

# Statement of Purpose

Health and Social Care Act 2008

**Version 6**

**Date of next review: February 2021**

## Service Provider

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

Email: [amanda.head@stcuthbertscare.org.uk](mailto:amanda.head@stcuthbertscare.org.uk)

Telephone: 0191 228 0111

Provider ID: 1-101652089

## Registered Manager

Gill Ennis

Registered Manager ID: 1-282406815

Location 1	Percentage of time spent at location
St Catherine's Care Home West Road Newcastle upon Tyne NE15 7PY	<b>100%</b>
Telephone: 0191 245 2400/07551 153358	
Email: <a href="mailto:gill.ennis@stcuthbertscare.org.uk">gill.ennis@stcuthbertscare.org.uk</a>	
Location ID: 1-109140615	

## Regulated Activity

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

**Maximum Number Residents:** 47

## 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 St Catherine's 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. In exceptional circumstances, and where individuals have been in the care of other residential services of the charity, we may accept older people with learning disabilities.
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 St Catherine's 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 St Catherine's 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 well-being through encouraging residents to participate in regular social activity

## Services offered

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

### **Care Planning**

Every resident at St Catherine's 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
- Chiropracist
- Physiotherapist and occupational therapist
- Optician
- Any other relevant professional input as required

## **Other Services**

- Hairdresser
- Therapeutic pamper sessions
- 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**

St Catherine's Nursing Home  
St Cuthbert's House  
West Road  
Newcastle  
NE15 7PY

St Catherine's is a purpose built, modern nursing home designed to meet the needs and comforts of older people and meeting the requirements of the Care Standards Act. It is situated on the West Road in Newcastle upon Tyne and set in beautiful landscaped grounds.

The outdoor space offers safe, secure, attractive gardens and courtyards where residents can relax and enjoy the fresh air. The care home has good transport links, being just two miles from the A1 and A69, and it is on excellent bus routes within 20 minutes travelling time of Newcastle city centre.

## **Legal status**

St Catherine's 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
- Learning disability

## Staff

Role	Number Employed	Permanent (P) / Agency (A)	Relevant Qualifications
Registered Manager/Director of Compliance	1	P	Level 4 Care Level 4 RMA Award
Operations Manager	1	P	None
Dementia Lead	1	P	Phd Dementia BSc Psychology MRes Neuroscience
Clinical Lead	1	P	RGN
Duty Manager	2	P	Level 5 Leadership and Management
Nurses	3	P	RGN
Seniors	4	P	NVQ3 & NVQ4
Carers (Day & Night)	21	P	NVQ3 or 2
Housekeepers	5	P	None
Kitchen assistants	3	P	NVQ2
Chef	1	P	NVQ2
Assistant Chef	1	P	NVQ2
Maintenance	1	P	None
Administrator	1	P	None
Activities/Carer	1	P	None



# St Cuthbert's Care

*Enabling People*

