

You have the right to expect an holistic approach to your care encompassing the physical, intellectual, emotional, social and spiritual aspects of your life and to be involved in and consulted about all aspects of your care at Tregertha Court.

## **4. Our role as providers of long-term care**

As providers of care, we believe that an organisation such as ours must focus on those areas that most affect the quality of life of each individual client and organise the facilities and resources accordingly.

Our role is to maximise the quality of those facilities and resources to ensure they deliver care of the highest quality.

Our success should and will be judged by our clients according to the quality of care they feel they receive and their quality of life within the home.

**Hilda McKinley**  
Manager

**MICHAEL FREELAND**  
Proprietor

## **Aims & Objectives**

At St. Theresa's, we work hard to improve and maintain the quality of life for all our clients and to provide our clients and their visitors with an environment in which they feel as independent and at home as possible.

We strive to give our clients the opportunities and choice to live as normal a life as possible and to allow them to maintain and maximise their independence and quality of life.

All clients will receive individually tailored services that recognise and actively promote the rights of the individual to privacy, dignity, independence, confidentiality and choice.

The Client can expect the management and staff of St. Theresa's to provide the following services, facilities and quality of care:

### 1. Information and Assessment

Prospective residents will be provided with sufficient information to enable them to make an informed choice about whether St. Theresa's is a suitable home for them and is able to meet their particular needs. This information will include our Brochure and our Home Users' Guide (including a copy of our standard Terms and Conditions and a copy of the most recent inspection report).

New residents will only be admitted following a full assessment to identify personal, healthcare and social needs. This assessment might be done either by ourselves or, for example, by Social Services and will be used to:

1. confirm that St. Theresa's has the facilities, expertise and equipment to meet the care needs of the individual, and
2. to draw up, in consultation with the client and his/her family, a detailed care plan for daily living.

New clients will be invited to move into the home on a trial basis before they and/or their representatives make a decision to stay.

At the time of moving into the home, all clients will receive a personal copy of our Client Handbook, which includes the Home Users' Guide together with a personal Contract and statement of fees.

### 2. Health and Personal Care

All clients will have an individual Service Users Plan (the "Care Plan") encompassing health, personal and social care, and setting out in detail the action to be taken by care staff to ensure that the full needs of the client are met.

This Care Plan will be a confidential document and is drawn up in accordance with professional guidelines. It will be based on the care assessment, will be drawn up in conjunction with the client and his/her representatives and will be reviewed on a regular basis and revised where required. Clients and their representatives will be involved in this process and kept informed of any revisions to the care plan.

Clients will have access to the care plan and all personal records at all times (or may request information from them) and will be actively involved in decisions that concern them or their care.

Clients have the freedom to choose their own medical, dental, opticians and chiropody practitioners and will be registered with the GP of their choice (or maintain their own Doctor).

### 3. Privacy and Dignity

Our philosophy of care is based on a belief that our clients should be treated with respect, that their views are sought and wishes respected, that their dignity is preserved at all times, and that their privacy is always observed.

The arrangements for health and personal care will ensure that client's privacy and dignity are respected at all times, and with particular regard to:

- a) personal care-giving, including bathing, washing, using the toilet or commode;
- b) consultation with, and examination by, health and social professionals;
- c) consultation with legal and financial advisors;
- d) maintaining social contacts with relatives and friends; and
- e) entering bedrooms, toilets and bathrooms;

In addition, we ensure that:

- a) Clients will have easy access to a telephone for use in private and receive their mail unopened.
- b) Clients will wear their own clothes at all times.
- c) All staff will use the term of address preferred by the client.
- d) All staff are instructed during induction on how to treat clients with respect at all times.
- e) Medical examination and treatment are provided in the client's own room.
- f) Where the client has chosen to share a room, screening is provided to ensure that their privacy is not compromised when personal care is being given or at any other time.

### 4. Daily Activities and Social Care

We ensure that:

- a) Our clients have a choice as to their daily living routine, the mealtimes, and will be give a choice of food.
- b) Clients' religious requirements will be respected and catered for.
- c) Clients may receive visitors at any time and no restrictions are placed on visitors unless at the request of the client.
- d) Clients are encouraged to maintain old friendships and form new ones.

In addition, we have a wide range of activities, individual, small group and communal, designed to cater for a wide range of interests and capacities. Our clients can expect that their recreational, cultural and social wishes and needs will be respected and encouraged.

It is recognised that each client's wishes, needs and abilities will be different and while some may wish to have their days' activities organised, others may wish to

maintain a higher degree of autonomy and independence. Accordingly, we have an activities co-ordinator who, in discussion with the client, will be able to ensure that each individual client has the choice to access those facilities and activities they see fit (and try new ones).

## 5. Complaints and Protection

Clients will be made aware of our complaints procedure (including details of who to contact if they feel our in-house procedures are not appropriate) so that they are confident that any problems they have will be listened to, taken seriously and acted upon.

We want all clients and their family and friends to feel able to comment freely on, or complain about, any aspect of the service provided by the home.

It is our belief that our philosophy and approach should lead to an open culture within St. Theresa's and that this will encourage clients to make suggestions about the service they receive or to complain if they are unhappy about any aspect. In addition to this, we have a quality assurance system to ensure that our facilities and services are continually appraised.

We will ensure that the clients' rights to be safeguarded from discrimination on any grounds (age, sex, race, disability, religion or language) are upheld.

Clients legal rights, including the right to participate in local and national elections, will be upheld and promoted.

Clients have the right to personally consult a Solicitor, Advisor or Advocate and be represented where necessary to put forward their own views.

Clients monies and valuables will be held in secure place. Records will be available for inspection by the client or the regulatory body at all times.

## 6. Staffing

Clients can expect that the home will be staffed by appropriately qualified and supervised staff with an appropriate mix of skills. Our staff are fully trained and have a commitment to providing quality of care and the understanding that every person's individual needs, rights and wishes are to be respected and adhered to.

We have a commitment to staff training and development in accordance with the requirements of the National Minimum Standards.

In addition, we can and do draw on the resources of other professionals in the community, to cater for clients' individual needs.

## 7. Quality Assurance

We have an ongoing commitment to monitor, maintain, improve and update the standards of the home and the facilities and services we provide.

To ensure that the home is run in the best interests of clients, we have a quality assurance and monitoring system based on seeking the views of our clients, their families and other visitors, as well as our own staff and visitors.

Results of this are published in conjunction with our stated philosophy, aims and objectives and are made available on a regular basis.