



# St Johns House

RESIDENTIAL CARE HOME



*Outstanding Care*  
IN BEAUTIFUL SURROUNDINGS



# Putting you AT THE HEART OF OUR CARE

**H**ere at St Johns House, our emphasis is on providing a safe, supportive and loving home for all of our residents. With an emphasis on fun, our dedicated staff provide high quality care based on the wants, wishes and needs of each individual resident.

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



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

Our family owned and run Company has been providing quality residential care to older people for over two decades and our Outstanding rating from CQC shows that

St Johns House is exceeding the standards set by the Care Quality Commission.

At the time of achieving this rating only 1 in every 100 Carehomes inspected achieved this much sought after recognition.

## OUR PROMISE TO YOU:

We will support you to live the life you want, and keep you safe and well.

We will ensure that you have the information you need, when you need it.

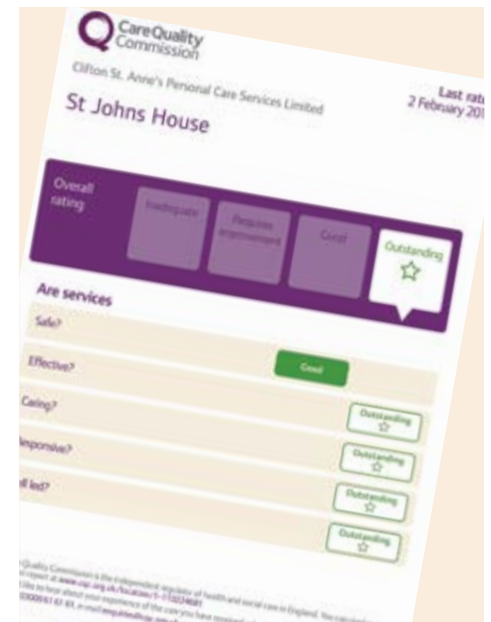
We will support you to maintain the relationships that are important to you.

We will support you in the way that you want to be supported.

We will actively support you to stay in control of your choices and life.

We will ensure that our people are equipped to support you and that they really do care.

The CQC is our regulatory body who require us to undergo rigorous inspection and assessment processes. Whilst we understand that residential care is not the same as living in your own home, by putting the happiness and well-being of all our residents at the heart of everything we do we provide a very good alternative.





## Life at St Johns House

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

We have 35 single spacious private rooms with ensuite facilities, and a view of the gardens or surrounding countryside. 19 bedrooms are situated on the ground floor

and the remaining 16 are accessed using the passenger lift, stair lift or the stairs.

Residents who may be initially wary of using the lift are accompanied by a member of staff until they become confident to use it on their own. All rooms are connected to a central Nurse Call System to ensure an immediate response from staff.

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

All our communal areas, bathing and toilet facilities have been designed in consultation with Occupational Therapists to ensure our residents have choice and independence.

Level access and a comprehensive range of bathing equipment help residents to bathe in comfort and privacy or with a level of assistance.

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





## MEALTIMES

Mealtimes are a sociable time at St Johns House and many of our residents choose to eat in small groups in one of the communal areas, whilst some prefer to eat in their rooms. Our flexible approach helps us meet each individual's wishes and preferences. All our nutritious meals are freshly prepared in the kitchen by our Head Chef Sandra and her team. We are continually adding new meals to provide a varied menu. We strive to provide a menu to suit everyone for example sometimes a resident asks us to make a particular favourite and we always cater for residents' special dietary needs.

In good weather our lovely gardens at St Johns House are a favourite with residents, family and friends. The spacious lawns have many quiet shaded, seating areas, and summer houses to be enjoyed. Our green fingered residents can often be found lending a hand to our gardener or pottering in their greenhouse.

*Thoughtful staff,  
lovely and cheerful  
atmosphere*



# Adding Life to Years

**H**ome to the Official Guinness World Record holders for the Oldest Choir in the World we are always keen to try something new and to support people in their goals.

Led by our three excellent activities co-ordinators, our enthusiastic team provides an extensive range of entertainment and activities for the residents. A typical week may include a music group, exercise classes, baking, craft classes, quizzes, trips and walks.

We are always out and about and are regular visitors to local pubs and restaurants, not to mention our cosy nights in our own bar called

Syd's Snug! When planning the programme we also include individual interests and requests wherever we can.

Birthdays and special occasions provide the perfect excuse to have a social gathering with relatives joining us too. We have a wheelchair accessible vehicle so regular trips and outings can be enjoyed during the day, on an evening and at the weekends.

Those seeking further independence can use the local bus service which operates within walking distance of the home and the local train station which runs on the York-Harrogate line is only a mile away.

# Residential CARE

**W**e believe our role is to provide professional, high quality care, making sure that the well-being and happiness of all our residents is at the heart of everything we do. Our achievement of the prestigious Customer First Standard (we were the first Carehome in Britain to achieve the standard) ensures that our residents are involved with all of the decisions regarding their

home. This is evidenced by the installation of our very own bar!. All our staff are fully trained professionals who are committed to providing a friendly and homely atmosphere.

We rarely employ agency workers and prefer to have a permanent team who know our residents and their preferences, and who have relationships with them based on trust and friendship. We believe it is



important to provide a home that sustains the dignity of our residents, offers choice and fosters independence whilst ensuring the highest standards of care are provided to each individual.

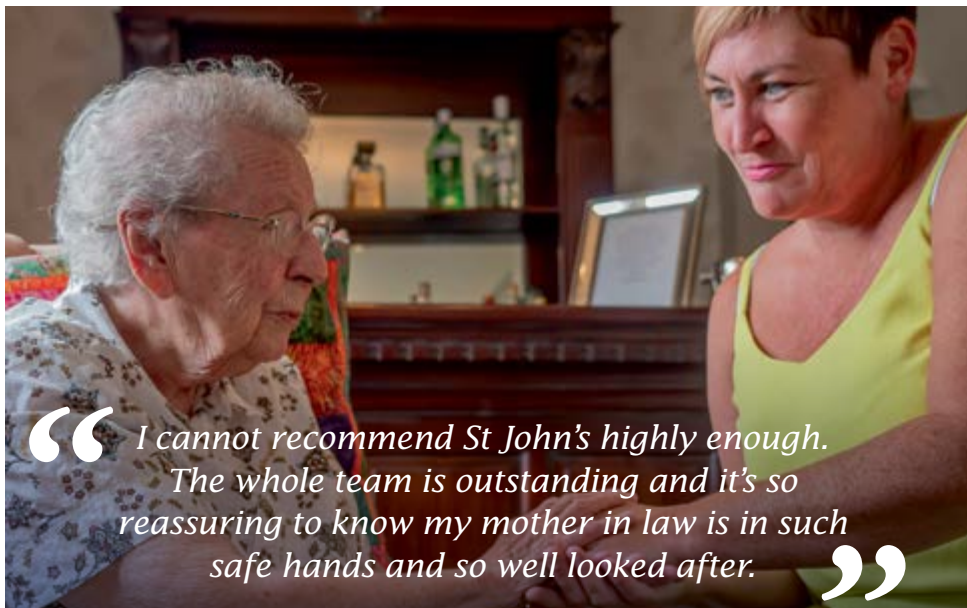
We are one of only a few homes using completely mobile electronic Careplanning devices to ensure the minimum time is spent on admin tasks and that the notes are secure and can be viewed by all of the team in 'real-time'. Since the implementation of this we have had extremely positive feedback from residents and visiting professionals regarding the quality of the records we keep.

## VISITING SERVICES AND MEDICAL CARE

We are visited regularly by local dentists, chiropodists, opticians, and a hairdresser.

Medical attention continues to be provided by the residents own GP, supported by the Community Nursing Services. The home has good relationships with the community, our local school and WI and local shops run a regular delivery service to the home.

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



“ I cannot recommend St John's highly enough. The whole team is outstanding and it's so reassuring to know my mother in law is in such safe hands and so well looked after. ”



# Why Choose

## ST JOHNS HOUSE

### RESPITE CARE

Short term respite care provides the perfect opportunity to take a break from the often demanding role as a Carer. It also offers a very positive experience for the person receiving the care, providing a different social setting, activities and a wider community.

We make sure that our respite residents are fully introduced to the home, facilities and other residents so they can take full advantage of their stay.

### DAY CARE

If you are looking for a few hours on an evening, over the weekend or a full day we provide a flexible service to make sure your loved one is cared for while you have some free time. All our day care clients have access to all the communal areas and facilities at the home including the social activities and entertainment. We have a flexible approach and our Manager, Donna Sanderson, or a member of the team would be happy to answer any of your questions regarding all of our services including respite and day care.

**R**ated as Outstanding by CQC, we are committed to continually improve. We have achieved Outstanding in 4 of the 5 categories assessed by CQC, to date, only a handful of services within the UK have matched that achievement.

A recent survey, conducted by an independent body Laing & Buisson, among residents and relatives of

the residents in our homes returned an extremely high level of overall satisfaction response-this was one of the highest in the UK as are our testimonials on Carehome.co.uk

Having previously achieved the Best Care Employer Award at the Great North Care awards, we continually work to provide a safe, supportive and encouraging work space for our team.





We have achieved the  
Carehome.co.uk award for  
**Top 20** most recommended  
small Company within the UK.

**D**uring our latest Customer First accreditation process our Inspector voiced that he has rarely encountered such loyalty and pride from staff about their workplace. 100% of our staff surveyed believed that we are committed to improving the wellbeing and lives of our residents.

We have achieved the Carehome.co.uk award for Top 20 most recommended small Company within the UK.

As a family owned and run business, we continually reinvest profits to ensure our two beautiful homes are well maintained and equipped with the latest technology to assist our residents.

*A Beautiful Place to live*

Our focus is on providing the best care from two very well run homes, a focus that can sometimes be sadly lacking in homes owned by larger groups.



# Making our Home YOUR HOME

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

Residents have regular meetings to express their views and wishes and have a monthly one-to-one with their designated Care Partner

to ensure that their care plan is providing them with a happy and fulfilled life at the home.

If it is going to be home it needs to feel like home which is why freedom and personal choice play a major part in life at St Johns House. Our regular residents meetings are lively and the feedback goes into making life at the home even better.



“Mum has been a resident for over 11 years. She enjoys it and feels at home. The staff are caring and very pleasant.”



Residents come and go as they please and our open door policy for family and friends means there is always a buzz around the home.

## FAMILY SUPPORT

We are a family business, placing family values at the heart of everything we do. We believe this is reflected not only in the care we provide but the caring environment at our home, creating real friendships and strong relationships between our residents, with our staff and amongst extended family and friends.

Families and friends play an important role in life at St Johns House, helping to make the home a real “home” for our residents.

We have an open door policy, meaning residents can have visitors whenever they choose. We work hard to encourage and support all of the important relationships that our residents have, using the latest technologies.

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





# Awards and Accreditations

■ The Care Quality Commission has awarded us the Outstanding rating. CQC is our regulatory body; they require us to undergo rigorous inspection and assessment processes.



■ Our reports clearly demonstrate the high scores we have achieved in all areas of service delivery and they are published for inspection on [www.cqc.org.uk](http://www.cqc.org.uk) In 2018 we were delighted to retain the Customer First kite mark for excellence in delivering customer focused care. We were the first care homes in Britain to have achieved this status in 2010.

- We won the prestigious Regional title and were National Finalists in the Yorkshire and Humber Care Awards which recognises best practice within the sector. We are also proud to be one of the few care homes in the UK which is an Accredited Living Wage Foundation Employer.
- St Johns House has achieved the Carehome.co.uk Top 20 most Recommended home within the Yorkshire and Humber region, whilst our Company is in the Top 20 most recommended small Company within the UK.



## DOCUMENTATION AVAILABLE TO VIEW DURING A VISIT TO THE HOME:

- The latest Inspection report by the Care Quality Commission
- Customer First Report 2018
- Executive Summary of an Independent Customer Satisfaction Survey carried out by Laing & Buisson

# What NEXT?

**M**aking the decision to move to a residential home is never taken lightly. Choosing a home with the facilities and an environment which suits each individual is extremely important, which is why we encourage you to visit our home, ask us questions and find out more. Some future residents like to come along for a short stay first to see what life at the home is really like.

We find this helps them to make the decision, removes the fear of the unknown for them and gives families peace of mind that their loved one is fully involved in decisions about their future home.

Relatives often worry that the care provided at a residential home is not as good as the care that can be provided at home. Whilst we cannot replace your home we will



“My father is looked after with dignity, compassion and understanding. His room is his home and this is fully respected by all the staff”



provide a loving, caring and safe home for your loved one. More often than not we see residents' health improving as they feel more relaxed and safe within our home.

Family life and relationships can also improve as the stress of looking after a family member and the chores of meal preparation, cleaning and worry about their 24 hour care and companionship are alleviated.

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

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

So, to arrange a visit, request a detailed brochure or find out about a trial stay please contact **Donna Sanderson** on **01423 330480/07818 033340** or send an e-mail to **[stjohns@residential-homes.net](mailto:stjohns@residential-homes.net)**

# Admissions



## Meet the Team

**S**t Johns House is managed by Donna Sanderson, the Registered Manager with the Care Quality Commission. We were delighted when Donna joined us in 2006, during her time with us she has continued to take the home from strength to strength. Donna has a wonderful enthusiasm and level of experience which is very much appreciated by our residents—we know this because a resident was on the interview panel during

her recruitment! Working alongside Donna are her dedicated Deputies Kay and Billie.



**D**onna will make a full assessment of your health and social needs. This enables us to be sure that we can meet all your needs, preferences and wishes, which in turn feed into the care plan we will provide.

We are happy for you to bring friends, family and other representatives to meet Donna and visit the home to help you make your decision. All of our residents

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



*Because of the excellent individual care and attention that the staff at this care home provides to its residents my mum is now having the medication she requires to control her condition. They noticed her change in behaviour and were able to alert me and to raise concerns with her GP.*

*This isn't just a care home - this is a family home where everyone is treated with respect and dignity and look after each other. Thank you for having my mum as part of the family!*



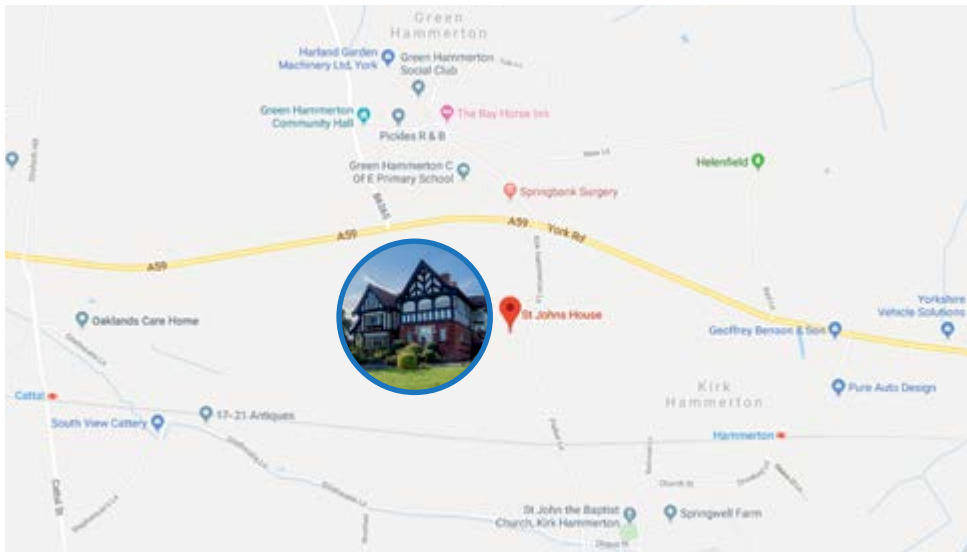
# How to FIND US

St Johns House is situated just off the A59 between the villages of Kirk Hammerton and Green Hammerton. The home is a mere eight miles from historic York and 10 miles from Harrogate.

From the A1 take the A59 towards York, continue for 3.4 miles (ignore the first sign for Kirk Hammerton). You will see a pedestrian crossing sign and a crossroads sign, turn right onto Kirk Hammerton Lane (signposted as local access only).

After 0.2 miles you will see St Johns House on your right.

From York, continue on the A59 through Kirk Hammerton, past Benson's furniture store on your left. Continue past fields as the road rises, just before the brow of the hill turn left onto Kirk Hammerton Lane (signposted as local access only opposite the sign for Green Hammerton). Continue 0.2 miles, St Johns House is on your right.



## Our Values

COMPASSION,  
RESPECT,  
JOY,  
OPENESS

“

*My mum's decision to move to a residential home was one of the most difficult of her life and fraught with concern. We needn't have worried - since moving in in January, our experience has been outstanding and my mum is happy and healthy and thoroughly enjoying every aspect of life at St John's.*

*What sets St John's House apart is the quality of the staff team and their investment in the staff to resident ratio. That and an amazing range of activities and external trips!*

”



# St Johns House

## RESIDENTIAL CARE HOME



Guinness World Record holders for the Oldest Choir in the World

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