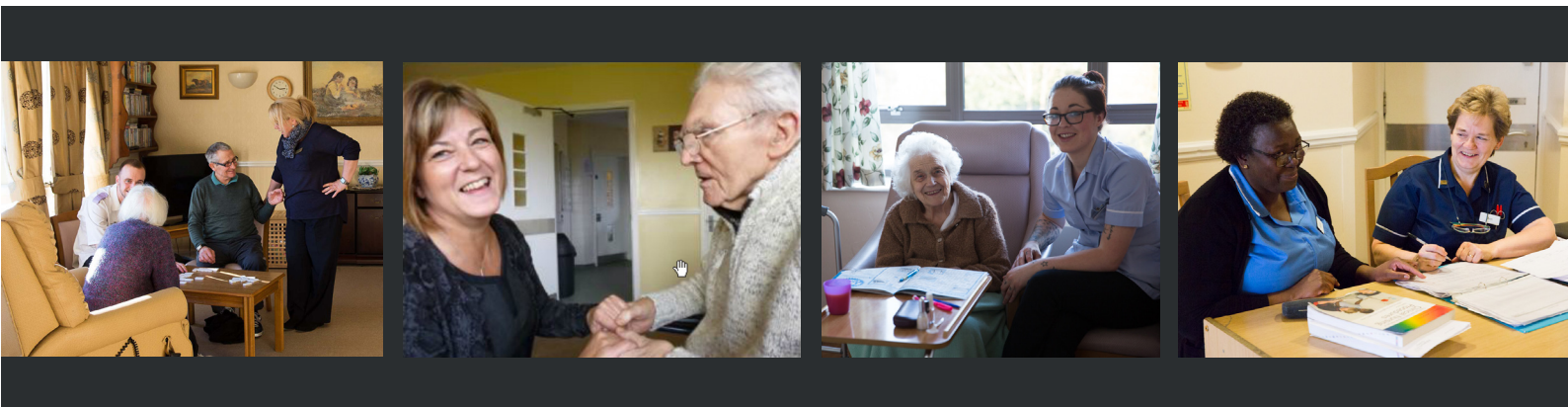




ST MARY'S



Information Pack



www.stmarysnursinghome.com



ST MARY'S



Philosophy

At St Mary's, we believe that everyone in our care needs to be treated as an individual. The dedicated and experienced team of nursing and care staff provide appropriate care in a homely and stable environment, taking care to uphold resident privacy, choice and quality of life.

We provide a welcoming, caring, safe and comfortable home for our residents, with the highest possible standards in every aspect of care.

Simon Northover

Simon is the co-owner of St Mary's and together with his family, they bought the property back in 1985 with the vision to provide exemplary nursing care for the elderly.



Setting

St. Mary's Nursing Home is situated in a rural area of Rugby and is surrounded by beautiful countryside. It is within easy access of the M6 and A5 and is located approximately 5 miles from Rugby town centre.

It is also easily accessible from Leamington Spa, Coventry, Lutterworth, Daventry and Northampton. Public transport does run from Rugby town centre to the local village of Harborough Magna.

Chrissie Phelan

Chrissie is the Registered Manager at St Mary's and her duties include managing all aspects of the day to day running of the home.



Service Provision

The Home is dedicated wholly to providing 24 hour nursing care to people over the age of 65 years with a range of physical conditions as well as providing a dedicated dementia service.

The Home is divided into 2 floors with the Elderly Frail Unit being on the first floor, this can be accessed by the lift or stairs. The Dementia unit is on the ground floor.

Each unit has 28 single rooms with En-suite facilities. For your peace of mind, every room in the home has a nurse call system enabling you to ring for help when required.

Ann Manklow & Karen Curtis

Ann is responsible for the care delivered on the Frail Elderly Unit & Karen is responsible for the care delivered on the Dementia Unit.



“The atmosphere was always welcoming and friendly.”

Carol & Gail.

 ST MARY'S





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Health and Nursing Care from Qualified Staff

Your health is our primary concern so we provide tailored healthcare which, is regularly reviewed with your involvement and the participation of your family, your GP and our fully trained care team.

All service users have the right to manage their own medications if they are able to, however if assistance is needed prescribed medicines are kept under secure conditions and administered by a qualified nurse as directed by your GP.

If you have to attend hospital or have other health appointments, your family or a friend may be asked to accompany you. If this proves difficult, we can make other arrangements. All our nursing staff are trained to the highest standards with recognised qualifications.

Our GP visits twice a week and an Out of Hours service operates when the surgery is closed. We have regular visits from the hairdresser, chiropodist, optician and dentist.

Care Planning

We encourage you, your families and friends to visit the Home prior to admission and view the surroundings, the atmosphere, and the quality of the care we offer.

We create an open and inclusive atmosphere where residents feel safe and listened to.

Care plans are based on individual assessments which involve the resident and their family and are formally reviewed and updated every month.



Your care staff were
kind and efficient...
skilled and gentle...
highly supportive

Carol & Gail.



Meals & Family Luncheons

Our catering team maintains the highest standards of traditional home cooking, providing a choice of meals and tempting snacks around the clock.

We have been awarded a 5 star rating by the local Borough Council. All individual tastes and diets are catered for. Meals can be served in either of our two dining rooms or in your own room if preferred. Your family and friends are welcome to join you at mealtimes or can attend our regular family luncheons.

Social Activities

Activities are important and so we employ two full-time coordinators who ensure that each resident is supported to pursue their individual interests and hobbies.

Outings can be arranged for those who wish to go out.





ST MARY'S



Keeping in touch with Family and Friends

There are no restrictions on visiting hours as we like to welcome family and friends at all times. There is an access code that will be given to regular visitors, (the access code will be reset periodically). All rooms have the facility for you to arrange a private direct telephone line if you wish.

Laundry Services

It is necessary that your clothing be marked with your name on, preferably with sewed in label. This will help us in our laundry department. Clothing which is machine washable is laundered in the home. Fabrics to be avoided due to flammability or shrinkage in laundry include silk, lace, pure wool and mohair.

Your family may be asked to arrange for some items to be dry-cleaned and we would ask that any delicate items are given to your family for laundering to preserve their condition.

“

This is a lovely home
its always clean and I am
made to feel welcome.

”



ST MARY'S

Individual Choice

Individuality is at the heart of our care program. You are welcome to make your room your own, with special mementoes, photographs and items of furniture, and in some cases pets can be accommodated too. Specialist equipment is available if needed.

Complaints or Concerns

Complaints can often be brought about as a result of a simple misunderstanding and if you are not satisfied with any aspect of the care we are providing, your concerns should, in the first instance be expressed to the nurse in charge. It is hoped that most complaints can be dealt with swiftly and effectively at this level. However, if you are not satisfied, the Home's Manager should then be approached.

In the event of a complaint not reaching a satisfactory conclusion, you may feel that you wish to register your complaint with the Care Quality Commission (CQC) who will pursue the complaint on your behalf.

Their telephone number is 03000 616161



Fire Regulations

Staff are familiar with emergency procedures and we have safety features which help to ensure a safe environment. Risk assessments are carried out on a regular basis to maintain safety. General information regarding fire procedures is set out on safety signs located throughout the building.

Fire alarm points are located at various points around the premises and alarms are tested weekly. Simulated evacuation drills will be conducted on a regular basis. Firefighting equipment is strategically positioned throughout the premises.

Valuables and Insurance

Personal items are brought into the home at your own risk. We are not able to insure personal items of value and you are asked to make your own arrangements to ensure appropriate insurance cover.





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