

# St John's Winchester Charity

## STATEMENT OF PURPOSE

### 1. The Charity

- (a) St John's Winchester Charity ('The Charity') is popularly believed to have been founded in the 12<sup>th</sup> century. It has been providing care for older people in need for many centuries. The Charity currently houses nearly 100 elderly residents on four sites of sheltered almshouse accommodation in Winchester and provides a range of support services for those residents. It also operates Moorside, a care home for people with dementia.
- (b) The Charity is registered with the Charity Commission under Charity Registration Number 250926.

### 2. Mission Statement

To provide an inspirational community where older people are empowered and enabled to live full and rich lives through quality care and support, housing and friendship.

### 3. The Almshouses

- (a) The Charity operates four sites of almshouse accommodation but these are all administered centrally from the Charity's administrative office, as to which see paragraph 8 below. The same welfare staff team work across all the sites. They operate from the Matron's office, details of which are also set out at paragraph 8 below.
- (b) The three main sites are St John's South SO23 9LN (with 27 units of accommodation), St John's North SO23 9BD (with 25 units of accommodation), and St Mary Magdalen Almshouses SO23 9LR (with 25 units of accommodation). These are all linked by a Tunstall Telecom alarm system to the Matron's office and all the welfare staff have a hand held alarm system when they are moving around the sites.

- (c) There is also a separate small block of almshouses known as Christes Hospital (with 5 units of accommodation) with a resident warden who is part of the welfare staff team.
- (d) The majority of the Charity's almshouses comprise one-bedroom flats. Most of these are big enough to provide accommodation for a couple, although some are only of sufficient size for a single person. Within each flat there is a living room, bedroom, bathroom and a kitchen.

#### 4. **Registration**

The Charity is registered with the Care Quality Commission ('the CQC') to provide personal care within the almshouses, and subject to inspection by them. This document seeks to set out the information required under Schedule 3 of the Care Quality Commission (Registration) Regulations 2009.

Details of the Nominated Individual and Registered Manager, and how to contact the CQC, are set out at Clause 8.

#### 5. **General Welfare Support**

- (a) The Charity's welfare staff provide regular guidance, support and care to residents as necessary. The Charity employs a Matron, Deputy Matron and a Community Wellness Matron, 2 of whom have nursing qualifications and who tend to be collectively referred to as 'the Matrons.' There are also relief Assistant Matrons who cover for staff holidays and illness.
- (b) The care support and advice offered by the welfare staff is greater than that which would normally be associated with a warden service in sheltered housing. Residents are, however, expected to be able to lead an independent life when they are admitted, and be able to cook and care for themselves. There is an understanding that those admitted will be of an age when they are beginning to need the reassurance of the sort of back up which is available within the almshouses.
- (c) A significant part of the welfare staff's role is visiting and giving verbal support, encouragement and advice. Given the professional skills available on the team, however, some personal care can be offered during early stages of frailty, and also some nursing input in the event of emergencies and in cases of short term sickness. This is defined in Clause 6 below.
- (d) All residents remain independent householders and are fully entitled to community care services made available to the community by health care teams and Social Services. An important role of the welfare staff is in mediating the input of that care. Where possible the Matrons do what they can to supplement that.
- (e) When it is evident that a resident is struggling to maintain an independent life, albeit with the support of the community care services, then every effort is made to offer advice to residents and their relatives about the options for residential and nursing care. A significant number of residents who need residential or nursing care may well move to Devenish House or Moorside.

- (f) As indicated above, three main sites of almshouse accommodation are all linked to the Matron's office by a Tunstall Telecom call system. There are staff on duty between 7.00am and 9.00pm, and someone is on call between 9.00pm and 7.00am for emergencies.

## 6. Provision of Personal Care

- (a) To help residents to live independently in their own home elements of personal care may be provided by the Charity's welfare staff. The tasks which they can assist with are as follows:-
  - (i) Washing, dressing, bathing and showering.
  - (ii) Assistance with medication.
  - (iii) Physical assistance with eating or drinking.
  - (iv) Physical assistance in an emergency/short term illness.
  - (v) The prompting and supervision of any of the above where residents are unable to make clear decisions for themselves.
  - (vi) Call out in the event of a night time emergency.
- (b) The provision of care as above is intended to help residents maintain independence for as long as possible, and to see them through short term illness and crisis. If regular daily care is needed which exceeds that which the Charity's staffing can support, then residents may be advised to apply to Hampshire County Council Adult Services for community care support, and every help will be provided in seeking that assistance.
- (c) If a resident chooses to receive personal care from the Almshouse Welfare Staff and the Charity, and is in a position to do so, then the Resident will be invited to sign an Agreement for Personal Care following a full needs assessment.
- (d) Residents receiving personal care will be given an individual care plan detailing the care to be provided, which will be developed in full consultation with the resident.
- (e) Medication will be administered in accordance with the Charity's Almshouse Medication Policy.
- (f) All staff providing personal care will be appropriately trained and qualified to do so.

## 7. Quality Assurance

- (a) The Charity is keen to ensure that provision of personal care is carefully monitored and evaluated.
- (b) The Matron of the almshouses as Registered Manager will report directly to the Director of the Charity and the Assistant Director so they are fully conversant with the range of care being provided. They will provide

oversight as necessary in order to ensure that the highest standards are maintained at all times.

- (c) Matron will ensure that regular reviews take place in respect of all care plans so that a Resident's views on the delivery of care are actively sought and considered.
- (d) As the Trustees of the Charity are ultimately responsible for management of the Charity they receive regular updates on the provision of care from the Matron at a quarterly Care Provision Committee (CPC) Meeting. A separate almshouse panel comprising members of the CPC meets more often to determine admissions to the almshouses and receive a verbal report from the Matron.
- (e) Annually, residents views will be collectively sought through surveys of opinions on the services being provided.

## 8. **Policies of the Charity**

- (a) Staff at the Charity work in accordance with the following policies and procedures of the Charity:-
  - Equality, Diversity and Inclusion Policy
  - Fire Safety Policy
  - Health and Safety Statement
  - Duty of Candour
  - Staff Code of Conduct
  - Policy on Appraisal
  - Sickness Policy
  - Policy on Anti Corruption and the Acceptance of Gifts
  - mental capacity Act and Deprivation of Liberty Policy
  - Policy on Safeguarding Adults from Abuse and Harm
  - Harassment at Work Policy
  - Whistleblowing Policy
  - Grievance Procedure
  - Disciplinary Procedure
  - Retirement Policy
  - Rewarding Longer Service
- (b) These policies and procedures are available to be viewed on request.
- (c) When admitted to the almshouses, residents receive a copy of the Charity's Complaints Policy which sets out the procedure they need to follow in the event of a complaint, both directly or by reference to the CQC.

## 9. **Points of Contact and for the Service of Documents**

- (a) The Director of the Charity is Clive Cook, who is also the Nominated Individual in respect of the Charity's registration with the Care Quality Commission. He has been Director of the Charity since December 2013 and has overall executive responsibility for the Charity on behalf of the Trustees.

The administrative office is situated at 32 *St John's South, The Broadway, Winchester SO23 9LN. Tel: 01962-854226. Email: office@stjohnswinchester.co.uk*

Service of documents on the Director as Nominated Individual should be made to the above postal address.

- (b) The Matron of the Almshouses and Registered Manager with the Care Quality Commission is Ms Sue Taylor RGN.

Service of documents on the Matron as Registered Manager should be made to the postal address of St John's Winchester Charity at 32 *St John's South, The Broadway, Winchester, Hampshire SO23 9LN. Tel: 01962-854226. Email: office@stjohnswinchester.co.uk*

- (c) The Care Quality Commission can be contacted at CQC South East Region, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA. Tel: 03000 616161.

- (d) Hampshire County Council Adult Services can be contacted at:- The Castle, Winchester SO23 8UJ. Tel: 0845 6035630.

10. **Website**

The Charity's website can be found at:-  
**[www.stjohnswinchester.co.uk](http://www.stjohnswinchester.co.uk)**

## 11 **MOORSIDE**

Moorside was opened by the Charity in 1996 as a Care Home for older people with dementia who need nursing or residential care. It was developed principally to provide such care for those residents of the Charity's existing almshouse accommodation who cease to be able to manage independently in that accommodation. Applications can however be made for direct admission and the procedure for doing so is set out below. It provides care for male and female residents, all of whom are over sixty-five years of age.

Contact details for the Home and the Charity's administrative offices are set out in paragraph 13.

## 12. **Registration**

The Home is registered with the Care Quality Commission in accordance with The Care Act 2014. The Charity is the Registered Provider of the Home.

The Registered Manager is Ms Deborah Macartney RGN.

For registration purposes, the Nominated Individual of the Charity is the Charity's Director, Mr Clive Cook who has been Director since December 2013.

## 13. **Aims and Objectives**

Moorside exists to provide a centre of excellence in care and support for the elderly mentally frail, particularly for sufferers of dementia. We strive to provide holistic support for the resident, their family and friends throughout their stay.

Prospective residents of the home are likely to have any of the following conditions arising from organic or functional illness (although organic illness is likely to predominate):-

- Confused behaviour arising from Alzheimer's Disease or other dementias.
- Mental disorder arising from other degenerative diseases or head injury.
- Depression arising from mental or physical illness.
- Paranoia.
- Anxiety states.

The Home has been purpose built with the needs of these categories in mind. The Home has been designed around four separate 'Suite' of rooms, each of which seek to provide a smaller 'home within a home.' There is also a smaller suite for short stay residents. Within each suite the staff will seek to provide a comprehensive range of care in a homely non-institutional setting which allows residents as much independence as possible.

We believe in holistic care for our residents which values them as individuals. Because of the importance of those principles these are set out in a separate Philosophy of Care, which is attached. We believe it is important to see the Home as a 'home' and we strive to give the Home a welcoming feel for residents, staff, relatives and volunteers. The Home is sited in the centre of the city because we are committed to maximising links with the surrounding community, families and friends and making the Home a resource for the community.

The Home provides supportive care for residents whose behaviour prevents them from living in an ordinary nursing home for older people. However, the cluster model of living does mean that an element of social integration is necessary. A care assessment will be made of all prospective residents by the Matron or Deputy Matron and it may be that some prospective residents are not suitable for this Home where they have a serious record of violence to themselves or others, or to property, or who have profound anti-social behaviour which cannot be supported within this model of care.

Moorside is regarded as part of the wider community of St. John's and every effort is made to encourage a sense of belonging to this wider community through linked activities with residents in the Charity's almshouses.

Every effort will be made to consult residents about their care and the operation of the Home. Given their disabilities, however, it is anticipated that this will be explored more directly at relatives meetings which are held regularly, once a month. As part of the Charity's quality assurance systems, residents' relatives views on the running of the Home will be invited regularly by survey at least annually. The results of the surveys will be made available to existing residents' relatives as they occur, and can be made available to relatives of prospective residents.

The Charity has its own chapel in The Broadway, and it has its own part-time Chaplain who provides pastoral support to residents and takes regular weekly services in the Home for those residents who wish to participate. There is, however, no specific religious affiliation required of residents, and every effort will be made to assist residents who have a different religious affiliation to attend services of their choice where possible.

#### 14. **Provision of Care**

The Home provides both residential and nursing care. Every effort will be made to continue to meet residents varied nursing needs, including 'end of life' care. The main exceptions are where hospitalisation or specialised care which cannot be provided within the Home is recommended medically.

Trained nurses will discuss care directly with a resident's close relatives and where possible with the resident. The emphasis for the nurses is on planning care collaboratively.

Each qualified nurse will be responsible for planning care with one or more of the residents. Opportunity for other nurses to comment will be given at regular team discussions.

A care plan will be established for each resident, and Matron or the primary nurse will always be prepared to discuss this with a resident's relatives.

Care plans are subject to a process of constant review, and will be reviewed at least once a month.

#### 15. **Staffing and Organisational Structure**

The nursing staff are all registered with the Nursing & Midwifery Council (NMC) and experienced in the full range of elderly care nursing needs. The Charity has a training policy to ensure that all nursing staff have time to participate in ongoing training in accordance with NMC guidelines.

The care assistants provide general care support under the direction of the nursing staff. Senior care assistants provide general leadership to their fellow care assistants. Some of the care assistants are engaged in training under the Qualification and Credit Framework.

During week days, Matron will be in charge of the Home and in their absence the Registered Nurses including a Clinical Lead or Dementia Nurse will be in charge. During the evenings, night times and weekends a qualified nurse is always in charge of the Home. There are generally at least two or three nurses on duty during the day time.

#### 16. **Accommodation**

The Home has 31 beds which are sub-divided into the four main suites referred to above, one has eight bedrooms and two of nine bedrooms. Our new extension build in 2017 has a further five bedrooms. Room sizes vary slightly but all exceed 12m<sup>2</sup>.

All rooms have a fitted wardrobe, and are equipped with a variable height bed and a bedside locker. 28 out of the 31 rooms have en-suite wcs. The two that do not are adjacent to a bathroom with a wc. Long stay residents are then invited to introduce their own personal furniture to give a personal identity to their rooms. As general guidance it is suggested that residents think in terms of a comfortable chair, visitor's chair, and a few small pieces of furniture such as a chest of drawers and a bookcase. It is important that furniture is both safe and suitable, and Matron will discuss this with an applicant's family before admission. The rooms are socketed for television so residents can introduce their own television sets.

Each suite (one of seven rooms and the other two of eight rooms) is formed around an individual sitting room and dining area which serves the residents of that suite. Great care has been taken in designing the building to try and aid orientation so that residents can readily identify their own rooms and the communal areas which support them. This is enhanced through the colour coding of the different suite. A bathroom serves each suite.

The residents' rooms and communal areas can be accessed by wheelchairs. There are grab rails fitted throughout the Home.

The building has two main floors with two lifts. The Home is fitted with fire alarms which are regularly inspected. Staff also carry out regular fire drills. A copy of the Fire Procedure is displayed in each resident's room. Because of the disability of the residents it is necessary to maintain a locked door policy in relation to external doors, although these are automatically opened when the fire alarm is activated.

The property has an attractive secure garden to which residents have access when they wish.

## 17. **Facilities and Services**

The Home has a well equipped kitchen and great care is taken in planning menus which reflect individual choice and dietary requirements. We believe that it is important that the cook makes a point of getting to know individual residents and their requirements. Catering is provided by Compass, an external catering company, who have a specialist health care division.

All laundry will be washed within the home and dealt with in-house and great care is taken in meeting personal needs.

There is a small hairdressing room and a visiting hairdresser attends regularly. There is also a treatment room for visiting doctors and chiropodists.

A regular programme of activities is organised for residents. A list of activities current at any time is always available from the Home. The Charity believes in the value of recreational activities and the encouragement of residents to participate. It is important to recognise, however, that activities should not become part of a regimented routine. Every effort will be made to tailor these to individual needs and to recognise an individual's right to choose not to participate.

The Charity's Chaplain visits regularly and takes regular services in the Home, and provide pastoral support for residents and their relatives.

The Home has a Day Centre, the details of which are set out below. The room serving the Day Centre has been designed to be of a sufficient size to allow all the long stay residents of the Home to meet collectively on occasions for activities or community events.

## 18. **The Day Centre**

The Day Centre operates two days a week and provides supportive facilities for elderly mentally infirm people in the community between 9.30am and 3.30pm. A separate operational policy sets out the principles of care for the Day Centre. One of its primary aims is to provide respite for carers in the community. This will often be linked to the short stay care set out below.

Residents of the Home often join the Day Centre for some of their recreational activities.

## 19. **Admission Procedure**

The Charity is governed by a Charity Commission Scheme which provides that only persons of limited financial means are eligible for appointment as residents. Accommodation at Moorside is heavily subsidised by the Charity and an assessment has to be made of all applications for accommodation to ensure that it is appropriate for residents to receive this subsidised support.

(a) **Long Stay**

Applicants will be asked to complete an application form to assess their eligibility. As part of the process of considering an application it may be necessary to arrange a home or hospital visit.

When a vacancy occurs the Trustees will consider firstly whether there is anyone who is seeking accommodation who is a resident of the Charity's almshouses as the Charity's Scheme requires the Trustees to give existing residents preference. If there are no such persons then consideration will be given to filling the vacancy with the outside applicant felt most in need of the care offered by Moorside at the time of vacancy.

Given the number of residents whom the Charity has in almshouse accommodation vacancies will tend to be filled by existing residents, and the number of long stay places available for direct admission is likely to be limited.

In considering applications the Trustees will pay particular attention to an applicant's financial position, their need for extra care, and the extent of their existing care support.

(b) **Short Stays**

One bed within Moorside is kept available for short stay admissions to offer respite or convalescent care, both for almshouse residents and applicants from the wider community. Subject to availability and liaison with the Matron, these are available usually for periods of 1-4 weeks. Short stay beds are not usually available for stays of more than 4 weeks. In order to maintain this facility those admitted for short stays have to abide by the prearranged contractual period of their stay.

Applicants for short stay beds have to satisfy the Charity's needs criteria. A form of application has therefore to be completed. In cases of hospital discharge or acute admissions it is recognised that quick decisions can be required and applications are processed as quickly as possible.

Where appropriate it can be possible to agree a programme of planned respite care.

20. **Charges**

Charges are usually reviewable annually with effect from 1st April. There are three scales of charges set at Social Services rates which are subsidised by the Charity as follows:-

Residential Care (very dependant rate)  
Nursing Care

## Continuing Healthcare Funding

A separate sheet is available setting out current rates.

Assistance in payment of all, or part of, these charges, may be possible from Social Services and advice will be given about seeking financial support.

### 21. **Complaints**

The Home has a Complaints Procedure, a copy of which will be supplied to each resident on admission. All complaints will be recorded in a complaints book.

### 22. **Review**

The Care Provision Committee of the Charity's Trustees meets quarterly to review the conduct of the Home with Matron and the Charity's Director and there is a programme of informal Trustee visits in the interim period.

### 23. **Points of Contact and for the Service of Documents**

- (a) The Director of the Charity is Mr Clive Cook, who is also the Nominated Individual in respect of the Charity's registration with the Care Quality Commission. He has overall executive responsibility for the Charity on behalf of the Trustees. The administrative office is situated at *32 St John's South, The Broadway, Winchester SO23 9LN. Tel: 01962-854226. Email: [office@stjohnswinchester.co.uk](mailto:office@stjohnswinchester.co.uk)*

Service of documents on the Director as Nominated Individual should be made to the above postal address.

- (b) The current Matron of Moorside and Registered Manager with the Care Quality Commission is Deborah Macartney, RGN.

Service of documents on the Matron as Registered Manager should be made to the postal address of Moorside at *Durrgate, Winchester, Hampshire SO23 8DU. Tel: 01962-854548. Email: [angie.stewart@stjohnswinchester.co.uk](mailto:angie.stewart@stjohnswinchester.co.uk)*

- (c) The Care Quality Commission can be contacted at CQC South East Region, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA. Tel: 03000 616161.

- (d) Hampshire County Council Adult Services can be contacted at:- The Castle, Winchester SO23 8UJ. Tel: 0845 6035630.

### 24. **Website**

The Charity's website can be found at:-  
[www.stjohnswinchester.co.uk](http://www.stjohnswinchester.co.uk)

*Statement of purpose*

Health and Social Care Act 2008

## Part 1

### The provider's name, legal status, address and other contact details

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

<p><b>Statement of purpose, Part 1</b></p> <p>Health and Social Care Act 2008, Regulation 12, schedule 3</p> <p>The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008</p>
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1. Provider's name and legal status						
Full name <sup>1</sup>	St John's Winchester Charity					
CQC provider ID	CQC provider ID:1-101613104					
Legal status <sup>1</sup>	Individual	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Organisation	<input checked="" type="checkbox"/>

2. Provider's address, including for service of notices and other documents	
Business address <sup>2</sup>	32 St John's South The Broadway Winchester
Town/city	Winchester
County	Hampshire
Post code	SO23 9LN
Business telephone	01962 854418
Electronic mail (email) <sup>3</sup>	office@stjohnswinchester.co.uk

By submitting this statement of purpose you are confirming your willingness for CQC to use the **email address** supplied at Section 2 above for service of documents and for sending all other correspondence to you. Email ensures fast and efficient delivery of important information. If you do not want to receive documents by email please check or tick the box below. We will not share this email address with anyone else.

I/we do <b>NOT</b> wish to receive notices and other documents from CQC by email	<input type="checkbox"/>
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<sup>1</sup> Where the provider is a partnership please fill in the partnership's name at 'Full name' in Section 1 above. Where the partnership does not have a name, please fill in the names of all the partners at Section 3 below

<sup>2</sup> Where you do not agree to service of notices and other documents by email they will be sent by post to the business address shown in Section 2. This includes draft and final inspection reports. This postal business address will be included on the CQC website.

<sup>3</sup> Where you agree to service of notices and other documents by email your copies will be sent to the email address shown in Section 2. This includes draft and final inspection reports.

*Please note:* CQC can deem notices sent to the email or postal address for service you supply in your statement of purpose as having been served as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents.

<b>3. The full names of all the partners in a partnership</b>
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**Names:**

Not applicable

*Statement of purpose*  
Health and Social Care Act 2008

## Part 2

### Aims and objectives

Please read the guidance document *Statement of purpose: Guidance for providers*.

Aims and objectives

***What are your aims and objectives in providing the regulated activities and locations shown in part 3 of this statement of purpose***

## Part 3

### Location(s), and

- the people who use the service there
- their service type(s)
- their regulated activity(ies)

Fill in a separate part 3 for each location

The information below is for location no.:	1	of a total of:	2	locations
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<b>Name of location</b>	St John's Winchester Almshouses
<b>Address</b>	27 St. Johns South, Winchester, Hampshire.
<b>Postcode</b>	SO23 9LN
<b>Telephone</b>	01962 852743
<b>Email</b>	sue.taylor@stjohnswinchester.co.uk

**Description of the location**

(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)

## 1. **Mission Statement**

To provide an inspirational community where older people are empowered and enabled to live full and rich lives through quality care and support, housing and friendship.

## 2. **The Almshouses**

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**No of approved places / overnight beds (not NHS)**

81

**CQC service user bands**

The people that will use this location ('The whole population' means everyone).

Adults aged 18-65	<input type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>		
Mental health	<input type="checkbox"/>	Sensory impairment	<input type="checkbox"/>		
Physical disability	<input type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>		
Dementia	<input type="checkbox"/>	People who misuse drugs or alcohol	<input type="checkbox"/>		
People with an eating disorder	<input type="checkbox"/>	Learning difficulties or autistic disorder	<input type="checkbox"/>		
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input type="checkbox"/>	Children aged 13-18	<input type="checkbox"/>
The whole population	<input checked="" type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>		

<b>The CQC service type(s) provided at this location</b>	
Acute services (ACS)	<input type="checkbox"/>
Prison healthcare services (PHS)	<input type="checkbox"/>
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	<input type="checkbox"/>
Hospice services (HPS)	<input type="checkbox"/>
Rehabilitation services (RHS)	<input type="checkbox"/>
Long-term conditions services (LTC)	<input type="checkbox"/>
Residential substance misuse treatment and/or rehabilitation service (RSM)	<input type="checkbox"/>
Hyperbaric chamber (HBC)	<input type="checkbox"/>
Community healthcare service (CHC)	<input type="checkbox"/>
Community-based services for people with mental health needs (MHC)	<input type="checkbox"/>
Community-based services for people with a learning disability (LDC)	<input type="checkbox"/>
Community-based services for people who misuse substances (SMC)	<input type="checkbox"/>
Urgent care services (UCS)	<input type="checkbox"/>
Doctors consultation service (DCS)	<input type="checkbox"/>
Doctors treatment service (DTS)	<input type="checkbox"/>
Mobile doctor service (MBS)	<input type="checkbox"/>
Dental service (DEN)	<input type="checkbox"/>
Diagnostic and or screening service (DSS)	<input type="checkbox"/>
Care home service without nursing (CHS)	<input type="checkbox"/>
Care home service with nursing (CHN)	<input type="checkbox"/>
Specialist college service (SPC)	<input type="checkbox"/>
Domiciliary care service (DCC)	<input type="checkbox"/>
Supported living service (SLS)	X <input type="checkbox"/>
Shared Lives (SHL)	<input type="checkbox"/>
Extra Care housing services (EXC)	X <input type="checkbox"/>
Ambulance service (AMB)	<input type="checkbox"/>
Remote clinical advice service (RCA)	<input type="checkbox"/>
Blood and Transplant service (BTS)	<input type="checkbox"/>

<b>Regulated activity(ies) carried on at this location</b>		
Personal care	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity: Susan Taylor		
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Treatment of disease, disorder or injury	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Surgical procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Diagnostic and screening procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Maternity and midwifery services	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Termination of pregnancies	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Services in slimming clinics	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Nursing care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		

## Part 3

### Location(s), and

- the people who use the service there
- their service type(s)
- their regulated activity(ies)

Fill in a separate part 3 for each location

The information below is for location no.:	2	of a total of:	2	locations
--	---	----------------	---	-----------

<b>Name of location</b>	Moorside Nursing Home
<b>Address</b>	Moorside Nursing Home, Durngate, Winchester, Hampshire.
<b>Postcode</b>	SO23 8DU
<b>Telephone</b>	01962 854548
<b>Email</b>	moorside@stjohnswinchester.co.uk

<b>Description of the location</b>	
(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)	
<b>No of approved places / overnight beds (not NHS)</b>	31

## **Moorside Nursing Home – Statement of Purpose**

### **1. General Background**

Moorside was opened by the Charity in 1996 as a Care Home for older people with dementia who need nursing or residential care. It was developed principally to provide such care for those residents of the Charity's existing almshouse accommodation who cease to be able to manage independently in that accommodation. Applications can however be made for direct admission and the procedure for doing so is set out below. It provides care for male and female residents, all of whom are over sixty-five years of age.

Contact details for the Home and the Charity's administrative offices are set out in paragraph 13.

### **2. Registration**

The Home is registered with the Care Quality Commission in accordance with The Care Act 2014. The Charity is the Registered Provider of the Home. The Registered Manager is Ms Deborah Macartney RGN.

For registration purposes, the Nominated Individual of the Charity is the Charity's Director, Mr Clive Cook who has been Director since December 2013.

### **3. Aims and Objectives**

Moorside exists to provide a centre of excellence in care and support for the elderly mentally frail, particularly for sufferers of dementia. We strive to provide holistic support for the resident, their family and friends throughout their stay.

Prospective residents of the home are likely to have any of the following conditions arising from organic or functional illness (although organic illness is likely to predominate):-

- Confused behaviour arising from Alzheimer's disease or other dementias.
- Mental disorder arising from other degenerative diseases or head injury.
- Depression arising from mental or physical illness.
- Paranoia.
- Anxiety states.

The Home has been purpose built with the needs of these categories in mind. The Home has been designed around four separate 'suites' of rooms, each of which seek to provide a smaller 'home within a home.' Within each suite the staff will seek to provide a comprehensive range of care in a homely non-institutional setting which allows residents as much independence as possible.

We believe in holistic care for our residents which values them as individuals. Because of the importance of those principles these are set out in a separate Philosophy of Care, which is attached. We believe it is important to see the Home as a 'home' and we strive to give the Home a welcoming feel for residents, staff, relatives and volunteers. The Home is sited in the centre of the city because we are committed to maximising links with the surrounding community, families and friends and making the Home a resource for the community.

The Home provides supportive care for residents whose behaviour prevents them from living in an ordinary nursing home for older people. However, the suites model of living does mean that an element of social integration is necessary. A care assessment will be made of all prospective residents by the Matron and it may be that some prospective residents are not suitable for this Home where they have a serious record of violence to themselves or others, or to property, or who have profound anti-social behaviour which cannot be supported within this model of care.

Moorside is regarded as part of the wider community of St. John's and every effort is made to encourage a sense of belonging to this wider community through linked activities with residents in the Charity's almshouses.

Every effort will be made to consult residents about their care and the operation of the Home. Given their disabilities, however, it is anticipated that this will be explored more directly at relatives meetings which are held regularly, once a month. As part of the Charity's quality assurance systems, residents' relative's views on the running of the Home will be invited regularly by survey at least annually. The results of the surveys will be made available to existing residents' relatives as they occur, and can be made available to relatives of prospective residents.

The Charity has its own chapel in The Broadway, and it has its own part-time Chaplain who provides pastoral support to residents and takes regular weekly services in the Home for those residents who wish to participate. There is, however, no specific religious affiliation required of residents, and every effort will be made to assist residents who have a different religious affiliation to attend services of their choice where possible.

#### **4. Provision of Care**

The Home provides both residential and nursing care. Every effort will be made to continue to meet residents varied nursing needs, including 'end of life' care. The main exceptions are where hospitalisation or specialised care which cannot be provided within the Home is recommended medically.

Trained nurses will discuss care directly with a resident's close relatives and where possible with the resident. The emphasis for the nurses is on planning care collaboratively.

Each qualified nurse will be responsible for planning care with one or more of the residents. Opportunity for other nurses to comment will be given at regular team discussions.

A care plan will be established for each resident, and Matron or the primary nurse will always be prepared to discuss this with a resident's relatives.

Care plans are subject to a process of constant review, and will be reviewed at least once a month.

## **5. Staffing and Organisational Structure**

The nursing staff are all registered with the Nursing & Midwifery Council (NMC) and experienced in the full range of elderly care nursing needs. The Charity has a training policy to ensure that all nursing staff have time to participate in ongoing training in accordance with NMC guidelines.

The care assistants provide general care support under the direction of the nursing staff. Senior care assistants provide general leadership to their fellow care assistants. Some of the care assistants are engaged in training under the Qualification and Credit Framework.

During week days, Matron or the Deputy Matron will be in charge of the Home. During the evenings, night times and weekends a qualified nurse is always in charge of the Home. There are generally at least two or three nurses on duty during the day time.

## **6. Accommodation**

The Home has 31 beds which are sub-divided into the four main suites referred to above, one has eight bedrooms and two of nine bedrooms. Our new extension build in 2017 has a further five bedrooms. Room sizes vary slightly but all exceed 12m<sup>2</sup>.

All rooms have a fitted wardrobe, and are equipped with a variable height bed and a bedside locker. 29 out of the 31 rooms have en-suite wcs. The two that do not are adjacent to a bathroom with a wc. Long stay residents are then invited to introduce their own personal furniture to give a personal identity to their rooms. As general guidance it is suggested that residents think in terms of a comfortable chair, visitor's chair, and a few small pieces of furniture such as a chest of drawers and a bookcase. It is important that furniture is both safe and suitable, and Matron will discuss this with an applicant's family before admission. The rooms are socketed for television so residents can introduce their own television sets.

Each suite (one of seven rooms and the other two of eight rooms) is formed around an individual sitting room and dining area which serves the residents of that suite. Great care has been taken in designing the building to try and aid orientation so that residents can readily identify their own rooms and the communal areas which support them. This is enhanced through the colour coding of the different suite. A bathroom serves each suite.

The residents' rooms and communal areas can be accessed by wheelchairs. There are grab rails fitted throughout the Home.

The building has two main floors with two lifts. The Home is fitted with fire alarms which are regularly inspected. Staff also carry out regular fire drills. A copy of the Fire Procedure is displayed in each resident's room. Because of the disability of the residents it is necessary to maintain a locked door policy in relation to external doors, although these are automatically opened when the fire alarm is activated.

The property has an attractive secure garden to which residents have access when they wish.

## **7. Facilities and Services**

The Home has a well equipped kitchen and great care is taken in planning menus which reflect individual choice and dietary requirements. We believe that it is important that the cook makes a point of getting to know individual residents and their requirements. Catering is provided by Compass, an external catering company, who have a specialist health care division.

All laundry will be washed within the home and dealt with in-house and great care is taken in meeting personal needs.

There is a small hairdressing room and a visiting hairdresser attends regularly. There is also a treatment room for visiting doctors and chiropodists.

A regular programme of activities is organised for residents. A list of activities current at any time is always available from the Home. The Charity believes in the value of recreational activities and the encouragement of residents to participate. It is important to recognise, however, that activities should not become part of a regimented routine. Every effort will be made to tailor these to individual needs and to recognise an individual's right to choose not to participate.

The Charity's Chaplain visits regularly and takes regular services in the Home, and provide pastoral support for residents and their relatives.

The Home has a Day Centre, the details of which are set out below. The room serving the Day Centre has been designed to be of a sufficient size to allow all the long stay residents of the Home to meet collectively on occasions for activities or community events.

## **8. The Day Centre**

The Day Centre operates two days a week and provides supportive facilities for elderly mentally infirm people in the community between 9.30am and 3.30pm. A separate operational policy sets out the principles of care for the Day Centre. One of its primary aims is to provide respite for carers in the community. This will often be linked to the short stay care set out below.

Residents of the Home often join the Day Centre for some of their recreational activities.

## 9. **Admission Procedure**

The Charity is governed by a Charity Commission Scheme which provides that only persons of limited financial means are eligible for appointment as residents. Accommodation at Moorside is heavily subsidised by the Charity and an assessment has to be made of all applications for accommodation to ensure that it is appropriate for residents to receive this subsidised support.

### (a) **Long Stay**

Applicants will be asked to complete an application form to assess their eligibility. As part of the process of considering an application it may be necessary to arrange a home or hospital visit.

When a vacancy occurs the Trustees will consider firstly whether there is anyone who is seeking accommodation who is a resident of the Charity's almshouses as the Charity's Scheme requires the Trustees to give existing residents preference. If there are no such persons then consideration will be given to filling the vacancy with the outside applicant felt most in need of the care offered by Moorside at the time of vacancy.

Given the number of residents whom the Charity has in almshouse accommodation vacancies will tend to be filled by existing residents, and the number of long stay places available for direct admission is likely to be limited.

In considering applications the Trustees will pay particular attention to an applicant's financial position, their need for extra care, and the extent of their existing care support.

### (b) **Short Stays**

One bed within Moorside is kept available for short stay admissions to offer respite or convalescent care, both for almshouse residents and applicants from the wider community. Subject to availability and liaison with the Matron, these are available usually for periods of 1-4 weeks. Short stay beds are not usually available for stays of more than 4 weeks. In order to maintain this facility those admitted for short stays have to abide by the prearranged contractual period of their stay.

Applicants for short stay beds have to satisfy the Charity's needs criteria. A form of application has therefore to be completed. In cases of hospital discharge or acute admissions it is recognised that quick decisions can be required and applications are processed as quickly as possible.

Where appropriate it can be possible to agree a programme of planned respite care.

## 10. **Charges**

Charges are usually reviewable annually with effect from 1st April. There are three scales of charges set at Social Services rates which are subsidised by the Charity as follows:-

Residential Care (very dependant rate)  
Nursing Care  
Continuing Healthcare Funding

A separate sheet is available setting out current rates.

Assistance in payment of all, or part of, these charges, may be possible from Social Services and advice will be given about seeking financial support.

#### 11. **Complaints**

The Home has a Complaints Procedure, a copy of which will be supplied to each resident on admission. All complaints will be recorded in a complaints book.

#### 12. **Review**

The Care Provision Committee of the Charity's Trustees meets quarterly to review the conduct of the Home with Matron and the Charity's Director and there is a programme of informal Trustee visits in the interim period.

#### 13. **Points of Contact and for the Service of Documents**

- (a) The Director of the Charity is Mr Clive Cook, who is also the Nominated Individual in respect of the Charity's registration with the Care Quality Commission. He has overall executive responsibility for the Charity on behalf of the Trustees. The administrative office is situated at *32 St John's South, The Broadway, Winchester SO23 9LN. Tel: 01962-854226. Email: [office@stjohnswinchester.co.uk](mailto:office@stjohnswinchester.co.uk)*

Service of documents on the Director as Nominated Individual should be made to the above postal address.

- (b) The current Matron of Moorside and Registered Manager with the Care Quality Commission is Deborah Macartney, RGN.

Service of documents on the Matron as Registered Manager should be made to the postal address of Moorside at *Durngate, Winchester, Hampshire SO23 8DU. Tel: 01962-854548. Email: [Deborah.macartney@stjohnswinchester.co.uk](mailto:Deborah.macartney@stjohnswinchester.co.uk)*

- (c) The Care Quality Commission can be contacted at CQC South East Region, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA. Tel: 03000 616161.

- (d) Hampshire County Council Adult Services can be contacted at:- The Castle, Winchester SO23 8UJ. Tel: 0845 6035630.

14. **Website**

The Charity's website can be found at:-  
[www.stjohnswinchester.co.uk](http://www.stjohnswinchester.co.uk)

**CQC service user bands**

The people that will use this location ('The whole population' means everyone).

Adults aged 18-65	<input type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>		
Mental health	<input checked="" type="checkbox"/>	Sensory impairment	<input type="checkbox"/>		
Physical disability	<input type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>		
Dementia	<input checked="" type="checkbox"/>	People who misuse drugs or alcohol	<input type="checkbox"/>		
People with an eating disorder	<input type="checkbox"/>	Learning difficulties or autistic disorder	<input type="checkbox"/>		
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input type="checkbox"/>	Children aged 13-18	<input type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>		

<b>The CQC service type(s) provided at this location</b>	
Acute services (ACS)	<input type="checkbox"/>
Prison healthcare services (PHS)	<input type="checkbox"/>
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	<input type="checkbox"/>
Hospice services (HPS)	<input type="checkbox"/>
Rehabilitation services (RHS)	<input type="checkbox"/>
Long-term conditions services (LTC)	<input type="checkbox"/>
Residential substance misuse treatment and/or rehabilitation service (RSM)	<input type="checkbox"/>
Hyperbaric chamber (HBC)	<input type="checkbox"/>
Community healthcare service (CHC)	<input type="checkbox"/>
Community-based services for people with mental health needs (MHC)	<input type="checkbox"/>
Community-based services for people with a learning disability (LDC)	<input type="checkbox"/>
Community-based services for people who misuse substances (SMC)	<input type="checkbox"/>
Urgent care services (UCS)	<input type="checkbox"/>
Doctors consultation service (DCS)	<input type="checkbox"/>
Doctors treatment service (DTS)	<input type="checkbox"/>
Mobile doctor service (MBS)	<input type="checkbox"/>
Dental service (DEN)	<input type="checkbox"/>
Diagnostic and or screening service (DSS)	<input type="checkbox"/>
Care home service without nursing (CHS)	<input type="checkbox"/>
Care home service with nursing (CHN)	<input checked="" type="checkbox"/>
Specialist college service (SPC)	<input type="checkbox"/>
Domiciliary care service (DCC)	<input type="checkbox"/>
Supported living service (SLS)	<input type="checkbox"/>
Shared Lives (SHL)	<input type="checkbox"/>
Extra Care housing services (EXC)	<input type="checkbox"/>
Ambulance service (AMB)	<input type="checkbox"/>
Remote clinical advice service (RCA)	<input type="checkbox"/>
Blood and Transplant service (BTS)	<input type="checkbox"/>



<b>Regulated activity(ies) carried on at this location</b>		
Personal care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require nursing or personal care	X <input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Treatment of disease, disorder or injury	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Surgical procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Diagnostic and screening procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Maternity and midwifery services	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Termination of pregnancies	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Services in slimming clinics	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Nursing care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Family planning service	<input type="checkbox"/>	

Registered Manager(s) for this regulated activity:

Family planning service

Registered Manager(s) for this regulated activity:

*Statement of purpose*  
Health and Social Care Act 2008

## Part 4

### Registered manager details

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

The information below is for manager number:	1	of a total of:	2	Managers working for the provider shown in part 1
--	---	----------------	---	---

<b>1. Manager's full name</b>	Susan Taylor

<b>2. Manager's contact details</b>	
<b>Business address</b>	St. John's Almshouses, 29 St. John's South, The Broadway,
<b>Town/city</b>	Winchester
<b>County</b>	Hampshire
<b>Post code</b>	SO23 9LN
<b>Business telephone</b>	01962 852743
<b>Manager's email address<sup>1</sup></b>	
susan.taylor@stjohnswinchester.co.uk	

<sup>1</sup> Where the manager has agreed to service of notices and other documents by email they will be sent to this email address. This includes draft and final inspection reports on all locations where they manage regulated activities.

Where the manager does not agree to service of notices and other documents by email they will be sent by post to the provider postal business address shown in Part 1 of the statement of purpose. This includes draft and final inspection reports on all locations.

*Please note:* CQC can deem notices sent to manager(s) at the relevant email or postal address for service in this statement of purpose as having been served, as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents to registered managers.

<b>3. Locations managed by the registered manager at 1 above</b> (Please see part 3 of this statement of purpose for full details of the location(s))	
<b>Name(s) of location(s) (list)</b>	<b>Percentage of time spent at this location</b>
St. Johns Almshouses	100%

<b>4. Regulated activity(ies) managed by this manager</b>		
Personal care	X <input type="checkbox"/>	
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Treatment of disease, disorder or injury	<input type="checkbox"/>	
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Surgical procedures	<input type="checkbox"/>	
Diagnostic and screening procedures	<input type="checkbox"/>	
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Maternity and midwifery services	<input type="checkbox"/>	
Termination of pregnancies	<input type="checkbox"/>	
Services in slimming clinics	<input type="checkbox"/>	
Nursing care	<input type="checkbox"/>	
Family planning service	<input type="checkbox"/>	

## 5. Locations, regulated activities and job shares

Where this manager does not manage all of the regulated activities ticked / checked at 4 above at all of the locations listed at 3 above, please describe which regulated activities they manage at which locations below.

Please also describe below any job share arrangements that include or affect this manager.

Not Applicable

*Statement of purpose*

Health and Social Care Act 2008

## Part 4

### Registered manager details

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

The information below is for manager number:	2	of a total of:	2	Managers working for the provider shown in part 1
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<b>1. Manager's full name</b>	Deborah Macartney

<b>2. Manager's contact details</b>	
<b>Business address</b>	Moorside Nursing Home, Durngate,
<b>Town/city</b>	Winchester
<b>County</b>	Hampshire
<b>Post code</b>	SO23 8DU
<b>Business telephone</b>	01962 854548
<b>Manager's email address<sup>1</sup></b>	
Deborah.macartney@stjohnswinchester.co.uk	

<sup>1</sup> Where the manager has agreed to service of notices and other documents by email they will be sent to this email address. This includes draft and final inspection reports on all locations where they manage regulated activities.

Where the manager does not agree to service of notices and other documents by email they will be sent by post to the provider postal business address shown in Part 1 of the statement of purpose. This includes draft and final inspection reports on all locations.

*Please note:* CQC can deem notices sent to manager(s) at the relevant email or postal address for service in this statement of purpose as having been served, as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents to registered managers.

<b>3. Locations managed by the registered manager at 1 above</b>	
(Please see part 3 of this statement of purpose for full details of the location(s))	
<b>Name(s) of location(s) (list)</b>	<b>Percentage of time spent at this location</b>
Moorside Nursing Home	100%

<b>4. Regulated activity(ies) managed by this manager</b>		
Personal care	<input type="checkbox"/>	
Accommodation for persons who require nursing or personal care	X <input type="checkbox"/>	
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Treatment of disease, disorder or injury	<input type="checkbox"/>	
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Surgical procedures	<input type="checkbox"/>	
Diagnostic and screening procedures	<input type="checkbox"/>	
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Maternity and midwifery services	<input type="checkbox"/>	
Termination of pregnancies	<input type="checkbox"/>	
Services in slimming clinics	<input type="checkbox"/>	
Nursing care	<input type="checkbox"/>	
Family planning service	<input type="checkbox"/>	

**5. Locations, regulated activities and job shares**

Where this manager does not manage all of the regulated activities ticked / checked at 4 above at all of the locations listed at 3 above, please describe which regulated activities they manage at which locations below.

Please also describe below any job share arrangements that include or affect this manager.

Not Applicable