



**SWARTHMORE**  
RESIDENTIAL CARE HOME

**We focus on what matters most – having good staff who provide high quality care**



*“The staff are amazing. I cannot speak highly enough about them.”*

*Daughter of Resident*

The Registered Provider of the home is Swarthmore Housing Society Ltd, a not-for-profit organisation registered under the Industrial and Provident Society Act 1965 (Registration number – 12831R) and has exempt charity status.

Swarthmore Residential Care Home is registered with:

The Care Quality Commission (CQC)  
Citygate  
Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA

Telephone – 03000 616161  
Fax – 03000 616171

Provider ID number – 1-101666097  
Manager ID number – 1-72611 6974

## History

In 1946 a group of Quakers came together with a shared concern for the care of older people. From these discussions they formed the Swarthmore Housing Society Ltd and went on to purchase the current building. Swarthmore opened in 1947.

## Management

Overall responsibility for Swarthmore lies with the Trustees, who sit on the Committee of Management. Many of the trustees are Quakers who have been appointed by nearby Area Quaker Meetings. They each have skills and experience relevant to the successful running of the care home. Other Trustees are people from the local area with an interest in high quality care for the elderly who have relevant skills or experience; we welcome enquiries from those interested in 'giving something to the community'.

Day-to-day management is the responsibility of the Home Manager.

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**Our staff are caring, reliable, helpful, cheerful, respectful, friendly and efficient.**

*Peace of mind for family and friends ...*

***“I now don’t have to worry because I know my dad is safe. I have total trust that you will do the right thing for him. Your staff keep me fully informed. All this adds up to giving me peace of mind.”***

*Daughter of a Resident*

*A peaceful and happy life for residents ...*

***“It’s a comfortable and homely place to live. The people are friendly.”***

*Resident*



## Summary

<b>Owner</b>	Swarthmore Housing Society Ltd
<b>Home Manager</b>	Claire Allsopp
<b>Type of Service:</b>	Care Home only
<b>Registered Care Categories:</b>	Old Age – Physical Disability – Sensory Impairment
<b>Admission Information:</b>	Following Assessment, ages from 65
<b>Single Rooms:</b>	32 (of which 24 with en-suite WC)
<b>Facilities &amp; Services:</b>	Palliative Care – Respite Care – Convalescent Care – Sheltered Housing Telephone and Television points in rooms – Internet access available for residents – Own furniture if desired Lift – Stairlift – Wheelchair access Gardens Close to local shops – Near public transport Smoking not permitted
<b>Latest CQC Report:</b>	<a href="http://www.cqc.org.uk/location/1-113770448">www.cqc.org.uk/location/1-113770448</a>

# Our Values

## Quakers and non-Quakers are equally welcome at Swarthmore

*Swarthmore exists to improve the quality of life for our residents. We aim to do all we can to ease the stresses experienced by our residents when they have care needs due to age, illness or disability.*

- We recognise the equal worth and unique nature of every person.
- We involve everyone in the way that the home is run. We regularly consult and obtain the views of residents, their friends and families, the staff and managers plus the trustees.
- We believe that residents should have control over how they live, should be able to make their own decisions, and should be able to freely express their wishes and preferences.

### *Residents are:*

- encouraged to be as independent as possible;
- treated with dignity with their privacy being respected;
- cared for in a sensitive way; and
- given freedom of choice.

*The care home is run in accordance with Quaker values; Equality, Peace, Integrity, Simplicity and Recognition that there is something of God in everyone. This ethos aligns well with the philosophy needed to run a successful care home.*



# Our Approach

## *Caring comes first*

- We offer high-quality care 24 hours a day, 7 days a week.
- Our carers do not have other responsibilities. This means that they are free to focus on caring.

Residents may be given support with:

- bathing;
- dressing;
- moving around the home;
- assistance at mealtimes;
- continence care;
- administration of prescribed medications under the guidance/supervision of a qualified medication technician;
- prompting and reminding.

## *A person-centred approach*

- We tailor the care and the services we provide to each resident.
- We draw up a care plan for each resident based on their support needs, their strengths and their interests. A care plan is a statement of someone's assessed needs and sets out the support they will receive. We draw on information from an individual's life story and from the people in their lives in order to develop ways they can do activities that are meaningful to them.
- The person-centred approach means that difficulties are resolved in the best interests of the resident.





## Our Staff

We realise that no care home can be better than its staff. It is people that matter most so we employ a team of caring and reliable members of staff.

Our team includes senior carers, care assistants, a breakfast assistant, housekeepers, chefs, an activities coordinator, administration and finance staff, and a maintenance man.

Our residents and their families reported how much they value our staff in a research exercise conducted by an outside consultant in 2015.

They said that our staff are:

- kind
- thoughtful
- dependable
- supportive
- cheerful
- polite
- welcoming
- competent

## Staffing numbers

Senior care staff and care assistants are on duty during the morning and afternoon shifts.

Throughout the day the team leader and the activities coordinator are also on duty along with the home manager and the deputy manager.

A typical night shift is staffed by a senior carer and care assistants.

The home manager, deputy manager or team leader are always on call.

*“They are kind  
and wonderful.”*

*Resident*





# A lovely, grand old building with character that feels like a home

## *The Building and Surroundings*

Some care homes can feel clinical or like an institution or a hotel. Not Swarthmore. Our residents, their families and friends tell us that it has a homely feel. Although it's an old building, it's not 'trapped in the past'.

The house is set in two acres of beautiful and well-maintained gardens which are well laid out and the seating area is easily accessible from the house.



## *Residents' Rooms*

We offer a wide selection of comfortable rooms.

We want our residents to feel as at home as possible. So, subject to safety checks, residents can have their own furniture and personal items in their rooms.

There are 32 rooms in total.

- The rooms vary in size, type and price.
- 24 of the rooms are en-suite, 15 of which are luxury rooms.
- Other rooms all have a wash basin and a commode.
- There are communal bathrooms in the building all of which have hoist facilities.

There is a stairlift to the first floor.

In the grounds, Burman Lodge has four studio flats suitable for more able residents who can live independently with the knowledge that staff are on hand if required.



## *The Communal Areas*

- The well-appointed lounge looks out over the beautiful gardens. It has comfortable seating, a large screen TV and an entertainment centre.
- There is a Quiet Room which includes a library. It is used as the venue for the weekly Quaker Meeting for Worship and other church services.
- The dining room is tastefully decorated and overlooks the gardens.

*“The level of cleanliness is fantastic. It is second-to-none.”* Son of a resident

## Meals

- There is a good choice of home-cooked meals using fresh ingredients. Vegetarian and special diet options are available.
- Three meals a day are provided.
- Snacks are available at other times by request.
- Hot and cold drinks and biscuits are available 24 hours a day.

## Activities

We employ a dedicated Activities Coordinator. We recognise the importance for residents of social events, having fun and pursuing interests and hobbies.

The Activities Coordinator provides a varied programme of events and entertainment throughout the week. The kind of activities which take place include:

- quizzes
- sing-songs
- recitals
- exercise classes
- French lessons
- productions such as children’s shows

Trips out are organised to local places of interest.

Residents are encouraged to continue hobbies and interests. They are given opportunities to take up new ones as well. There are links with outside organisations in order to provide opportunities for a diverse range of interests.

## Housekeeping & Maintenance

- The housekeeping staff are conscientious and experts at their job of keeping the home clean and fragrant.
- A deep clean of every room is carried out once a week.
- The maintenance man is always on-hand to fix faults and to carry out the jobs that need doing around the home.

## Religious Services

A Quaker Meeting for Worship is held each Sunday morning to which all are welcome if they so wish.

Non-Quaker residents are helped to make contact with other church or faith communities. Clergy from other denominations visit on a regular basis to lead groups in spiritual worship.



# Frequently Asked Questions

## *What are the prices?*

As Swarthmore is a not-for-profit organisation our prices compare very favourably with other local care homes.

There are two elements to our fees: accommodation and care.

- Different prices apply for the various accommodation options we offer. We have standard rooms, en-suite rooms, luxury rooms and flats.
- There may be an additional charge if a resident needs extra care. To ascertain the level of care needed we carry out assessments using an 'extra care dependency scoring system'. A 'green' score means that no additional charges are made because no extra care is required. Additional charges will apply for an 'amber' or a 'red' score.

You will find a schedule of our current prices and extra care charges on our website – [www.swarthmorecarehome.org.uk](http://www.swarthmorecarehome.org.uk).

## *Are people with dementia able to live in the home?*

Subject to assessment, we accept people with dementia and allow existing residents who develop dementia to stay providing we are able to meet their needs in each case.

## *What is the situation regarding visits by family and friends?*

Family members and friends are welcome to visit at all times.

## *What is the process for moving in?*

Residents are given a settling in period of a few weeks. This gives them an opportunity to decide if they will be happy at the home. It also gives the Care Home Manager an opportunity to assess their suitability.



## *What are the Terms and Conditions?*

Residents are given a contract when they move in. This states the services that will be provided and the fees. The level of care offered is reviewed regularly. Changes in care can be initiated by the resident, their family, their advocate or the Care Home Manager.

## *What is the situation with regard to moving out?*

One month's notice is required should a resident choose to leave. Swarthmore may give a resident notice to leave:

- if we are unable to meet their care needs; or
- it is considered that the home is not a suitable place for them; or
- if their behaviour is deemed antisocial

## *What is the situation with regard to fees if a resident is away from the home for a period of days?*

If a resident is absent from the home the accommodation fee will continue to be charged and an allowance will be made for any meals not taken.



## To find out more

Please contact us to make an appointment to show you around and give you a chance to meet our staff and residents.

Telephone: 01753 885663

Email: [admin@swarthmorecarehome.org.uk](mailto:admin@swarthmorecarehome.org.uk)

[www.swarthmorecarehome.org.uk](http://www.swarthmorecarehome.org.uk)

*“It’s like living in a community and  
it’s small enough to be like a family.”*

*Resident*



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RESIDENTIAL CARE HOME

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