



ST. JOHN'S

This is your home



*Supporting people
to live happy lives
with independence
and dignity in a
safe, caring home*

Our vision

WE CARE

At **ST.JOHN'S** we have been caring for people for a long time. We care passionately about each resident, each member of staff and our shared life together.

We commit as trustees, staff team and residents, to ensure that **ST.JOHN'S** is a community that is supporting people to live happy lives with independence and dignity in a safe, caring home.



“The staff know me so well, they make sure I have seed in my room so that I can feed the birds.”

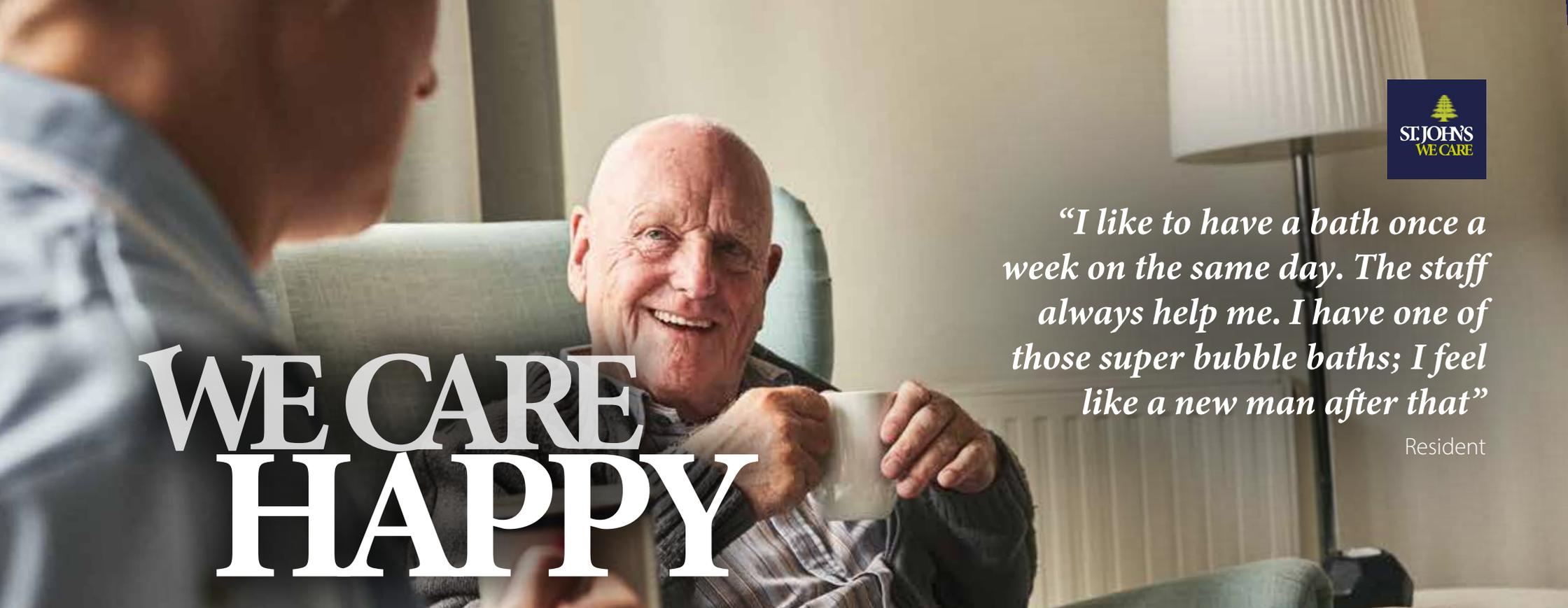
Resident

WE CARE SUPPORT

We all have things we like and things we don't. We have our own unique needs. With input from you, your key worker, your family and your representatives **ST. JOHN'S** will create and review your individual, person-centred care plan. We aim for the highest possible standards and work with you to improve your care.

We make sure that your home is always adequately staffed and we ensure that the whole staff team are fully trained and enabled to support and care for you well. All staff have the opportunity to achieve NVQ level 2, they receive work specific training and regular health and safety training.

We know the ongoing support of family and friends is important to you. So, we invite them to come whenever you would like them to. **ST. JOHN'S** home is always open and visitors are always welcome. We also make areas available for you to share time together with just them. This includes our summer house which can be used for family entertaining or just an afternoon with friends enjoying being outside with an ice cream.



WE CARE HAPPY

“I like to have a bath once a week on the same day. The staff always help me. I have one of those super bubble baths; I feel like a new man after that”

Resident

What you enjoy doing and what makes you smile matters to us. We provide access to a wide range of meaningful activities promoting fulfilment and self-worth. We support you to continue being involved in some of the things you ‘used to do’.

We all enjoy a good home-cooked meal with family and friends so, as well as sharing mealtimes with fellow residents, your guests are welcome to join us. Our dietician works with our kitchen team to ensure we provide a choice of food you love to eat that is nutritionally balanced to meet your specific needs.

We care about your physical, emotional, physiological and social health. We’ve worked hard to keep **ST. JOHN'S** a friendly, loving, and encouraging place for everyone.

Together with our residents **we maintain ST. JOHN'S excellent quality and reputation.** The trustees staff and management ensure everyone’s voice is heard. We care about your opinions and have a robust complaints procedure should anything not be quite right.



WE CARE INDEPENDENCE

We believe it is vital for you to feel in control of your choices.

Our residents tell us that, before moving they were concerned about no longer making their own choices. We are committed to enabling you to exercise choice and maintain independence. So we'll ask you things like, "what time would you like to get up?" "Where would you like your morning coffee today?" "What curtains would you like in your room?" "Would you like me to help with that?"

We will work with you to retain your autonomy.

Our residents like to have the option of doing things for themselves. And indeed it is best for you to do as much as you can for yourself. We are here to help when you need it.

ST. JOHN'S is a landmark historic building

with lovely communal areas and beautifully landscaped gardens. We are well positioned on a main Bus route to the town centre, near to Weston Favell village and shopping centre. There's also a newsagent and pub just over the road.

ST. JOHN'S welcomes all people of all backgrounds, walks of life, cultures and faiths. We maintain particularly close links with St Peter's, our local Anglican church. Its ministers visit twice a week to join us in Communion and Evensong and offering support to residents and relatives at any time you would find that helpful.



“People were relaxed in the company of staff and clearly felt comfortable in their presence.”

CQC Report 2017

WE CARE DIGNITY

Our staff will have time for you. Our CQC report noticed that Staff treated people as individuals, listened to them and respected their wishes.

Your privacy is important to us. We treat all of your data in line with GDPR. Personal records are used and stored to assure privacy. Legislative controls over records are adhered to. Written permission is sought before any information is shared outside of those directly concerned with your care. Our residents are registered with and supported by Abington Medical Centre. You will be encouraged to maintain independence and privacy with visits from your doctor.

You will also be supported to write down your wishes of **how you would like to be cared for towards the end of your life.** This can include absolutely anything that is important to you, no matter how insignificant or trivial it may appear.

It is important to us that you know what is happening. We will work to find appropriate forms of communication with you and your family. We will support and work with you if you should ever need to make a complaint. We welcome comments, good and bad and ensure that residents are listened to. We continue to seek to make improvements and encourage our staff and residents to be open, honest and fair.



“It is absolutely safe here, the staff tell us all the time what is going on, both formally and informally. It could not be better.”

Resident

WE CARE SAFE

Your safety is really important to us. We know that a person's safety is one of the main reasons they chose to move into a residential home. We will ensure that all Health and Safety regulations, standards and procedures are followed. We will look after you.

We also really want for you to feel safe. If there is anything we can do to help you feel safe then please let us know. You might want a night light left on, or to know that your emergency alarm works. We will work with you to make sure your new home is a safe space and an enjoyable place to live. We don't want you to be, so safe that you never get to do anything! No one would want that. So we work hard to get the balance just right.

We're confident that you will love our staff. They are really lovely, caring people. We ensure that all residents and staff are safeguarded from the risk of abuse, discrimination and maltreatment. Our staff are DBS checked and have regular supervision and appraisals.

We maintain our fabulous building and grounds to a high standard because we want to make sure they are safe and also because it is your home and we want it to look homely and feel warm and welcoming.



ST. JOHN'S WE CARE

Do you have any questions for us? If you do, you might want to write them here and we can talk together about them.

What am I concerned about in considering moving to St John's Home?

What am I looking forward to about St John's?

What are some of my favourite things that I would love to be able to do again?



ST. JOHN'S
WE CARE

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