



St Omer



Statement of Purpose

This statutory Statement of Purpose sets out and confirms the provisions made at St Omer. The Statement includes the Aims and Objectives, the names of the Registered Persons, the accommodation provided and the range of care needs for which St Omer makes provision. This Statement also covers the arrangements to meet the care needs of the Residents and their social care, and the facilities and services of St Omer. The complaints procedure is set out.

Location

St Omer Residential Home
Greenway Road
Chelston
TORQUAY
Devon
TQ2 6JE

Tel: 01803 605 336
Fax: 01803 690 733
Web: st-omer.org
Email: enquiries@st-omer.org

Registered Owners

Jo and Ian Day run St Omer Residential Home as a Limited Liability Partnership and have done so since they purchased it on 1 August 2003.

Their address is:
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TORQUAY
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TQ2 6JE

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Aims and Objectives

The aim of St Omer is to maintain a happy, stimulating and stable environment for its Residents, with the objective of sustaining both a high quality of life and high quality of care.

These aims are achieved whilst responding to the statutory requirements of legislation and regulations concerning the provision of its services.

St Omer cares for persons who are elderly and frail. St Omer is registered for persons with dementia. St Omer also cares for Residents who have physical disabilities such as those with mobility difficulties and has facilities to cater for the needs of persons who are wheelchair-bound. We will do all we can to care for our Residents to the end of their lives. St Omer has a proactive policy of individual care; both of general and of social care needs. Residents may request that information about them is shared between other parties involved in their care and are assured that this will be done unless an explanation is given as to why it cannot.

There is encouragement of staff to make optimum use of in-house training as well as working towards external Health & Social Care Diploma Qualifications.

St Omer has an excellent local reputation and maintains strong relations with the local general practitioners and district nurses.

Many Residents come from Torquay and the surrounding area, but those coming from further afield are welcomed.

Staffing

Registered Manager

The Registered Manager is Jo Day.

Qualifications and Experience

Prior to fulltime ownership of St Omer, Ian Day worked in the Information Technology and Management Consultancy industry for 20 years. He has an MBA from the Open University. Jo Day was the PA to the Managing Director of a specialist insurance brokerage for 10 years, returning to work after having raised two children.

Number of staff

There is a minimum of three, and usually four, care staff on duty during the day, between the hours of 8.00 am and 8:00 pm.

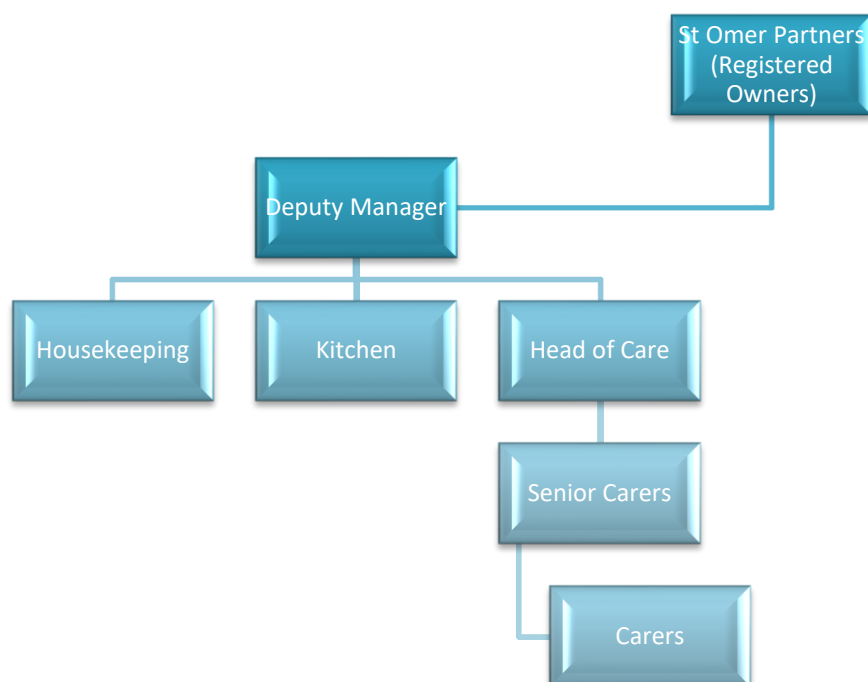
There are two waking members of care staff on duty at night, between the hours of 8:00 pm and 8.00 am.

Experience of staff

All of our staff receive full in-house training and are qualified or working towards various levels of Health & Social Care Diploma qualification.

Organizational Structure

St Omer has adopted the following organizational structure.



Age range and sex of Residents who may be admitted to St Omer

St Omer is registered to care for 28 Residents of 65 years of age and over. There is no discrimination with regard to sex, race or religion.

Range of care needs for which provision is made

In line with the Certificate of Registration, Residents may be admitted who fall into the following category:

| | |
|---|-----------|
| Old age, not falling within any other category (OP) | 28 places |
| Dementia – over 65 years of age (DE(E)) | 28 places |
| Physical disability over 65 years of age (PD(E)) | 28 places |

Nursing care

St Omer is not a Nursing Home and our Care staff are not qualified nurses.

Complaints procedure

Where a complaint is made concerning any aspect of St Omer, the Registered Manager is responsible for acknowledging the complaint within 24 hours.

The complaint will then be investigated and a formal response made, normally within seven days.

If a person wishing to make a complaint would prefer to make it to a more senior person, the complaint may be made to the Registered Providers who will acknowledge the complaint within 24 hours and make a formal response, again normally within seven days. Written records are kept of all complaints and the outcome of all investigations.

If the Resident or other person who has made a complaint is not satisfied with the response, then they may refer the complaint to the Local Government Ombudsman, whose contact details are as follows:

Local Government Ombudsman
PO Box 4771
COVENTRY
CV4 0EH
Tel: 0300 061 0614
Email: advice@lgo.org.uk
Website: <http://www.lgo.org.uk>

Our Regulatory Officer at the Care Quality Commission may be contacted at:
South West Region
Care Quality Commission
Citygate
Gallowgate
NEWCASTLE UPON TYNE
NE1 4PA

Tel: 0300 061 6161