



The Orders of
St John
Care Trust

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Vision

To be the leading care provider, trusted to create places where people love to live and work



Who are we?

- ◆ Sponsored by the Sovereign Order of Malta and the Venerable Order of St John
- ◆ One of the largest not for profit charitable care providers for older people in the UK
- ◆ Operating in four counties:
 - Lincolnshire, Oxfordshire, Gloucestershire, Wiltshire
- ◆ Caring for over 3,500 people in a variety of care settings – care homes and extra care housing
- ◆ Employing c 4,000 people

Our Service Users

- ◆ 50% of residents have a dementia diagnosis, but actual figure likely to be closer to 80%
- ◆ Average age 87
- ◆ 72% female
- ◆ Average stay 13 months
- ◆ 65% publicly funded



What do we do?

- ◆ A wide range of care services
 - Dementia
 - Nursing
 - Residential
 - Short stay – respite/intermediate
 - Day care
 - Domiciliary care in our extra care housing schemes



What makes us special?

◆ Our people

- Well trained
- Dedicated to well being of our residents
- Friendly and professional

◆ Our homes

- Homely environment
- Freshly cooked food
- Activities for everyone



Our Care Quality

- ◆ Investment in staff training over and above statutory requirements
- ◆ Commitment to high standards
 - Rigorous internal audit regime
 - Evidenced by external ratings – CQC compliance level
- ◆ Commitment to on-going research to ensure:
 - best practice in care delivery
 - best physical environment for providing care

Specialist Dementia Care



- ◆ Person centred care and support
- ◆ St John Admiral Nurses
- ◆ Progressive, innovative design for living environment



Intermediate Care

The CCG have commissioned eleven Intermediate Care beds which will accommodate both patients receiving step down care after being discharged from an acute hospital stay and patients receiving step up care from the new RACU service when it starts.

The purpose of Intermediate Care Beds in Chilterns Court Care Centre is to provide a structured programme of therapy-led supportive and enabling care to Service Users in a care home setting in order to:

- Assist and enable Service Users to achieve and maintain an optimum level of health and independence at home or in another community setting.
- Reduce avoidable admissions to, and facilitate prompt discharges from hospital. 89% of referrals come from Hospital.
- Enable a full assessment of the Service User's needs and future care requirements to be carried out in a non-acute environment where the focus is on promoting independence and a return home.

Intermediate Care

- Intermediate Care is provided for Service Users' who have been assessed by a clinician or therapist or Care Manager as having the potential to benefit from a short period of bed-based Rehabilitation
- that cannot be managed in the Service User's own home and
- who have the ability or the potential to engage in a goal-focussed Rehabilitation programme to maximise their function and improve their confidence and motivation.

- The Unit is fully supported by a Physiotherapist, OT and a GP who completes regular visits to the unit.

Outcomes

- ◆ 100% referrals are accepted
- ◆ Average length of stay below 30 days, can be longer (up to 44). Biggest reason for delay is awaiting care home package.
- ◆ Expectation that the RACU step up beds will have an average length of stay of approximately 2-3 days
- ◆ Most people return home with a home support package (40%)

Questions

