



Statement of Purpose

Health and Social Care Act 2008

Version 5

Date of next review: February 2021

Service Provider

St Cuthbert's Care
St Cuthbert's House
West Road
Newcastle
NE15 7PY

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Telephone: 0191 228 0111
Provider ID: 1-101652089

Registered Manager

Julie Thompson
Registered Manager ID: CON1-2796432975

Location 1	Percentage of time spent at location
Holy Cross Ettrick Grove High Barnes Sunderland SR4 8QA	100%
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Email: julie.thompson@stcuthbertscare.org.uk	
Location ID: 1-423384939	

Regulated Activity

- Accommodation for persons who require nursing or personal care
- Diagnostic and screening procedures
- Treatment of disease, disorder or injury

Maximum Number Residents: 56

Aims

We believe that older people living in care should continue to live as full a life as possible, maintaining independence and choice in all they do. Personal care and support is delivered with dignity and respect for the individual in a safe, comfortable environment where residents can continue to practice their faith. Although Holy Cross has a particular emphasis on the Catholic faith we welcome all applications.

We will:

1. Offer person-centred care and support by providing a quality service to older people who are no longer able to live in their own homes for those with social residential, nursing needs or to those who have been diagnosed with dementia.
2. Provide permanent placements and also offer respite care to those who require temporary support, perhaps whilst recovering from an illness or when carers are away.
3. Accept emergency referrals once we are sure that we can meet the needs of the individual.
4. Offer guidance through all issues relating to admission.
5. Support the resident and their family from the point of referral and through the six week review period, to ensure their initial experience of care is a positive one.
6. Enable residents, wherever possible, to maintain their existing links with the community and to continue with their religious and spiritual practice.
7. Value each and every individual who comes to stay at Holy Cross Home and to ensure their needs are met through flexible, non-discriminatory care services whilst respecting each client's rights to independence, privacy, dignity, fulfilment and the right to make informed choices, and to take risks.
8. Provide consistently high standards of care so that those we care for can live as normal a life as possible, where their individuality, independence and dignity are respected and upheld.
9. Ensure that each resident's values and needs are respected in matters of religion, culture, race or ethnic origin, disabilities and impairment.
10. Ensure care and support are delivered compassionately and in ways that achieve positive outcomes for people through regular monitoring, review and satisfaction questionnaires.
11. Protect residents from abuse, or the risk of abuse, and ensure their human rights are respected and upheld.
12. Ensure an open and transparent way of working.

Objectives

In order to achieve these aims we have set the following objectives:

All residents at Holy Cross can expect:

- Staff to promote independence for as long as possible – this is established by monthly care plan evaluations and six monthly care plan reviews
- To receive an annual satisfaction survey to ensure that opportunities are given for anonymous feedback
- That complaints and comments are taken seriously in line with company policies and that they will be acted on immediately
- To be offered flexible mealtimes and menu options to suit needs and personal preference
- To be treated with dignity and respect at all times by being provided with support to enable involvement in discussions and decisions relating to the care provided and financial matters

Families, friends and other professionals can expect that:

- They will be involved in the care planning process
- They will be given the opportunity to express concerns and satisfaction through a variety of mediums including an annual satisfaction survey
- Complaints and concerns are followed up immediately and that they will be provided with notification of outcomes

All stakeholders can expect that staff:

- Conduct risk assessments of environmental health and safety hazards within the home annually, or sooner if required, and that hazards are reported and acted on
- Are professionally supported through a formal training plan based on the needs of the service user group and outcomes of appraisal, regular team meetings and routine supervisions ensuring that residents' needs are met
- Will promote choice and wellbeing through encouraging residents to participate in regular social activity

Services offered

We offer services for adults with social, residential or nursing needs or to those who have been diagnosed with dementia.

Care Planning

Every resident at Holy Cross has the right to receive individual care and support based upon a Plan of Care. This is completed with the resident's input, and/or family and friends or other professionals where appropriate, and is regularly reviewed.

The care plan covers areas such as daily routine, likes and dislikes special dietary requirements etc. It also includes their preferences on how they like to be addressed alongside what dignity, respect and privacy means to them, particularly in relation to personal care which may have to be carried out by staff. A risk assessment and any risk management strategies are also conducted at this time. In addition, all residents have their own named nurse or named key worker.

Healthcare Services

We offer a wide range of additional in-house visiting services to ensure the continued wellbeing and comfort of our residents. These include:

- Doctors
- Dentist
- Chiropodist
- Physiotherapist and occupational therapist
- Optician
- Any other relevant professional input as required

Other Services

- Hairdresser
- Shop
- Library
- Chapel with daily mass

Staffing/Resources

We enable service users' care needs to be met by managing and implementing a formal programme of staff planning, selection, recruitment, induction, training and personal development. We maximise value for money for the service user by managing the care service efficiently and effectively to make the best use of resources.

Location

Holy Cross
Ettrick Grove
High Barnes
Sunderland
SR4 8QA

The Holy Cross Care Home is a large detached brick-built house with its own chapel and offering accommodation over two floors. It stands within its own extensive grounds which feature a religious grotto with a range of seating for service users and their families. The home is situated at High Barnes, leading off from the Chester Road. A small thriving shopping centre is a short walking distance from the home offering a post office, chemist, local grocery shop, newsagent and public house. A regular bus service operates from the front of the home with easy access into the city centre with its wider range of services and shops.

Legal status

Holy Cross Care Home is part of the charity and service provider St Cuthbert's Care. St Cuthbert's Care provides a number of registered services outlined below.

Company Registration No: 1645917
Registered Charity No: 512912

Service user bands

- Older people (age 65+)
- Mental health
- Physical disability
- Sensory impairment
- Dementia

Staff

Role	Number Employed	Permanent (P) / Agency (A)	Relevant Qualifications
Registered Manager	1	P	Level 5 Leadership and Management Diploma
Head of Care / Director of Compliance	1	P	Level 4 Care Level 4 RMA
Clinical Lead	1	P	RGN
Duty Manager	3	P	Level 5 Leadership and Management
Operations Officer	1	P	
Nurses	4	P	RGN
Seniors	5	P	NVQ3
Carers	22	P	NVQ3 or 2
Night Carers	9	P	NVQ3 or 2
Housekeepers	9	P	
Laundry	2	P	
Kitchen assistants	3	P	
Chef	1	P	
Assistant Chef	1	P	
Maintenance	1	P	
Reception/Admin	2	P	
Activities	1	P	



St Cuthbert's Care

Enabling People

