



St John's  
Moorside

CARE IN A VIBRANT COMMUNITY



# Outstanding specialist care for older people living with dementia

St John's Moorside, Winchester, Hampshire





Moorside is a specialist in dementia care, providing unrivalled care standards in a nursing home situated close to the heart of Winchester City Centre.

Moorside is part of St John's Winchester, a registered charity whose mission is to provide an inspirational community where older people are empowered and enabled to live full and rich lives through quality care and support, housing and friendship.

**Clinical excellence, holistic care**

Our skilled, experienced team provide safe, attentive and truly personalised care in calm, modern and warmly welcoming surroundings. Our residents' wellbeing is at the heart of everything we do, with the whole team helping them to live a healthy, enjoyable life. Clinical excellence is delivered through evidence-based assessment tools by experienced registered nurses.

Sensory therapies are central to our care. We strive to inspire all our residents' senses through serving tasty home-cooked food, providing a wide range of appropriate stimulating activities including music therapy, reminiscence, our sensory garden, interacting with our Tovertafel, hand and body massage, and much more.

**Strong community and family focus**

We have a deep sense of community, and enjoy close relationships with local people, nurseries and colleges who visit us, and we host a Reminiscence Café for local people living with dementia.

Family values are at the heart of all that we do. Our team work diligently and do their utmost to ensure Moorside feels homely, welcoming and like a second family. Our inspirational workforce go above and beyond to ensure that their colleagues, residents, volunteers and friends work and live in a loving environment. We warmly encourage the close involvement of families of residents; indeed many remain in touch with us, even volunteering, once their loved one has passed.

**Charitable values, providing peace of mind**

As a charity, with no profit motive, we are able to apply our charitable value system, meaning an uncompromised commitment to care excellence. What's more, for our fee paying residents, if their financial circumstances change and they are no longer able to afford our fees, we will use our charitable funds to top up, so they will not have to leave Moorside.

We care for up to 31 older people providing long-term care and short-stay respite care for people living in the community. The majority of our residents require nursing care, although some residential places are available. High standards and tailored facilities combine to make Moorside the right choice. Our Matron and team look forward to welcoming you.



## Our home is full of life

**We have an energetic and committed wellbeing and activities team of staff and volunteers. They do a wonderful job arranging activities, events, trips and entertainment for our residents, always ensuring that they're safe and appropriate.**

We believe in the great value of recreational activities for people living with dementia, and so we gently encourage residents to participate as far as they are able. A favourite activity is our innovative Tovertafel, which provides an interactive visual experience for residents. They also enjoy reminiscence music therapy and a scent library to stimulate memory, gardening, parachute and ball games, crafts and sensory stimulation, pet therapy, board games, and big screen movies with popcorn. In addition, we host afternoon tea parties, enjoy professional entertainment and hold church services.

We organise at least two trips out each month to nearby places of interest including the local garden centre and Winnall Moors Nature Reserve. Residents are transported in our minibus, accompanied by our ever-willing team of staff and volunteers.

Our vibrant, happy home is full of life, and this is down to the energy and positivity of the whole team. From our volunteers, activities team, hairdresser and maintenance team, to our nursing and care team, chefs, kitchen team and housekeeping team, we're all committed to ensuring Moorside delivers outstanding care.



## Caring, attentive team members on hand 24/7

**Our staff and volunteers are passionate about the care of our residents. They appreciate and fully understand their needs and the journey of each phase of dementia. This allows us to provide knowledge-based care and support which is thorough, carefully considered and personalised to meet the individual needs of our residents.**

Dignity, choice and respect are key threads running through all our services. These crucial elements combine to deliver levels of care of which we are most proud. We are keen to embrace modern technology and use our new person-centred software to help with care planning.

We know that good care comes as a direct result of highly educated, well managed, compassionate team members. Care is carefully planned in partnership with each resident, their family and other healthcare professionals. Each suite is a homely, non-institutional setting in which residents are afforded as much independence as possible. Personalised care plans are prepared for each resident after admission and are reviewed regularly so that their care reflects their own individual needs and interests.

Led by an experienced, highly qualified Matron, the Moorside team work as a close and friendly group, all striving to deliver care of the highest standards to residents. We have a Clinical Lead Nurse and a Dementia Nurse along with Registered Mental Health and General Nurses supported by Principal Care Assistants, Senior Care Assistants and Care Assistants. We invest heavily in our staff learning and development to ensure everyone has the skills, knowledge and competence needed to deliver a high standard of compassionate care.

We firmly believe that by looking after our team well, and investing in their future, they in turn are motivated and equipped to provide the best care to our residents. We are proud that so many of our team members stay with us for many years, a testament to their commitment.

The home is registered with the Care Quality Commission and has been rated as 'good' overall with an 'outstanding' rating regarding the home's responsiveness and treatment of individual needs.



"MY HUSBAND HAS BEEN IN MOORSIDE FOR OVER TWO YEARS AND I HAVE NOTHING BUT ADMIRATION FOR THE CARE HE HAS RECEIVED DURING THIS TIME. THE STAFF ARE COMPASSIONATE AND FRIENDLY AND TREAT HIM WITH RESPECT – I FEEL THAT THEY ARE PART OF MY WIDER FAMILY! THE HOME IS SMALL AND INTIMATE AND HAS NO CLINICAL FEEL, UNLIKE SOME OF THE LARGER HOMES I VIEWED BEFORE CHOOSING MOORSIDE. I WOULD HAVE NO HESITATION IN RECOMMENDING MOORSIDE TO ANY PROSPECTIVE RESIDENT."





## Nutritious, tasty meals, carefully prepared and served

**We know that mealtimes are a really important part of the day for people living with dementia. It's crucial that they receive nutritionally balanced, appetising food which looks and tastes good, and is served appropriately.**

Our highly skilled, experienced chefs are closely involved with meal planning, and are committed to serving up a 'menu with meaning', aiming to tantalise residents' sometimes diminishing taste buds. The chefs create a daily selection of delicious food, using fresh ingredients which are locally sourced whenever possible. Care is taken in planning menus which reflect individual choice and dietary requirements.

People living with dementia can benefit from a flexible approach to eating, so there are snacks available throughout the day and we actively encourage people to eat, and support them if needed. Residents have a choice of dishes, and we help them make their decisions if required. The staff team are encouraged to eat with residents at each mealtime to help engender a sense of family.

We enjoy regular barbeques, buffets and picnics whenever the weather permits, and our afternoon teas are particularly popular. Mocktail afternoons encourage fluid intake and promote hydration. We are always happy to cater for personal preferences and special diets, and are pleased to celebrate birthdays and other special occasions, welcoming family and friends to join us whenever they wish to.



## Quality accommodation

**Moorside is an award-winning, light and airy building. It is a peaceful place to live, providing safe, comfortable accommodation for our residents within a friendly, homely environment.**

The accommodation at Moorside is arranged into four suites for up to eight people, providing a smaller 'home within a home.' Each suite has a separate dining room, lounge and kitchenette which provides residents with a small, relaxing environment within the larger home. Wherever residents choose to spend their time, the spacious home is reassuring and comfortable.

Great care has been taken in designing the building to help orientation so that residents can readily identify their own rooms and the communal areas which support them. An assisted bathroom serves each suite.

Each of the 31 well-appointed bedrooms has a fitted wardrobe and is equipped with a variable height bed and a bedside locker. Long stay residents are then invited to introduce their own furniture and possessions to give a personal identity to their rooms. All but two of the rooms have en-suite facilities, and they all feature a nurse call system.

There is a beautiful secure garden to the rear of the home which backs onto the river. Many of the rooms look out onto the well-tended garden, including the attractive Winchester Lounge, a bright and pleasant room which is a focal point for the social activities within the home. Many residents enjoy spending time in the garden, pottering, strolling, sitting and taking fresh air when weather permits.

We have a well-equipped kitchen, a hairdressing and beauty salon and a visiting hairdresser. We also have a treatment room for visiting doctors and chiropodists. All laundry is carefully washed and ironed on site.

**"MY WIFE GRACE HAS ALZHEIMER'S DISEASE AND HAS BEEN LIVING AT MOORSIDE FOR THE PAST THREE YEARS. MOORSIDE HAS TRULY BEEN HER 'HOME FROM HOME'. I VISIT TWICE EVERY DAY AND ALWAYS RECEIVE A WARM AND CARING WELCOME FROM ALL. THE MOORSIDE ETHOS, QUALITY OF CARE AND STANDARD OF CLEANLINESS IS EXCEPTIONAL, PROVIDING SUCH A COMFORT TO FAMILY MEMBERS."**

"I NEEDED MY FATHER TO BE SAFE, WARM, FED AND WELL CARED FOR. I HAVE FOUND ALL THOSE CRITERIA AND MORE. THE CARE IS CONSIDERED, PERSONAL AND DIGNIFIED. THE STAFF ARE DEVOTED AND SHOW THE UTMOST RESPECT. THE STAFF ARE CLEARLY WELL-LED. AS WELL AS THIS, THE GOVERNANCE APPEARS TO BE VERY MUCH IN ORDER. I HAVE BEEN IMPRESSED WITH THE WILLINGNESS OF THE MANAGEMENT TO INVOLVE THE RESIDENTS' FAMILIES IN THE WAY THE HOME CAN BE IMPROVED. MOORSIDE PROVIDES TRUST, FRIENDSHIP, WELCOME AND SUPPORT THAT HAS GIVEN ME AND MY MOTHER HUGE COMFORT. THROUGHOUT HIS CARE, WE HAVE BEEN INFORMED, BEEN PART OF THE PROCESS AND CANNOT FAULT THE PROCESSES INVOLVED."



## Admissions and applications

As a charity, we provide care for older people in financial and other need. Around half of the places at Moorside are available to local people who qualify for Hampshire County Council funded care. These fees are heavily subsidised by the charity.

A financial assessment as well as a care assessment must be made in respect of all applications. Assistance in payment of all, or part of, these fees may be available

from Social Services and we will gladly give advice about seeking financial support. Respite services are available both to Social Services funded residents, and private, self-funding residents.

In order to widen the scope of our charity's work, we also offer places for around 15 self-funding residents. For details of fee levels, please contact our Matron or Administrator.

## Financial peace of mind

Through our charitable offering, we guarantee that no resident will be asked to leave Moorside if their financial circumstances change and they can no longer afford the cost of their care.

St John's Winchester will top up the fees, providing care for life. This valuable safety net gives worry free living for residents and their families.



"IT WAS A TRAUMATIC TIME KNOWING MY GRAN COULD NO LONGER COPE AT HOME. THE STAFF AT MOORSIDE MADE THIS DECISION EASIER WITH THEIR KINDNESS AND UNDERSTANDING, ESPECIALLY THE MATRON WHO HELPED ME DEAL WITH SOCIAL SERVICES. MY GRAN HAS NOW BEEN LIVING AT MOORSIDE FOR SOME TIME AND HAS IMPROVED IN HERSELF SO MUCH. THE STAFF ARE KIND AND CARING. I'M SO RELIEVED THAT MY GRAN IS IN SUCH A WONDERFUL PLACE."

## Get in touch

You are warmly welcomed to make an appointment to visit Moorside, meet our Matron and take a look around the home to see our facilities for yourself.



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