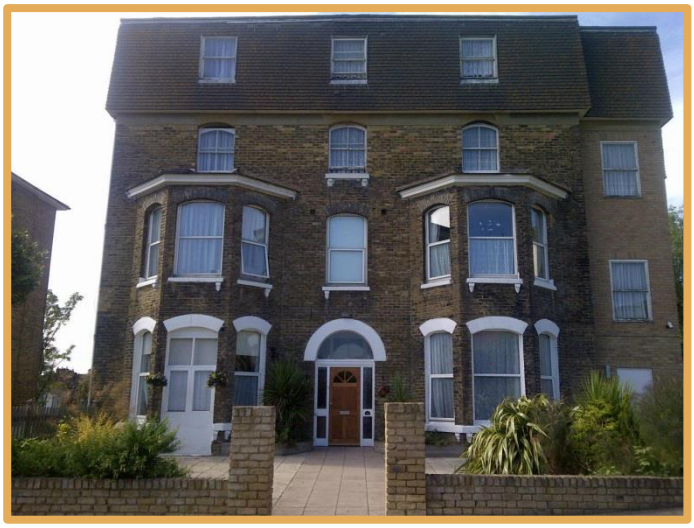
CHARING HEALTHCARE

committed to care and support

Welcome to St. Stephens



At St. Stephens we recognise that many people with a learning disability are able and want to lead active fulfilling lives. We pride ourselves on our ability to provide the right support so ones full potential can be reached within a family orientated, caring environment with nursing care available 24 hours a day, 7 days a week 365 days a year.

St. Stephens Nursing Home in Dover is a sympathetically converted property in a residential area that specialises in the care of those with learning or physical disabilities. Close to public transport and local amenities, it is conveniently located for family and friends who wish to visit on a regular basis and is lovingly maintained. The beautifully appointed rooms are spacious, tastefully furnished and some enjoy spectacular views over nearby Dover Castle.

Care

We value our residents and recognise that they are individuals who deserve high-quality care that is tailored to meet their specific needs. We aim to support them in a community setting and encourage them to make choices for themselves on a daily basis. Encouragement is given in all respects of daily living, including opportunities to sing with visiting entertainers, cooking experiences, and trips to local areas. We strive to ensure that every resident is treated with dignity and respect at all times, whilst providing them with all the extra support they may need.

St. Stephens, 13 Godwyne Road, Dover, Kent CT16 1SW

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St Stephens is able to provide specialised support for people with mild, moderate and severe learning or physical disabilities and more complex needs such as:

- Autistic Spectrum Disorder
- Down Syndrome
- Challenging Behaviour
- Severe Hearing Impaired
- Compounding Mental Health Needs.

When it is required, staff at St. Stephens can access support from the local learning disability team, community matrons team, intermediate care team, occupational and physiotherapy team, hospice team, dieticians, speech and language therapists and the respiratory team. In short, any specialist support that is needed can be accessed locally to ensure our residents get the care and support they need.

Staff

The care team at St Stephens is comprised of dedicated and experienced professionals who have undergone extensive training in order to equip them with the skills they need to take care of our residents. Regular training is provided to ensure that all staff are informed and up to date with their practices.

Facilities

St Stephens features generous-sized rooms for residents, which are equipped with a nurse call system. There is a mix of en suite rooms and rooms with access to shared bathrooms facilities, which are equipped with hoists and all other equipment needed to provide a safe environment for our residents. A separate lounge and dining room enable residents to socialise at mealtimes and to relax and enjoy a bit of company at any time of day. A lift has been fitted for the use of residents who cannot manage the stairs.

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There is a spacious garden with raised flower beds, a sheltered pagoda and wheelchair-accessible pathways, so that all our residents can enjoy the outside space.

St. Stephens has its own private vehicle, which is used for outings and hospital appointments etc. when required.

Food & Drink

Every resident at St. Stephens is provided with 3 nutritionally-balanced meals a day, as well as tasty snacks and drinks refreshment outside of mealtimes. At every meal there is a choice of dishes, all of which are homemade and freshly prepared, using local produce where possible. We have a seasonal menu that changes every 4 weeks and we offer alternatives choices to residents with special dietary requirements. Our menu's may vary slightly depending on the client's needs/likes.

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Guide to Facilities

- Wi-Fi
- Easy Access
- Private Transport Vehicle
- Visitor Parking
- En-Suite Rooms Available
- Home Cooked Food
- Nurse Call System
- Accessible Garden
- Separate Lounge and Dining Rooms
- Security Access
- Telephone Points (Available in some Rooms)
- Television Points (Available in most rooms)
- Bath Hoists
- General Hoists
- Internal Lift
- Maintenance Team

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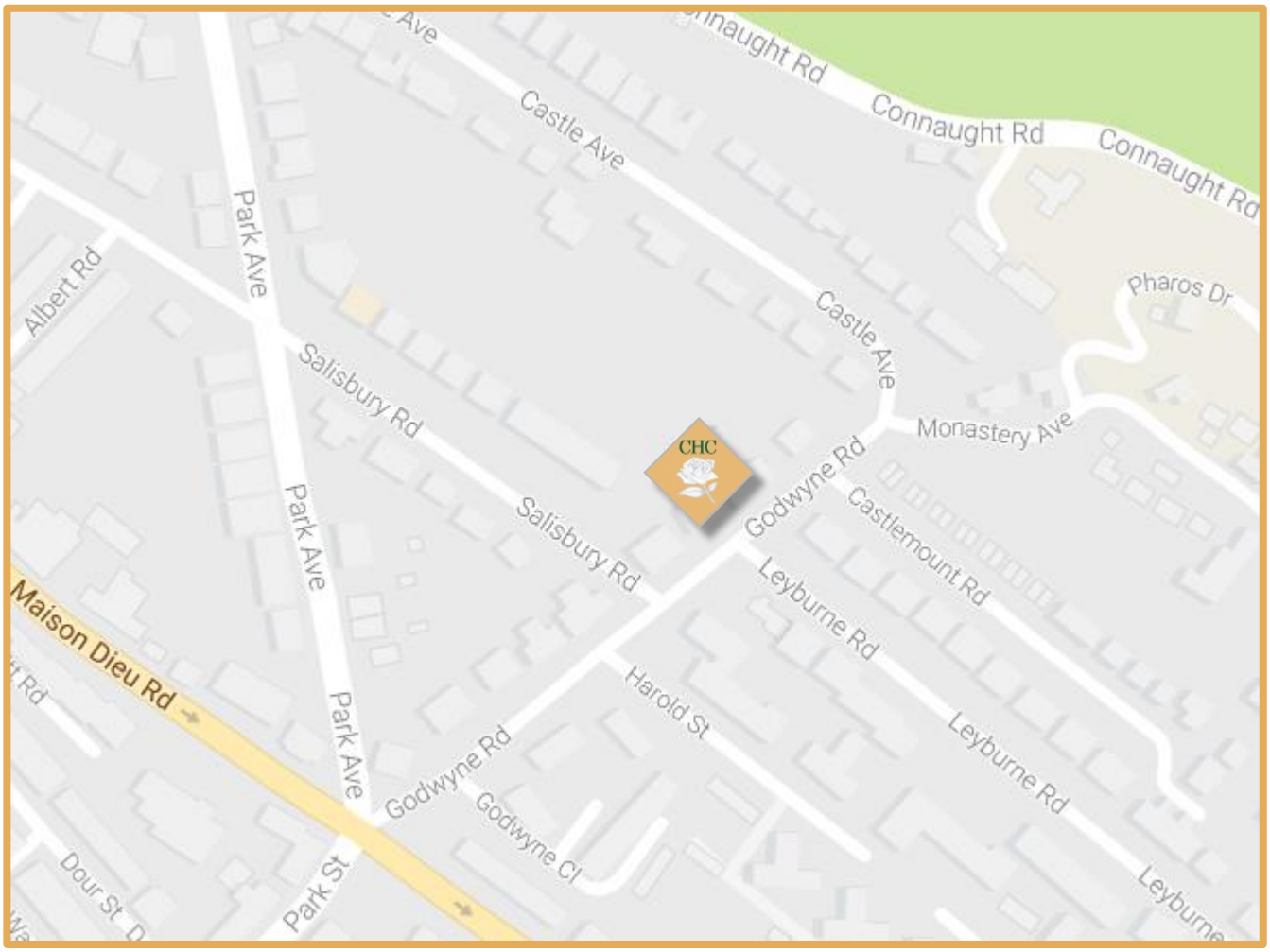

Address

St. Stephens Nursing Home
13 Godwyne Road
Dover
Kent
CT16 1SW

Contacts

Tel: 01304 202864
Fax: 01304 205277

Home Contact

Jane Menniss

Email

ststephens@charinghealthcare.co.uk

Website

www.charinghealthcare.co.uk

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Making The Right Choice

Our Aims and Objectives.

- We aim to provide a home from home environment with appropriate care and support from a well trained staff team to enable you to continue living your life in a safe and happy home 24 hours a day for as long as you need to..
- We will ensure that we work with you and your family, friends, advocates and other professionals involved in your life in gathering all the information we need to make sure we can meet your needs.
- We will build your Plan of care or Support Plan to reflect the information gathered so that everyone who needs to know can support you in your care needs as an individual.
- We will strive to meet and indeed exceed the Fundamental Standards of Quality and Safety as detailed within the Health and Social Care Act 2008 by:
  - conducting regular reviews and close monitoring of our services
  - welcoming complaints and compliments
  - listening to your views
  - acting on your views and comments in a timely fashion
- We want our residents and their families to be reassured that they are in a "Home for Life" but only where we can demonstrate that we can continue to meet that individual's needs.
- Where an increase in needs is such that we cannot realistically and safely continue caring for an individual we will ensure that all the appropriate professionals are involved, we will support that resident and their family in finding alternative accommodation.

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Further Questions & Answers

Information is essential to enable us to make informed decisions. In 1998 the Office of Fair Trading surveyed nearly 1000 residents of care homes, they found that fewer than 1 in 4 had received, or remembered receiving, any written information about the home before they moved in. Leaving your home and its familiar surroundings to move into a care home is a big step. It is therefore important that you look at all the choices that you have available to you first and find one that suits your needs before you make a decision

Frequently Asked Questions

Personal Possessions	Meals	Personal Care
Communal Areas	Leisure	Other Important Points
Residents' Rooms	Staff	The Fees

The questions and answers under the categories below aim to help you make an informed decision about which care home to choose. The answers below are applicable to all Charing Healthcare homes.

Personal Possessions

Q: How much furniture or personal possessions can I bring with me?

A: It is your personal choice, we will provide bedroom furniture and would encourage you to bring in any smaller items to personalise your room, like photographs, pictures, clock, soft furnishings and nic naks. If you wish to bring in a larger item please discuss this with the manager.

Q: Can I bring any pet?

A: We are more than happy to consider you bringing your pet into your new home but the manager would need to assess the situation taking into account a number of other factors.

Residents' Rooms

Q: Are Bedrooms single or shared?

A: Throughout all our homes a minimum of 95% of rooms are single, our shared rooms may be suitable for couples or friends who wish to share, there is a partition curtain to respect privacy and dignity in these rooms.

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Q: Are there any en-suite w.c's?
A: A majority of our rooms have en-suite facilities, there are some rooms due to the nature of the building and layout we could not incorporate an en-suite facility, but all rooms have a vanity unit. For rooms with no en-suite, toilets are easily located within a short walk from all bedrooms and communal rooms.

Q: Can I lock my room?
A: Yes, everyone has the right to have a lock on his or her door.

Q: Can I have a telephone installed?
A: Any resident can have a phone installed, this will be the responsibility of the resident and all bills must be sent to them direct or to a relative. We will be happy to make arrangements for the installation of a phone should you wish to have one in your room.

Q: Can meals be taken in my room?
A: Yes, it is possible for residents to eat their meals in their rooms if they wish, however, we do encourage residents to join in for lunch and dinner.

Q: What can you tell me about your bedrooms?
A: All our bedrooms are tastefully decorated with full matching furniture and carpeted, a nurse-call conveniently located, heating can be adjusted in your room, all windows open to a safe point and a television point; should you have any other requirements we would be happy to accommodate, if possible.

Communal Areas

Q: Are there different sitting areas including quiet rooms?
Q: Is there a separate dining room?
Q: Are there smoking and non-smoking areas?
Q: Is there easy access for frames or wheelchairs to get to communal areas?
Q: Is there a lift?
A: All our homes have a number of day rooms and a private room for residents who may wish to spend time with their families but not in their bedroom. All homes have separate dining, T.V and quiet rooms. All our homes have a no smoking policy inside the building, but residents and families are welcome to smoke in the designated area, all homes have a lift and corridors / walkways have easy access to wheelchairs and frames and corridors all have handrails.

Meals

Q: Is there a choice of meals provided?
A: Our meals are varied and nutritious, the menus change frequently and choices are available for vegetarian, diabetic residents or any other dietary requirements. Wherever possible, we take time with our residents to find out what they like, what they would like to see on the menu in the future and if they are happy with the choices they are given.

Q: Can I have a guest eat with me?
A: We would happily accommodate relatives or friends at meal times, but would ask you to inform us in advance so that arrangements can be made.

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Q: Before I move into the home, can I go there for a meal to see what it is like?
A: This is something that we would recommend; it enables you to get to know the staff and other residents.

Leisure

Q: Are there any organised leisure activities or outings?
A: Yes, leisure activities take place within our homes. Our homes often have outside entertainment such as singer's etc. come in and perform and outings are arranged.

Q: Can I carry on doing the activities that I currently do?
A: Our homes enjoy many trips out, depending the location of the home, we have trips to the seaside, theatre, themed lunches with a sing-a-long and many more. Where possible we would encourage residents to carry on with activities that they enjoy, we also have constant organised in-house activities. All our homes have gardens which are constantly maintained for the benefit of the residents and should they wish to do some planting of their own we have no objection to this, and if cooking is your desire you are welcomed to help prepare meals. This would be subject to the home manager being satisfied its safe for all.

Q: Does the home celebrate days or festivals that are important to me?
A: We enjoy celebrations of any kind, Christmas, New Year, Easter and especially resident's birthdays. If you have a personal reason to celebrate, please tell us and we will be more than happy to celebrate with you.

Q: What are visiting hours of the home?
A: All our homes hold an open door policy and welcome visitors at any time, however, should your relative or friend wish to visit very late at night, it would be helpful if a member of senior staff was informed during the day as all night staff are not familiar with the residents families or friends.

Q: Do the spiritual pastors of any religions visit?
A: We can arrange for a pastor from most dominations to visit the home should you wish.

Staff

Q: Are there enough staff?
A: We always run within the expected guidelines of staffing levels, we always aim to have extra staff on hand to cover for sickness and holidays; as a company policy we believe it pays nobody to be understaffed.

Q: Does the staff have time to sit and chat to the residents?
A: Yes, this is a big part of our staffs' duty, which is enjoyed by the residents and staff.

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Q: Do the staff take any interest in the resident, their past, their family, their interests, their likes and dislikes?
A: Care plans are devised to do just this, with the help of the resident and family when a resident joins us; this gives staff the basis to form a good relationship with the resident and an opening to find out more about each other.

Q: What training is available to staff?
A: Staff have access to a verity of training courses to ensure they are able provide good care. Some of these training courses are: Fire Awareness, First Aid, Diabetes, Infection Control, Food Hygiene etc.

Q: Are the staff trained in handling techniques?
A: Yes, all our staff go through Moving & Handling training.

Q: Do they have any formal qualifications?
A: Our extensive training program ensures that staff are trained and have every option available to them to educate themselves, many of our care staff are qualified to NVQ 2, 3 and 4 levels. From January 2011 we will support and guide our un qualified staff in undertaking the new HSC Diploma courses at differing levels. All our staff receive some form of qualification including kitchen staff, whether its first aid or food and hygiene diploma, the company has on-going training programme's in all homes.

Personal Care

Q: Do staff handle bathing, incontinence and give medicine in a sensitive way?
A: Our staff are highly trained in all aspects of personal care and respect the residents rights to privacy.

Q: Can I get up and go to bed when I like?
A: The simple answer is yes. We want you to do as you would have done in your own home.

Q: Can choices be made about when residents take a bath?
A: We would accommodate each residents preferences.

Q: Can I keep my own doctor?
A: Yes, whenever this is possible.

Other Important Points

Q: Is there a waiting list or a current vacancy?
A: As this changes please ask for the latest information on the home you are interested.

Q: Can I have a trial period?
A: Our residents are always offered a trial period.

Q: Will I be able to vote at elections?
A: Yes, this is always possible for residents that wish to vote.

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Q: Will the home regularly look at my needs?
A: Each resident have their own Care plan which are regularly updated so that resident's needs are always being met.

Q: Is there a complaints procedure?
A: There is a complaints procedure and we encourage you to discuss any concerns you have with the manager of your home in the first instance.

Q: Is a contract offered to me?
A: A contract is always given to the resident or family member.

Q: Is the home well equipped?
A: All our homes are equipped with assisted baths, lifts and hoists.

Q: Does the home have outside professionals come in?
A: Yes, we have regular visits from the chiropodist, hairdresser, optician and when necessary a physiotherapist.

Q: Will you store personal valuables?
A: We cannot store personal valuables i.e. jewellery, we can hold a small amount of cash for residents for personal expenditure if they wish.

The Fees

Q: What do fees include?
Q: How much are they?
A: Our fees include: meals, laundry, 24-hour care. Our room prices vary from home to home and the type of care you are looking for, whether it is for residential or nursing care, each home has its own room price and the home manager can help you with this. Fees are paid monthly in advance and they are reviewed once a year, the review will be based on inflation and the resident's needs.

Should you require any further information please either contact the Home Manager or Heather Viggers, Director of Care.

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