



Binstead Road, Ryde, Isle of Wight PO33 3NB

Telephone: 01983 563248

Email: [enquiries@stvincentsiow.co.uk](mailto:enquiries@stvincentsiow.co.uk)

A RESIDENTIAL CARE HOME  
REGISTERED WITH THE CARE QUALITY COMMISSION  
**ACTING MANAGER:** JESSICA MCGOVERN



**The Home at a Glance**

---

## The Home at a Glance

---

St Vincents is a fine Victorian house which is constructed on three floors and set in its own gardens and grounds. Many features of the house's history have been maintained, whilst necessary alterations have been made to enable it to operate as a care home.

St Vincents Retirement Home Ltd provides the regulated activity of 'accommodation for persons who require personal care' at the homes location. The service is registered as a service type that provides personal care and not nursing. The home provides this service to people of both sexes and can accommodate 25 residents whose needs fall within our registration. You first enter St Vincents through the large oak front door into the entrance hall which offers initial shelter to visitors and retains aspects of the original décor of the house.

There is a large reception hallway with an open fireplace, which on cold winters days is lit to offer a warm welcoming glow. A seating area is provided where residents regularly sit and chat.

A Resident's Information Area is provided which contains a diverse assortment of information which ranges from planned activities to sources of advice. There is also a post box facility for resident's use which is emptied Monday to Friday and taken to the local post office for posting.

The main lounge is situated on the ground floor and is tastefully decorated with an array of furniture, pictures and ornaments. One of the main features of this lounge is the bar facility which is operated by the staff for the residents. There is also a second lounge/activities room on the first floor. The lounges are equipped with a television, DVD player and a selection of DVD's are available, as well as a music centre with a selection of compact discs. The first floor lounge provides a selection of toys for the enjoyment of our younger visitors.

There is one assisted bathroom on the lower ground floor, one on the ground floor and two on the first floor. All have a bathing facility, wash hand basin and toilet. There are two WC's on the ground floor and one on the first floor. The laundry room is on the lower ground floor. The first floor and lower ground floor are accessed by staircases and a lift. Other facilities include a Care Station, General Office and the Managers Office.



Front view of the Home.



Back view of the Home.



Side view of the Home.

---

## The Grounds

---

The home sits in large grounds with lawned areas, pathways and flower beds. There are landscaped areas which can be easily accessed and include various seating areas.

There is a Memorial Garden that has been formed in memory of residents that have resided at the home, but are sadly no longer with us.

A further area to take a breath of fresh air is on the roof garden. This offers spectacular vistas over the Solent and is tastefully arranged with seating areas, oriental ornaments and plants.



**The Roof Garden**

---

## Access

---

There is a large lift which enables easy access to all floors and ramps are provided wherever the terrain is likely to cause difficulty to residents. A large staircase also leads from the ground floor to the first floor.

---

## Accommodation

---

St Vincent's has 25 single bedrooms; all bedrooms have an en-suite bathroom and some have a small balcony.

All residents have their own single bedroom, with en-suite bathroom. All rooms are furnished to a high standard and have modern safety features fitted which include a 24 hour carer call system and smoke detectors. All have a TV point and residents may have telephones at their own expense. Residents' rooms are not all identical and all do not have the same facilities. The sizes range from approximately 10 sq. metres to 17.75 sq. metres. There are 6 bedrooms on the lower ground floor, 5 on the ground floor and 14 on the first floor.

Residents are encouraged to personalise their own rooms with their possessions to achieve as homely an environment as possible.

All bedrooms are pleasantly decorated and furnished with a bed, bedside table, chest of drawers with lockable top drawer, wardrobe, easy chair, small desk or table. Residents are able to bring their own items of furniture if requested.

We like the residents to feel that everything they own is safe, so they are able to keep their room locked or lock those items in a lockable drawer. Residents can bring in their own items such as ornaments, pictures, a television, radio or CD player. All that we ask is that the sound volume is not at a level on radios, music players or televisions that will disturb other residents, especially during night hours.

On some occasions it may be necessary for a resident to change rooms as their capabilities change. Unless it is an emergency, any such changes are only made after agreement between the resident, or their representative, and Manager.

Each bedroom, bathroom and communal area has a call system to enable residents to summon assistance if required.

---

## Personal Care & Support

---

The home employs dedicated, trained staff, to provide quality care which will meet the overall personal and health care needs and preferences of individuals.

Personal care is provided by care staff and they are able to give support with daily living tasks 24 hours a day as at night there are "night awake" care staff on duty. The staff are

there to help the residents. There will always be a staff member to help an individual wake and get up in the mornings if they need this sort of help. Staff will also talk to residents about what they are going to do in the day and help them to get where they want to go, or do things with them during the day. They will also help if they are not feeling very well or are having trouble in getting along with other residents.

Care is provided whilst maintaining privacy, personal dignity and fostering independence for each individual resident.

The Home has assisted bathing and shower facilities which allows care staff to assist clients. A salon hair wash unit is also available for the visiting hairdresser to use with any resident who wishes to take advantage of this facility.

A hairdresser and a chiropodist visit on a regular basis for the convenience of the residents. Charges apply

All residents are free to choose their own GP. There is an excellent liaison with the local General Practices, hospital, District Nurses and Community Services which enables us to care for residents with high dependency.

Nearby hospitals provide all the normal services and emergency cover as required. Nursing care cannot be undertaken.

The care staff are based in the Care Station which is open 24 hours a day. There is a medical area which offers the facility for prescribed medications to be dispensed.



### **Care Station**

Support with general and administrative matters can be obtained from either the Manager or the Head of Finance & Administration. In the main office there is also a safe in which residents can be offered the facility to store items securely.

---

## Care Equipment

---

The Home has 2 bath hoists, a hoist, Mangar Elk plus other mobility aids to help in the safe and comfortable moving and handling of Residents. Any item of care equipment that is required to aid with the care of our residents we will endeavor to purchase.

---

## Medication

---

If a resident prefers to self-medicate and is deemed safe to do so following a risk assessment, the Home will support them with advice and guidance. A lockable facility is available accordingly. Otherwise all drugs will be managed by the staff, dispensed and ordered on their behalf under the instructions of their General Practitioner. Any resident may request to see a doctor in private if they so wish.

---

## Care Planning

---

All residents have an individual plan of care. Prior to admission information is gathered from the potential resident, relatives and carers, GP, and any other professionals involved. In the case of a hospital discharge the medical and nursing staff are included. This information is formatted into a pre-admission assessment and is used to decide whether the required care needs may be met. After admission this information is checked for validity and is enhanced to form the initial written plan of daily care. The resident and/or next of kin are involved at every stage.

Care plans are available for perusal by residents and/or relatives with permission at any time. Additions and alterations are made on a daily basis to ensure that changes in care needs are addressed. The resident concerned is involved with this process at all times.

Once developed the Care Plan is reviewed regularly. During staff shift changeover the current resident's needs are handed over by the out-going to the in-coming shift and any issues discussed.

Residents and their families are encouraged to participate in the formulation and review of care plans. They are always welcome to discuss their progress, level of support and care being provided. Changes in care plans are recorded on a rolling basis to ensure a complete history of care is maintained.

Any required amendments to the care plan are fully recorded.

---

## Laundry

---

Resident's clothes are laundered by the staff in the home's laundry facility. No charge is made for the laundering of resident's clothing with the exception of dry cleaning. If residents require items dry cleaned this can be arranged by the staff but the cost for this must be met by the resident.

All used clothing will be collected from the resident's room and returned to them within 48 hours, washed and ironed.

All clothing belonging to a resident must be labelled with their name. Staff are more than willing to assist with this task and labels can be ordered through the office if required.

The laundry room is on the lower ground floor.

---

## Telephone

---

Residents may have their own private line installed in their room if they wish to do so but must meet the cost of the installation and are responsible for the payment of the bills connected to the line.

---

## Catering

---

Food is a priority at St Vincent's and we pride ourselves in providing high quality nutritional meals. We serve excellent traditional home-cooked, wholesome meals with a varied menu, and this is prepared in our fully equipped, spacious, modern catering facility. We have been awarded a five star rating by the Environmental Health Service. There is always a choice of menu which takes into account personal preferences and special diets. The menu incorporates as much fresh ingredients as possible, as well as seasonal fruit and vegetables. The menus are also always displayed on the dining room notice boards.

The dining room is situated on the ground floor and meals are generally served here. Whilst residents may be served in their room if they wish, meal times can be a very sociable occasion and residents are encouraged to join together in the dining room.

Beverages and snacks are available at all times. Morning, mid-morning, afternoon and evening beverages and supper are served to residents wherever they prefer. Residents have the facility to make their own beverages in the dining room. The dining room refreshment facility also enables residents to make themselves a light evening snack.

Relatives and friends are welcome to join residents for meals by prior arrangement, for which there is a small charge. They are welcome for coffee, tea and other hot drinks at any time. They are also welcome to join in themed lunches which are a particular favourite of the residents who currently reside in the Home. Themes include Valentines, Easter, Halloween and Saints Days.



---

## Meal Times

---

Meals are served at the following times:

### Monday to Sunday

|                  |                                |
|------------------|--------------------------------|
| <b>Breakfast</b> | <b>0800 hours - 0900 hours</b> |
| <b>Lunch</b>     | <b>1300 hours - 1400 hours</b> |
| <b>Tea</b>       | <b>1730 hours - 1830 hours</b> |
| <b>Supper</b>    | <b>2100 hours</b>              |

For meals outside these times, residents are requested to make the necessary arrangements with the Head Chef.



---

## Entertainment, Activities & Outings

---

The home takes into account the residents' interests, skills, experiences, personalities and medical conditions when planning their social care. Initially, information on the health and social needs are obtained during a pre-admission assessment. The home offers a wide range of activities designed to encourage the resident to keep mobile, and most importantly take an interest in life.

Individuals are free to choose how they wish to spend their days and are encouraged, and assisted where practicable, to pursue their hobbies and interests, either in the home or by use of local facilities. Every month a residents meeting takes place so that we can hear the views of the residents. This includes social activities and the residents are involved in formulating an activities program through consultation and this is amended to accommodate their changing wishes. The program is designed to consider the needs of the client group, including those with disabilities. Where necessary, external professionals are engaged to complement the skills available in-house. We have regular entertainment in the home such as games, sing-a-longs and quizzes. There is also a plentiful supply of books, DVD's and games. Arts and crafts materials are also available and activities such as card making take place. We celebrate special occasions such as a resident's birthday, Christmas, New Year, Easter and other events during the year.

Outings are arranged by the home and travel to and from these is in the home's vehicle which, adapted for wheelchairs and other disabled requirements, is also available for visits to doctors and other journeys. All outings are geared to residents' needs and capabilities and due to this a limited number of residents can go on any one outing. Trips are also planned in accordance with facilities for the disabled being accessible. Throughout the summer months regular outings are arranged around the Isle of Wight.

The winter months see more "in house" entertainment and various organisations and the local schools provide a selection of entertainment, especially over the Christmas period.

The home is also situated within easy access of the town which has various shops, services and a library. Links with the local community are encouraged.



---

## Transport

---

The Home provides a vehicle, which is adapted for wheelchair users. This is used for outings, visits to the doctors, shopping and associated trips, which will aid an individual to be able to socialise and give added interest to outdoor activities.

Every effort is made to take residents to health care appointments but is dependent on staff and vehicle availability so is not always guaranteed.

---

## Visiting

---

We believe having regular contact with family, friends and the wider community outside the home is a crucial part of living a fulfilled and healthy life. Families and friends are welcome to visit at any time convenient to the individual resident and to become involved in the daily routine and activities of the home, if the resident wishes.

Residents are also encouraged to continue to visit friends and relatives and any organisation which they are involved in.

We respect the wishes of each individual as to whom they want to see or not see.

We operate an open visiting policy in the home and encourage visits.

For fire safety precautions, it is a requirement that visitors sign in and out of the visitor's book in the front entrance. We request that all visitors observe the health and safety notices displayed.

Please note that visitors are not permitted to smoke anywhere inside of the building. This is a statutory requirement which we would ask all visitors to respect at all times.

All visitors must conduct themselves in such a manner as not to disturb the peaceful environment of the Home. At all times staff should be allowed to go about their duties free from the threat or perceived threat of violence or intimidation.

An adult must at all times supervise person's whom visit under the age of 16.

If you are unable to visit as often as you would wish, you may telephone at any time of the day.

---

## Advocacy

---

As every resident has the right to be respected, listened to and involved in decisions that affect their lives we will work to ensure that when required access to advocacy services is fully supported.

Information regarding advocacy services is displayed in the home's Residents Information Area.

---

## Religious Needs

---

There is no regular visiting priest or chaplain, but visits can be arranged at the request of the residents.

Residents who wish to practice their religion will be given every possible help and facility and are encouraged to attend any religious ceremony of their choice or a local church service.

Particular care will be taken to try to meet the needs of residents from minority faiths. These should be discussed with the manager before admission.

If requested we can make contact with any local place of worship on a residents behalf. We can usually arrange for a minister or a member of the relevant congregation to visit a resident who would like this.

---

## Compliments & Comments

---

Because we value our excellent reputation, we recognise the importance of having a clear-cut complaints procedure. We want residents and their relatives to feel confident that complaints will be taken seriously and responded to accordingly.

Comments and complaints are welcome, because if individuals are unhappy, then we want them to tell us about it so that we can try and put things right. They may want to make a suggestion or comment about how we can improve things. Our Suggestions Box can be located in our main entrance hall.

Hopefully there will be times when individuals would like to tell us how happy they are with our service. We welcome feedback from all individuals involved with St Vincents Retirement Home, this can include relatives, friends and visiting professionals.

By seeking feedback, we can make improvements to the services provided so that these continually meet the needs of the people we support. If you have any comments or you wish to read the comments of others, please ask the Manager to see the Compliments and Comments files.



Overall, we are proud of the facilities that the home has to offer and the high standards that are maintained at St Vincent's Retirement Home.