



St Johns House

Putting you at the heart of our care

RESIDENTIAL, RESPITE & DAY CARE HOME FOR OLDER PEOPLE



Here at St Johns House, our dedicated team of professionals provide high quality care based on the wants, wishes and needs of each individual resident.

Set in two acres of beautiful gardens in the village of Kirk Hammerton near York, we offer residential, respite and day care in a comfortable and caring environment.

Benefiting from tasteful modernisation, our 1910 Tudor style building has been completely refurbished, to offer modern facilities whilst keeping a homely and welcoming feel to every room.



Our family owned and run Company has been providing quality residential care to older people for over two decades and our exceptional inspection reports show that St Johns House is exceeding the standards set by the Care Quality Commission. The CQC is our regulatory body who require us to undergo rigorous inspection and assessment processes.

Whilst we understand that residential care is not the same as living in your own home, by putting the happiness and well-being of all our residents at the heart of everything we do we provide a very good alternative.

Life at St Johns House

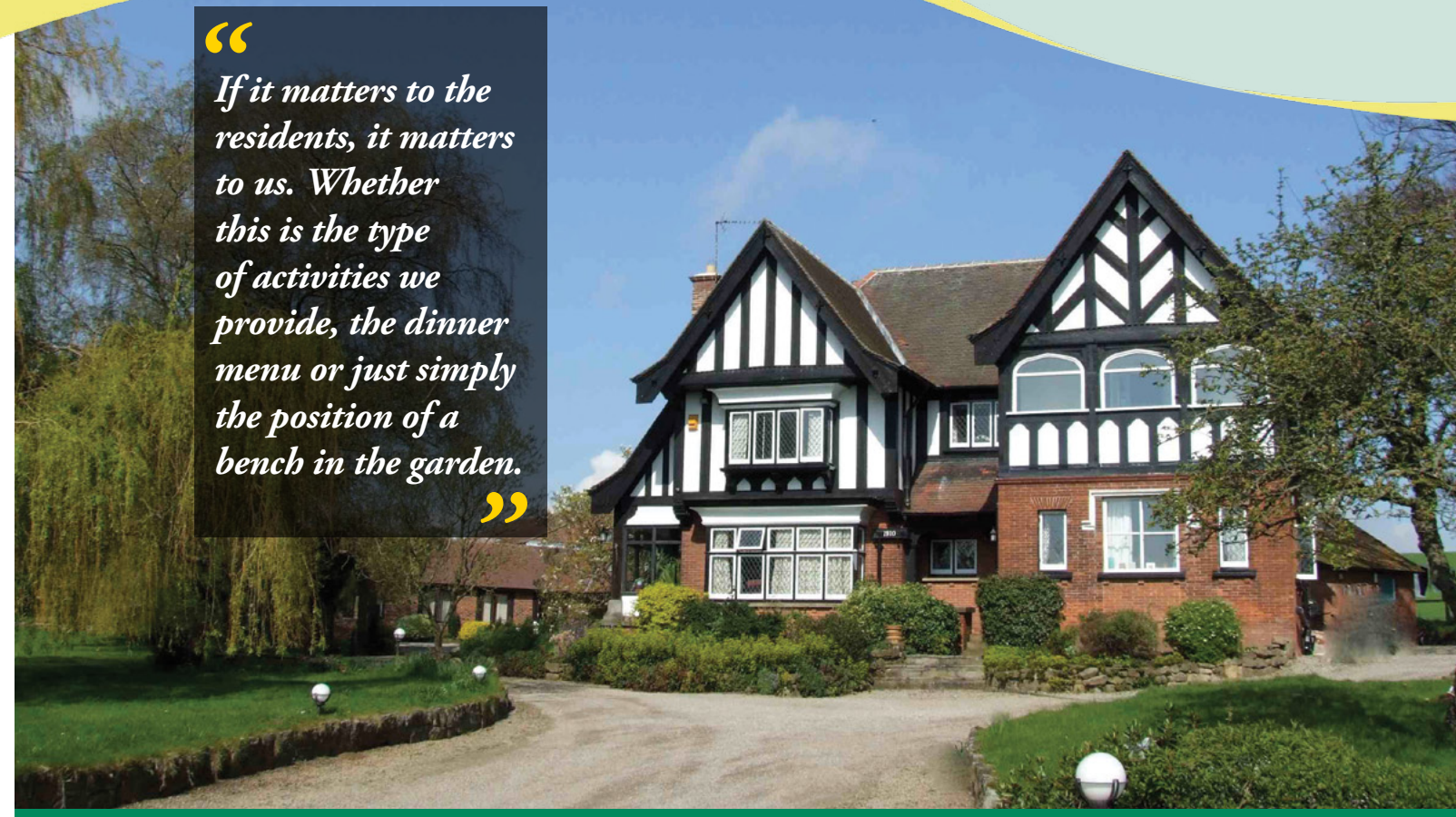
We believe St Johns House is the perfect size; large enough to provide all the facilities and services our residents require, small enough to retain a personal and homely feel.

We have 34 single spacious private rooms with ensuite facilities, and a view of the gardens or surrounding countryside. 18 bedrooms are situated on the ground floor and the remaining 16 are accessed using the passenger lift, stair lift or the stairs. Residents who may be initially wary of using the lift are accompanied by a member of staff until they become confident to use it on their own. All rooms are connected to a central Nurse Call System to ensure an immediate response from staff.

It is important to us that our residents feel at home and although our rooms are all fully furnished some residents like to bring small items of personal furniture from home, have a telephone or broadband installed in their room and also like to have their own television for private viewing.

All our communal areas, bathing and toilet facilities have been designed

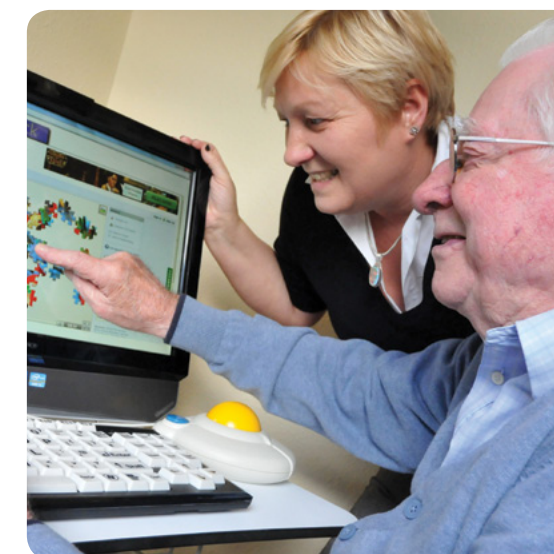
“If it matters to the residents, it matters to us. Whether this is the type of activities we provide, the dinner menu or just simply the position of a bench in the garden.”

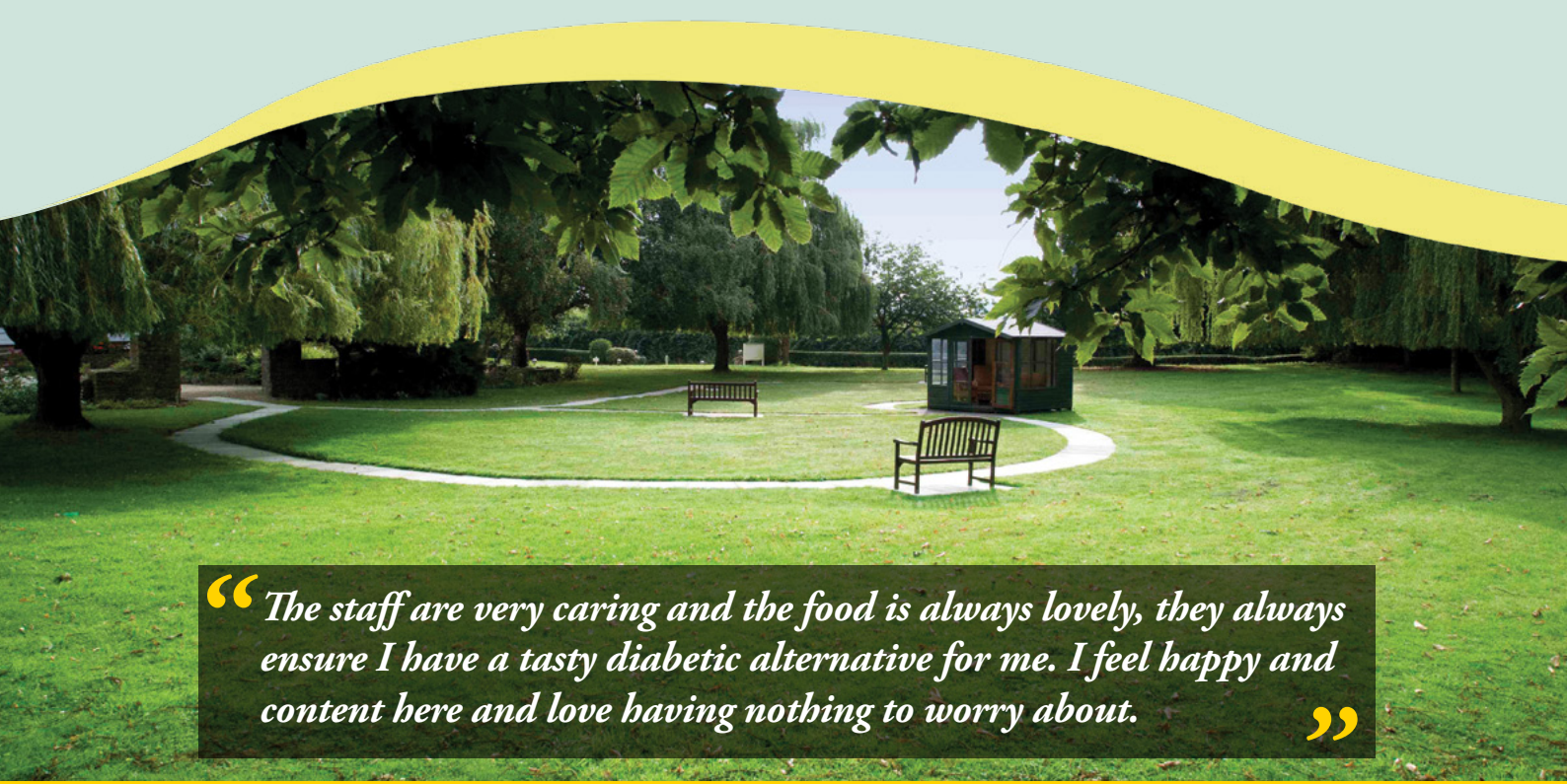


in consultation with Occupational Therapists to ensure our residents have choice and independence. Level access and a comprehensive range of bathing equipment help residents to bathe in comfort and privacy or with a level of assistance. We also have a hydrospace bath, with hydraulic powered bath seat to help residents to get into and out of the bath safely by themselves.

It is important to us that our residents have choices in every aspect of their daily life and our three lounges, three lounge/dining rooms and one sun lounge with lovely views of the gardens provide residents with plenty of variation for eating meals, relaxing and socialising. All doorways into the communal areas are accessible by a wheelchair ensuring everyone can enjoy the facilities.

In good weather our lovely gardens at St Johns House are a favourite with residents, family and friends. The spacious lawns have many quiet shaded, seating areas, and often host a game of bowls or croquet whilst the green fingered residents can often be found lending a hand to our gardener, Mark.





“The staff are very caring and the food is always lovely, they always ensure I have a tasty diabetic alternative for me. I feel happy and content here and love having nothing to worry about.”

Mealtimes

Mealtimes are a sociable time at St Johns House and many of our residents choose to eat in small groups in one of the communal areas, whilst some prefer to eat in their rooms. Our flexible approach helps us meet each individual's wishes and preferences.

All our nutritious meals are freshly prepared in the kitchen and we are continually adding new meals to provide a varied menu. We strive to provide a menu to suit everyone for example sometimes a resident asks us to make a particular favourite and we always cater for residents' special dietary needs.

Adding Life to Years

Led by our three excellent activities co-ordinators, our enthusiastic team provides an extensive range of entertainment and activities for the residents.

A typical week may include a music group, exercise classes, baking, craft classes, quizzes, trips and walks.

When planning the programme we also include individual interests and requests wherever we can and have a specialist Simply unite computer system enabling residents of all abilities to stay in contact with their loved ones. Birthdays and special occasions provide the perfect excuse to have a social gathering with relatives joining us too.

We have a wheelchair accessible vehicle so regular trips and outings can be enjoyed during the day, on an evening and at the weekends. Those seeking further independence can use the local bus service which operates within walking distance of the home and the local train station which runs on the York-Harrogate line is only a mile away. In addition to a taxi service there is also a local community transport service for elderly people which can be used to visit the town centre or places of interest.

“There is always something going on and we have lots of laughs. I am very settled here and can't imagine being anywhere else. This is my home.”

Residential Care

We believe our role is to provide professional, high quality care, making sure that the well-being and happiness of all our residents is at the heart of everything we do. Our achievement of the prestigious IIP Silver Award reflects this commitment and investment.

All our staff are fully trained professionals who are committed to providing a friendly and homely atmosphere. We do not employ agency workers and prefer to have a permanent team who know our residents and their preferences, and who have relationships with them based on trust and friendship. We believe it is important to provide a home that sustains the dignity of our residents, offers choice and fosters independence whilst ensuring the highest standards of care are provided to each individual.

We provide personal care, tailored to each individual, which is designed with the resident and their family

and structured in a Care Plan. This is continually monitored to ensure the best and most appropriate care is being provided, and once a month the plan is formally reviewed and updated.

Visiting services and Medical Care

We are visited regularly by local dentists, chiropodists, opticians, a hairdresser and a mobile library. Medical attention continues to be provided by the residents own GP, supported by the Community Nursing Services.

The home has good relationships with the community and local shops run a regular delivery service to the home. This includes a dress shop so residents can view and try on items of clothing with minimal effort and without even leaving the home.

Local clergy frequently visit and a Communion Service is held regularly in the home. We will happily contact other churches to ensure all religious needs are met and residents who are able often attend the church of their choice in the local area.

“I think the staff are fantastic. Caring and patient, I could not wish for better.”

Respite Care

Short term respite care provides the perfect opportunity to take a break from the often demanding role as a Carer. It also offers a very positive experience for the person receiving the care, providing a different social setting, activities and a wider community. We make sure that our respite residents are fully introduced to the homes, facilities and other residents so they can take full advantage of their stay.

Day Care

If you are looking for a few hours on an evening, over the weekend or a full day we provide a flexible service to make sure your loved one is cared for while you have some free time. All our day care clients have access to all the communal areas and facilities at the home including the social activities and entertainment.

We have a flexible approach and our Manager, Andrea Marks, or a member of the team would be happy to answer any of your questions regarding all of our services including respite and day care.

Why Choose St Johns House

A recent survey, conducted by an independent body Laing & Buisson, among residents and relatives of the residents in our homes returned an extremely high level of overall satisfaction response.

A copy of the Executive Summary is available to view during a visit to the home.

Our residents chose St Johns House because we:

Care about residents

- Our care homes were the first in Britain to be awarded the Customer First Standard
- 97% would recommend our service to others
- 100% of staff surveyed this year indicated that they believed that we are committed to improving the wellbeing and lives of our residents.

“*Friendly, caring, skilled professionals, attentive, approachable, caring*”

Words our residents use to describe our team

Encourage and support staff development

- We have achieved the prestigious Investors in People (IIP) Silver status. Only 4% of all IIP organisations are awarded the Silver standard
- Best Care Employer award at the 2008 Great North Care Awards.

Provide professional care

- We have a continuous improvement ethos at the home, training all staff at every level to ensure quality care is delivered throughout the home, 24 hours a day, 7 days a week
- 84% of our staff have National Vocational Qualifications. This exceeds the regulatory standard of 50% set by the Care Quality Commission (CQC)
- We have an experienced and professional Board of Directors consisting of two Occupational Therapists, a GP, an ex-Director of Social Services and a teacher
- Our latest inspections from the Care Quality Commission (CQC) evidenced excellent standards in all areas reviewed in both homes
- We do not employ temporary staff and believe this provides a higher quality care where residents are cared for by people they know well and who understand and appreciate their preferences and needs.

Aim for BETTER not bigger

- As a family owned and run business, we continually reinvest profits to ensure our two beautiful homes are well maintained and equipped with the latest technology to assist our residents
- Our focus is on providing the best care from two very well run homes, a focus that can sometimes be sadly lacking in homes owned by larger groups.

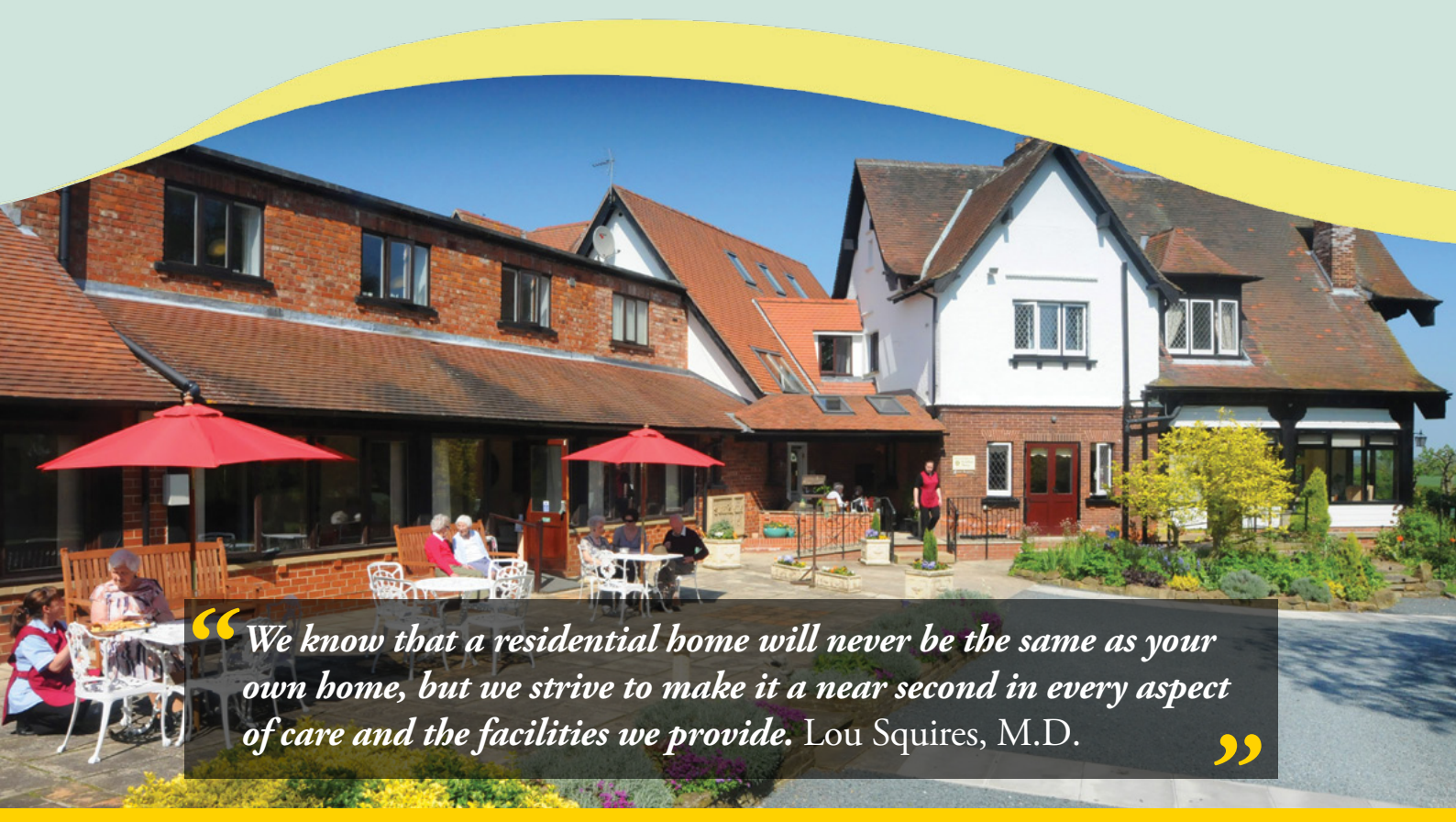
“*Thank you for taking such good care of me; I really enjoyed my stay at your lovely home. I have recommended St Johns to several friends. It is a really caring and friendly place to be.*”

Support communities

- 4% of our profits are given to charities which are close to our residents' and staffs' hearts
- Wherever possible we use local suppliers and tradesmen and women
- We have strong partnerships with all who provide services to our homes and our residents.

Transparent and fair

- Our room rates are clearly publicised and apply to all residents
- 93% of our residents are privately funded
- We do not believe in privately funded residents fees subsidizing local authority placements and therefore we only accept local Authority placements if they meet the published room rate.



Making our home your home

The happiness and wellbeing of our residents is at the centre of everything we do at St Johns House and when you visit us you will see we have vibrant and active community at the home.

We continually invest in our homes and the services we provide, developing homes that our residents tell us encompass the things that are important to them:

- Friendly, caring staff who listen and act on our wishes
- Clean rooms and lovely gardens
- Good food and a varied menu
- Choice and plenty of ways to express views
- A safe environment

Residents have regular meetings to express their views and wishes and have a monthly one-to-one with their designated Care Partner to ensure that their care plan is providing them with a happy and fulfilled life at the home.

If it is going to be home it needs to feel like home which is why freedom and personal choice play a major part in life at St Johns House. Our regular residents meetings are lively and the feedback goes into making life at the home even better. Residents come and go as they please and our open door policy for family and friends means there is always a buzz around the home.

Family support

We are a family business, placing family values at the heart of everything we do. We believe this is reflected not only in the care we

provide but the caring environment at our home, creating real friendships and strong relationships between our residents, with our staff and amongst extended family and friends.

Families and friends play an important role in life at St Johns House, helping to make the home a real “home” for our residents. We have an open door policy, meaning residents can have visitors whenever they choose, and our recent investment in “Simply Unite” a PC and software specifically designed for elderly people means that the younger members of families are now actively communicating with their grandparents and great grandparents, by email and Skype.

Visitors are welcome at any time, usually with a cup of tea or coffee and, wherever possible, our team will provide a meal to share with friends and relatives who have travelled a long way to visit.

Awards and Accreditations

CQC is our regulatory body; they require us to undergo rigorous inspection and assessment processes. Our reports clearly demonstrate the high scores we have achieved in all areas of service delivery and they are published for inspection on www.cqc.org.uk

In 2010 we were delighted to be awarded the Customer First kite mark for excellence in delivering customer focused care. We were the first care homes in Britain to have achieved this status. This award was reassessed and retained in 2012 .

We received the Investors in People Silver award in April 2010 in recognition of the Company’s on-going commitment to the training and development of all staff, The Silver status denotes National Excellence and only 4% of all IIP organisations have achieved this level. This award was reassessed and retained in 2013.

We won the prestigious Best Employer Award at the RBS Great North Care Awards in 2008. This award recognises the Best Practice within the sector throughout the North of England.

Documentation available to view during a visit to the home:

- The Company’s Statement of Purpose
- The latest Inspection report by the Care Quality Commission
- Executive Summary of an Independent Customer Satisfaction Survey carried out by Laing & Buisson



What Next?

Making the decision to move to a residential home is never taken lightly. Choosing a home with the facilities and an environment which suits each individual is extremely important, which is why we encourage you to visit our home, ask us questions and find out more. Some future residents like to come along for a short stay first to see what life at the home is really like. We find this helps them to make the decision, removes the fear of the unknown for them and gives families peace of mind that their loved one is fully involved in decisions about their future home.

Relatives often worry that the care provided at a residential home is not as good as the care that can be provided at home. Whilst we cannot replace your home we will provide a loving, caring and safe home for your loved one.

More often than not we see residents' health improving as they feel more relaxed and safe within our homes. Family life and relationships can also improve as the stress of looking after a family member and the chores of meal preparation, cleaning and worry about



their 24 hour care and companionship are alleviated.

We have an open door policy which means family and friends can come and go to suit them, share a meal and join in activities and trips if they wish.

We really hope you would like to make your home with us. The best way to see if St Johns House is right for you is to come and visit us. We would love to meet you and you are welcome any time.



So, to arrange a visit, request a detailed brochure or find out about a trial stay please contact Andrea Marks on 01423

330480 or send an e-mail to stjohns@residential-homes.net

St Johns House is a private residential care home owned by Clifton St Anne's Personal Care Services Ltd., a family owned and managed company in North Yorkshire. Our other home, The Millings, is in Bedale, North Yorkshire. St Johns House is managed by Andrea Marks, the Registered Manager with the Care Quality Commission. Andrea has a wide range of experience working within a variety of Social Care settings. We were delighted when Andrea joined us in 2009, during her time with us she has continued to take the home from strength to strength.



“The staff could hardly be more thoughtful and attentive. They are always cheerful and my mother much appreciates their politeness and the care they give. These comments apply equally to the care and domestic staff.”

Admissions

CQC require that all potential residents have their needs thoroughly assessed before entering a care home; this is intended to provide service users' with the best possible information on which to make an informed choice about their future.

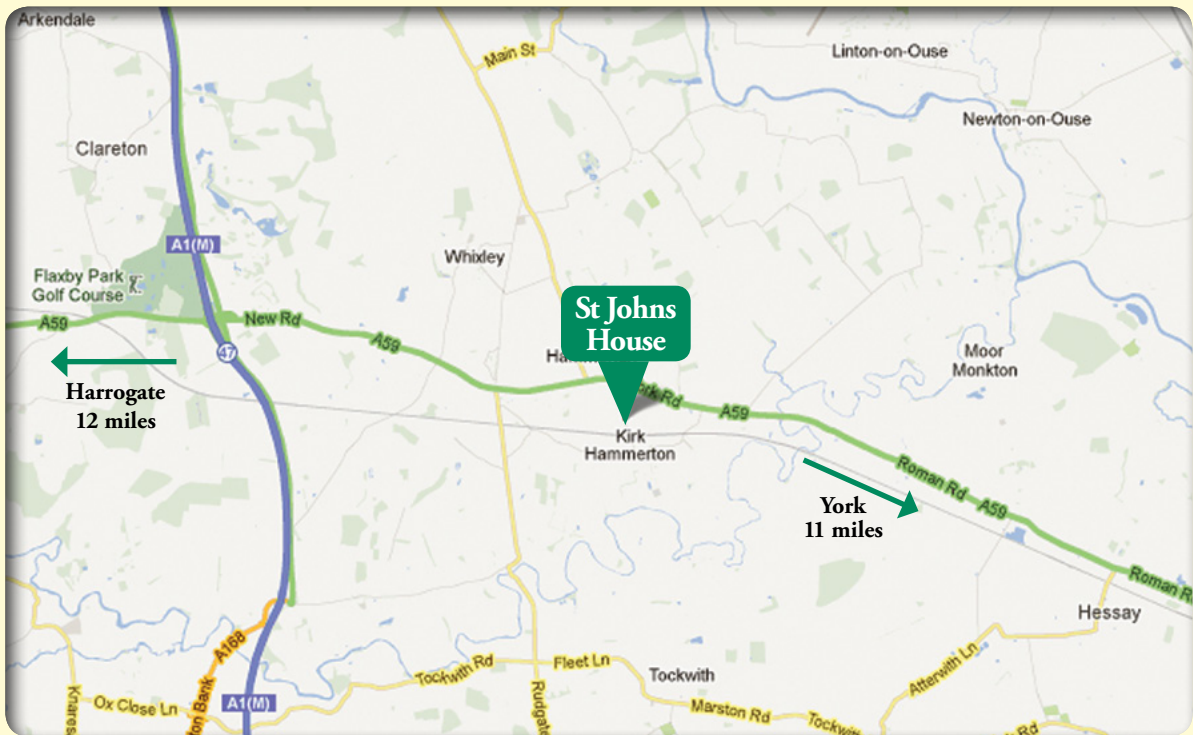
If you are already in touch with Social Services or the Social Work Department then the initial assessment will be undertaken as part of your care management process, but we also the need to assure ourselves and you that St Johns House is a suitable choice.

If you approach St Johns House directly then Andrea will make a full assessment of your health and social needs.

This enables us to be sure that we can meet all your needs, preferences and wishes, which in turn feed into the care plan we will provide.

We are happy for you to bring friends, family and other representatives to meet Andrea and visit the home to help you make your decision. If we feel St Johns House is not suitable for a particular reason, then we will try to give advice on how to look elsewhere for help.

All of our residents are admitted on the basis of a four week trial period. This is for the mutual benefit of the resident and the home, to make sure the home will suit the residents' needs and preferences in the future.



How to find us

St Johns House is situated just off the A59 between the villages of Kirk Hammerton and Green Hammerton. The home is a mere eight miles from historic York and ten miles from Harrogate.



St Johns House

St Johns House, Parker Lane, Kirk Hammerton, York YO26
8BT Tel: 01423 330480 Email: stjohns@residential-homes.net
www.residential-homes.net/our-homes/st-johns-house