



care, comfort, compassion

Clonberne
Ballinasloe
Co. Galway
Tel: 093 45231
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Central Park Nursing Home

Reg No.: 8253897L

Web: www.centralparknursing.ie

Email: info@centralparknursing.ie

Statement of Purpose & Function Information Booklet

Certificate of Registration

Registration Number: 12/9/0328

Date of Registration: February 6th 2018

Date of Expiry: February 5th, 2021

Name of Registered Proprietor: Allanbay Ltd represented by Megan Maguire

Name of Person in Charge: Caroline Maguire

CONDITIONS OF REGISTRATION

Condition 1:

The designated centre Central Park Nursing Home shall be operational at all times in compliance with the Health Act 2007 as amended from time to time.

Condition 2:

The designated centre Central Park Nursing Home shall be operated at all times in compliance with the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009 and the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2009 (as amended, consolidated, restated or replaced from time to time) and in compliance with all other regulations made under the Health Act 2007 as amended from time to time.

Condition 3:

The designated centre Central Park Nursing Home shall be operated at all times in compliance with the National Standards for Residential Care Settings for Older People in Ireland (as amended, consolidated, restated or replaced from time to time) and in compliance with all other standards made under the Health Act 2007 and as the Chief Inspectorate may notify to the registered provider from time to time.

Condition 4:

The designated centre Central Park Nursing Home shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it.

Condition 5:

Subject to any prohibitions or restrictions contained in any other condition(s), the designated centre Central Park Nursing Home shall be operated at all times in accordance with and shall provide only the services set out in its Statement of Purpose dated 03 December 2011, an annexed hereto, as delivered and amended from time to time in accordance with article 5 of the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009 (S.I. No 236/2009) (as amended, consolidated, restated or replace from time to time).

Condition 6:

No person under the age of 18 years of age shall be accommodated at the designated centre Central Park Nursing Home at any time.

Condition 7:

The maximum number of persons that may be accommodated at the designated centre Central Park Nursing Home is 64.

OUR AIMS & OBJECTIVES / ETHOS OF CARE—”We are Family, Feelings Matter Most”

We are committed here in Central Park Nursing Home to deliver a caring health care service, in a home from home environment that fosters mutual respect for the rights and dignity of all. Where care practises reflect a person-centred approach. Our aim is to ensure that our residents and staff are happy. Central Park Nursing Home endeavours to provide a caring environment where everyone feels safe and happy, create a home from home where we will continually focus on improving and developing the qualities of care and hospitality and choice we offer our residents.

Central Park Nursing Home provides care for short term and long term nursing care.

ENVIRONMENT

Central Park Nursing Home is a purpose built nursing home on 3 acres of land and gardens and is a family run Nursing Home. The visitor friendly entrance lobby has comfortable seating in reception area. We have two enlarged courtyards where our residents can sit out in safety and with high rise flower bedding. We have beautiful landscaped gardens; listen to the tranquil sounds of the waterfall with seating available in a colourful flowered garden. We have a large pond and you may walk over the bridge to a seated barbeque patio, where we have barbeques and picnics weather permitting.

We see our residents as individuals. We give as much choice as we can in day-today living and we support people in maintaining their independence. We hope that you will see Central Park Nursing Home as an extension of your former home and carry on your lifestyle as before, knowing that you have the care and support of our staff. Central Park Nursing Home is a Member of Nursing Homes Ireland. We are committed to their shared vision and goals. Nursing Homes Ireland is the single representative body of the private and voluntary Nursing Homes sector in Ireland and is therefore a key part of the Irish Health Service. Their vision is to ensure that all residents of Nursing Homes will receive high quality care. As a single representative body Nursing Homes Ireland, alongside the Government and other key stakeholders can influence important health decisions and policies which effect residential care services. The Mission Statement of Nursing Homes Ireland states that Members are committed to the provision of high standards of care, support and respect for older people who are resident in Nursing Homes.

Staff are committed to:

- Maintaining and enhancing the quality of life of Residents.
- Preserving the autonomy of Residents, guaranteeing free expression of opinion and freedom of choice.
- Maintaining a safe physical and emotional environment
- Ensuring that the privacy and dignity of Residents is respected.
- Being an employer of choice and providing continuous professional development and training.

Our state of the art building includes:

- Hydrotherapy Pool
- State of the art Dementia Wing with enclosed gardens
- Therapy Room
- Visitor's overnight stay room
- Manager's Office
- A selection of day rooms and dining rooms
- Large Reception Area
- Hair / Beauty Room / Treatment Room
- Chapel
- Sitting Conservatory
- We have 35 single ensuite bedrooms, 4 double ensuite bedrooms, 9 double bedrooms, 3 single bedroom—64 capacity. We also have an overnight stay room for family. All rooms have TV and phone connection
- Cinema / Conference Room / Training Room
- Wi-Fi connection throughout the building
- Library Area
- 2 large enclosed courtyards
- Barbecue Area
- Garden walkways and seating areas
- Open Carvery serving area

Dementia Care



Memory Lane is our specialised wing for residents who suffer with Dementia. Here, you will find their own personal kitchen and sitting rooms to sit back and enjoy a cup of tea.

These rooms have been decorated keeping in line with the needs of our residents with Dementia by keeping the living area as old fashioned looking and homely as possible. We have used specific colours that are in agreement with our residents. You will find hats and scarves throughout the halls hanging on the walls as you would in your own home. Just off Memory Lane is Market Street. Here, you can walk up the gravel and grass covered path where you will see the beautiful murals of shops, churches and post offices of local towns such as Clonberne, Dunmore and Tuam painted on the walls. Central Park Nursing Home based their whole new extension on the learnings of Dementia Care Matters after our Person in Charge, Caroline Maguire and Director of Development Stella Grogan, completed studies with Dementia Care Matters and Caroline Maguire completed her masters in dementia care. Memory Lane accommodates 10 single ensuites, 2 double ensuites and 1 double room and one single room.

GOVERNANCE / MANAGEMENT

The management and governance of Central Park Nursing Home is directed by a team of dedicated and committed members of staff who continually strive to raise standards of care. This includes providing staff with the best training opportunities possible to help them perform their duties and responsibilities to the highest level.

Your management team contacts are: -

Caroline Maguire

Person in Charge

(087) 6346363

Registered General Nurse with over 20 years' experience working with the elderly. She completed her Masters in Dementia in 2015 from Trinity College, Dublin. Caroline received a degree in nursing in New York, U.S.A. Management experience as OR coordinator managing 14 OR rooms in Bellevue Hospital working with pre-surgical, surgical, and post-Surgical patients working closely with a multi-disciplinary team. She gained a lot of knowledge and experience in gerontology working with the elderly in private care in Manhattan.

Central Park Nursing Home opened on November 15th 1999 and completed a state of the art new extension. She has completed courses in Medication Management, Crisis Prevention, Restraint and Elderly Abuse, Dementia Care and Challenging Behaviour, Venepuncture therapy, Manual Lifting and Handling, Fire and Safety, Health and Safety, and attended The Process of Inspection and Regulating Nursing Homes Ireland, and has completed a post-registration in Gerontology. Caroline has completed a Post Registration in Nursing Home Management course and has completed a one year diploma in St. James Hospital, Dublin on Dementia Care. Caroline has completed masters in dementia care 2015. She will continue to bring her learning's back to Central Park Nursing Home to enhance the lives of those who are living with Dementia.

Stella Grogan

Director of Development

(086) 3447908

Registered General Nurse for over 30 years working with the elderly. Stella is also an emergency medical technician, a responder instructor, an occupational first aid instructor, private skill net train the trainee Fetac level 5. She has training in Crisis Prevention Palliative Care, Medication Management, Restraint and Elder Abuse, Food Safety, Fire and Safety, Dementia Care and Challenging Behaviours. J.P. Activity Training, Health and Safety, Computers, has completed a post registration in Gerontology. Stella was a previous Director of Nursing of Central Park. Stella completed a one year diploma in St. James Hospital, Dublin on Dementia Care.

Bridie Fahy

Assistant Person in Charge

(085) 1385698

Over 15 years as a registered nurse. Bridie has maintained her continuous professional development with a certificate In Gerontology Health Care Management and the European Certificate in Essential Palliative Care. Bridie has further education training in Early Identification of Memory problems in Older People and Restraint Management & Pain Management, Cannulation and Venepuncture, Managing Behaviour that Challenges to name a few. In circumstances where the Person in Charge, Caroline Maguire, is absent, the Assistant Director of Nursing will fulfil this role.

Megan Maguire

Provider Nominee

(087) 6193897

Graduated with honours from the University of Limerick with a Bachelor of Business Studies degree in 2010. Megan majored in Human Resource Management and minored in Psychology. Her degree has provided her with the competency and knowledge to work effectively in any industry. She has experience working in Human Resources for a multinational company. Here, Megan gained an insight to managing employees, recruitment and project management. She adapted to the fast paced environment of a multinational and the vast demands that go along with working in that type of setting. Megan grew up as part of the nursing home as it is a family run business. She understands the type of dedication and high standards that are involved in caring for the elderly, which she has learned over the years and has also, completed a Nursing Home Management Course with Distinctions. Megan now fills the role of Provider Nominee in Central Park Nursing Home acting as a representative of the Registered Provider, Allanbay ltd.

Tina Fahy

Head Chef

(087) 125 5416

Tina has worked under our previous head chef for period of 6 years and was promoted to head chef 2017. Tina has Strong leadership skills with experience on team motivation. Tina is HACCP trained.

Paul Deely

Head of Maintenance & House-Keeping

(087) 7640404

Over 25 years in the Construction Industry with Management experience in New York City. Paul has completed courses in Manual Lifting and Handling, Fire and Safety, Health and Safety as well as Managing Behaviour that Challenges, Adult Abuse Training and Dementia Care Training

Rois McDonagh

Director of Recreation

(086 0851190)

Rois is working in the health care sector for 7 years, predominately delivering recreation services to persons living with dementia. Rois is qualified as a Sonas Licensed Practitioner, Fetac Level 5 Healthcare Support, Bereavement Support Level 1&2, Counselling Skills Advanced, NLP & CBT & Psychology Diploma. Recreation Certificate. Rois leads a team of staff delivering activity and recreation.

STAFFING

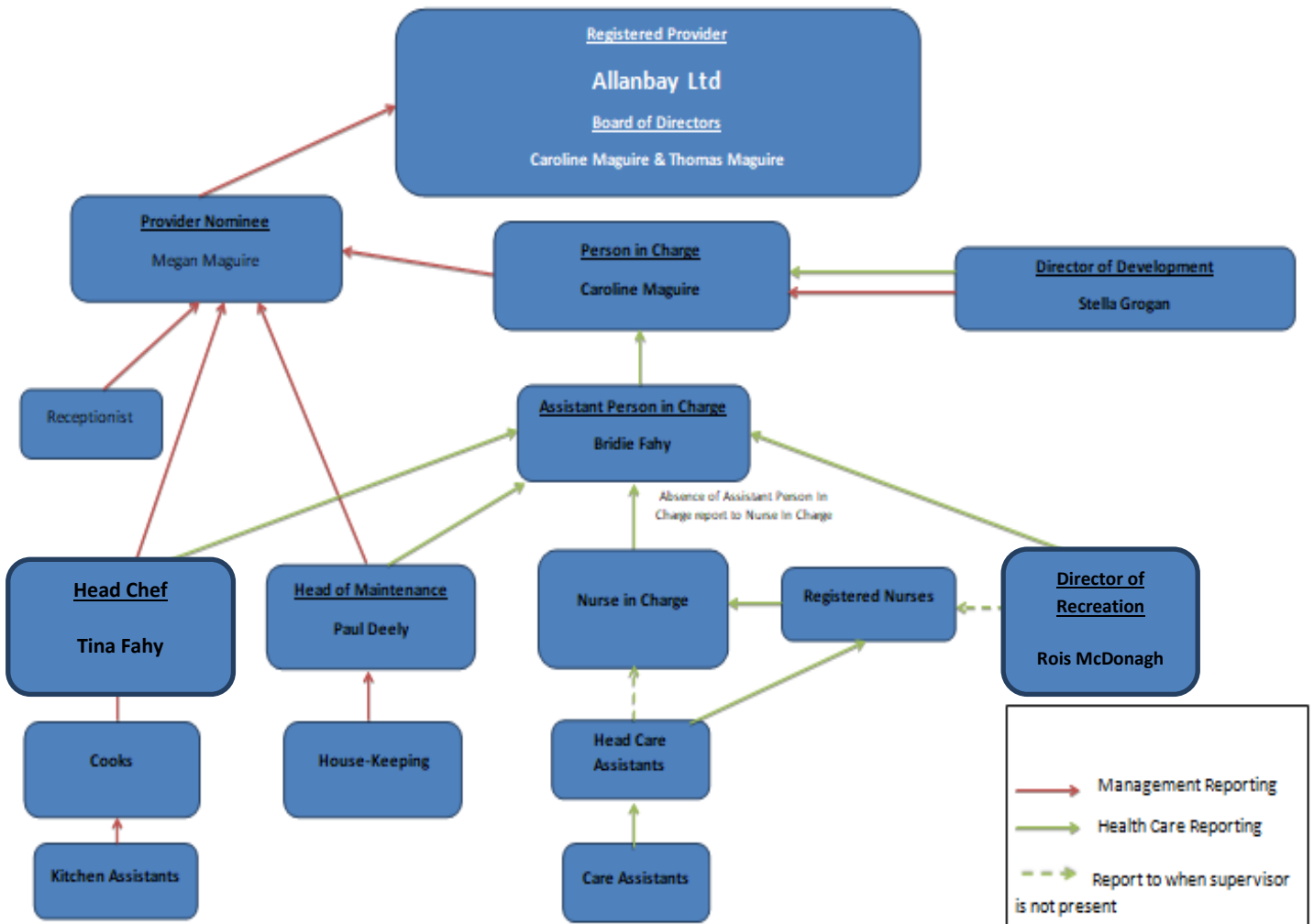
Central Park Nursing Home currently employs 87 staff. The following gives a breakdown of the staff complement by whole time equivalent number of 40 hours per week .

Position	Number of Whole Time Equivalents
Management / Admin	4.0
Nursing	9.8
Care Assistants	28.525
Cleaning	4.925
Cook	4.2
Maintenance	1.0000
Receptionist	2.0
Recreation	5.675

Whole time equivalents of staff: - Total 60.125

ORGANISATIONAL STRUCTURE

Organisational Chart



OCCUPANCY

Central Park Nursing Home can accommodate up to 64 residents. We accommodate both female and male residents. We primarily accommodate over 65's but we would accommodate under 65 in certain circumstances based on a pre-assessment that we can cater for their needs. We can provide care for low, medium, high and maximum dependency levels with the following care needs: General Nursing Care, Dementia Care, End of Life Care, Palliative Care, Respite and Convalescent Care. We do not provide day care services as there are no separate facilities for day

care services. However, we will provide day care on a once off basis to residents who have stayed with us before.

ROOM DESCRIPTION

TYPE OF ROOM	ROOM NUMBER	SIZE OF ROOM
Single Rooms	11 and room 12 and room 9	19.60m ² x 1 and 8.9m ² x 1 and 15.9m ²
Shower Ensuite Single Bedrooms	15	9.90m ² x 1
Shower Ensuite Single Bedrooms	16	13.00m ² x 1
Shower Ensuite Single Bedrooms	17	15.70m ² x 1
Shower Ensuite Single Bedrooms	18	15.20m ² x 1
Shower Ensuite Single Bedrooms	19 & 48 & 49	12.80m ² x 3
Shower Ensuite Single Bedrooms	20 & 31 & 32 & 35	13.10m ² x 4
Shower Ensuite Single Bedrooms	21 & 39	13.20m ² x 2
Shower Ensuite Single Bedrooms	22	15.90m ² x 1
Shower Ensuite Single Bedrooms	23	14.20m ² x 1
Shower Ensuite Single Bedrooms	24	16.80m ² x 1
Shower Ensuite Single Bedrooms	26 & 29 & 30 & 37	12.90m ² x 4
Shower Ensuite Single Bedrooms	27	16.40m ² x 1
Shower Ensuite Single Bedrooms	28	16.60m ² x 1
Shower Ensuite Single Bedrooms	36	12.50m ² x 1
Shower Ensuite Single Bedrooms	38	13.70m ² x 1
Shower Ensuite Single Bedrooms	40 & 44	13.40m ² x 2
Shower Ensuite Single Bedrooms	41 & 45	13.90m ² x 2
Shower Ensuite Single Bedrooms	42	15.00m ² x 1
Shower Ensuite Single Bedrooms	43	17.90m ² x 1
Shower Ensuite Single Bedrooms	46	13.30m ² x 1
Shower Ensuite Single Bedrooms	47	14.10m ² x 1
Shower Ensuite Single Bedrooms	50	12.60m ² x 1

Shower Ensuite Single Bedrooms	51 & 52	12.10m ² x 2
Double Bedrooms	1—8	15.70m ² x 9
Double Bedroom Shower Ensuite	14	21.60m ² x 1
Double Bedroom Shower Ensuite	25	21.20m ² x 1
Double Bedroom Shower Ensuite	33	21.70m ² x 1
Double Bedroom Shower Ensuite	34	24.10m ² x 1
Visitors Room in main unit and visitors room in memory lane		8.70m ² x 1 and
Smoking shelter in enclosed courtyard		
Treatment Room / Hairdressing Room		16.20m ² x 1
Therapy Room		15.70m ² x 1
Old Reception Area—Seating Area outside		8.70m ² x 1
Memory Lane Conservatory		9.30m ² x 1
Overnight Stay Room for visitors at night		33.20m ² x1
Residents Kitchen & Living Room		57.60m ² x 1
Seating Hall—Memory Lane		11.70m ² x 1
Dining Areas x6		
Existing Conservatory		63.70m ² x 7
Existing Day Room & Sun Room		76.10m ² x 1
Day Rooms x6		
Chapel		20.70m ² x 1
Conference Room		22.20m ² x 1
Pool Room		57.10m ² x 1
Green Day Room No 1 for resident use during day		33.20m ² x 1
Reception Room		94.60m ² x 1
Relaxation Bathroom		
Sluice Room		
Laundry Room		
Store Rooms x10		
Visitors Bathroom		
Staff Room		
Staff Toilet and Changing Room		
Kitchen		
Pantry		
Kitchen Storage		
Kitchen Staff Toilet		
Communal Toilet x5		5.4m ² x3
Bath, toilet and shower x2		
Shower and toilet x3		

ADMISSION CRITERIA

Admissions to Central Park Nursing Home are arranged by appointment following a preadmission assessment of your needs. This is to ensure that all prospective residents' personal, social and healthcare needs are met. We understand that in exceptional cases, where there is no alternative available, emergency admissions are necessary to promote the safety of the resident. Emergency Admissions will only take place when absolutely necessary. All admissions & discharges of residents will be carried out in line with our admission and discharge policy and procedure. The resident and their representative should be provided with all information regarding residents and their representative's immediate social and healthcare needs. A fully comprehensive assessment is completed within 48 hours. All residents details and health history about the resident is received from resident or a representation and healthcare liaison immediately and resident is made as comfortable as possible with surroundings and given all relevant information about the centre and an appointed a named nurse.

VISITING ARRANGEMENTS

We understand that the decision to move into long-term care can be a stressful time. At Central Park Nursing Home we want to make your transition as smooth as possible. Our Person in Charge and/ or assistant Director of Nursing will be happy to meet with you and your family to give a tour of the building and discuss any personal needs you may have. In order to ensure you receive our uninterrupted attention, we would ask that you kindly schedule an appointment in the first instance.

Residents are encouraged to have visitors into the home as often as possible. We would prefer if visitors wouldn't visit at meal times, however we are flexible about these arrangements. All visitors are expected to sign in and out of the nursing home and to utilise the alcohol hand sanitizers that are located at each exit door.

If you have any queries please ask our receptionist for assistance. Please wait in reception area or the nurse's station to enable staff to announce their arrival and partake in precautionary infection control measures as appropriate and to get consent from resident that they wish to receive a visitor at that time.

Central Park Nursing Home has the right to close all or part of the nursing home to visitors if there is a reason to do so. This would only happen in exceptional circumstances such as if there was an outbreak of an infectious disease such as Norovirus (Winter Vomiting).

We would request that in the interests of resident safety, visitors who are experiencing flu like symptoms, vomiting or diarrhoea would not visit the nursing home on account of the risk of potential infection.

We encourage all visitors to utilise our visitor's room and reception area especially at meal times to reserves the privacy and dignity of our other residents.

EXISTING RESIDENTS

Central Park Nursing Home reserves the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk or where the resident requests restrictions. Communication is paramount here in Central Park Nursing Home. All rooms have a telephone socket for a private telephone is you wish. Application is free of charge. There will be a charge for rental and call charges. You will also have access to email and fax if needed. We also provide visitors room for your privacy. We also have free Wi-Fi throughout the building which gives access to the internet and Skype. Communication via posters, flyers and letters are sent out to family and friends informing them of any special upcoming events.

CARE-PLAN

Your care plan will be developed with your participation within 48 hours of admission. This will be individualised to set out your personal care needs and will provide direction to staff members caring for you. A review of your care plan will be prompted following your feedback. Any changes in your personal needs / circumstances will be updated no less frequently than at four monthly intervals and as required. To ensure we have full participation in this process we will formerly communicate to you when a review is required and will then set a mutually convenient time to complete the review process. Your friends, relatives if you desire will be involved in the development of your care plan. Also Health workers of the multidisciplinary team will be involved in the written development of your care plan and also involved in the review of your care plan.

CONTRACT OF CARE

Every resident will be issued a contract of care prior to admission. We would encourage residents and their families to seek independent legal and/or financial advice before signing this contract. The contract of care must be signed by the resident or their representative prior to admission to the facility. The terms of the contract of care are non-negotiable. Failure to sign the contract of care prior to admission will prohibit the resident entering Central Park Nursing Home. The contract details the room that will be occupied by the resident, who will not be moved from their room unless at their own request or for medical or safety reasons. We do reserve the right to move somebody from their room if there is an identified risk in the resident remaining in their own room. The reason for moving a resident to another room will always be documented and discussed with the resident and their family.

The contract details the fee to be charged to the resident and clearly outlines the services that will be provided in return for the fee being paid. Any services that are provided over and above those provided in normal circumstances will be clearly outlined on the contract of care. These will be charged for separately.

The contract of care will also identify from whom the fees will be paid by. For example if a portion of the monies owed are collectable from the HSE, the amount paid by The HSE will be clearly outlined as will the balance payable by the resident. A copy of the 'Contract of Care' will be enclosed also and a copy of the 'Contract of Care' can be shown to you at any time in the main office.

THE ARRANGEMENTS MADE FOR CONSULTATION WITH, AND PARTICIPATION OF, RESIDENTS IN THE OPERATION OF CENTRAL PARK

Central Park hosts bimonthly resident council meetings where all residents and family members are welcome to express any issues or concerns with our resident advocate. The resident advocate will also be available on request should you wish to meet with them sooner. Their role is to investigate any issues or queries that the resident may have; resolve these issues by acting on behalf of the resident; ensure that health and safety is being adhered to and the dignity of the resident is adhered to and to consult with the Person in Charge on feedback gathered from residents on an ongoing basis to increase the wellbeing of the resident.

SOCIAL ACTIVITIES, HOBIES AND LESIURE INTERESTS

Central Park Nursing Home has recreation facilitators running activities from 9am to 9pm seven days a week. Two of our therapists are SONAS practitioners. The Sonas sessions include group therapies, individual therapies and individual touch to music for relaxation using all techniques for stimulation and relaxation. It encourages interaction and socializing and recognition of repetitive program to raise self-esteem and familiarity/security.

Central Park also carries out Life Story profiling and reminiscent therapies, music therapy, creative therapies and light passive movement exercising. Cooking and baking is a very popular activity here as well as Bingo, card games, sing along, dancing, sit to fit classes, pet therapy and watching movies.

Central Park has many gardens and planters and is always open to those who wish to partake in recreational gardening. Central Park is happy to provide you with special flowers or plants that you may request.

Live musicians play for Central Park Nursing Home’s residents every few weeks. Specific dates are advertised within Central Park. All are welcome to join.

Specific arrangements can be made to facilitate residents with special interests or hobbies that are not catered for in the nursing home itself. Every Monday residents are asked if there is anywhere they would like to be brought that week in the community.

OTHER SERVICES AND FACILITIES / ACTIVITIES

In order to enhance the care provided and enable you to fulfil your personal, social and psychological needs the following services and activities are available within Central Park Nursing Home. All external services are supervised.

SERVICES / FACILITY / ACTIVITY	FREQUENCY	ACCESSIBILITY & COST
Hairdresser	Weekly	Wash & Cut €10
		Wash & Set €20
		Wash, Cut & Set €25
		Colour €45
Chiropody	Every 4 to 6 weeks	Assessment €25
Beauty Therapy	As requested	Appointment required—Cost incurred
Reflexology	As requested	Appointment required—Cost incurred
Optician	Once / twice year	No cost incurred for medical card holders
Mass / Religious Service	Every three weeks	In the Nursing Home or In nearby church assisted by Care Assistant
Anointing of the Sick	Every three weeks & as requested	In the Nursing Home

Rosary ** We can also accommodate other denominations **	Every Monday at 3pm	In Nursing Home Chapel
Mobile Library	Every second Tuesday 12.15p.m. to 12.45p.m	Visits the village of Clonberne assisted by residential therapist
Arts, Crafts, Music, Exercises as per recreational rota	Seven days a week in day rooms, dining rooms and therapy room and gardens	Each activity costs €2.50 Capped at €20 per week
Newspapers, Toiletries, Sweets, etc.	Daily	Cost incurred by HM Stores
Wheelchair Association, Tuam Day Centre	Twice Weekly—Tuesday & Thursday 10a.m.—4p.m.	Wheelchair Residents— Transport provided—No cost incurred
Day Care Centre, Glenamaddy	Monday—Friday—10a.m.—4p.m.	Transport provided a cost incurred
Hydrotherapy Pool	Private Care of Physiotherapist	Appointment required €20 Appointment required €80
Residents Outings	As often as requested	No cost incurred

Registered and supervised therapist to enhance your rehabilitation potential. The following therapy service are provided and supervised:

SERVICES	FREQUENCY	ACCESSIBILITY
Physiotherapy	By appointment only	Assessment required €65
Occupational Therapy	By appointment only	Assessment required
Dentist	By appointment only	Transport provided No cost for service if medical card holder
Hospital Appointments	By appointment only	Galway €60 Ballinasloe €50 Roscommon €50 Tuam €20 Glenamaddy €15 Dunmore €15 Mountbellew €15
Care Assistant escort		Per hour €10

EXTERNAL FACILITIES / ACTIVITIES

Central Park Nursing Home is situated in the centre of the thriving village of Clonberne. The nursing home is serviced by a nearby shop, restaurant, public houses, beauty salon, community hall, church and local children's national school. Here in Central Park Nursing Home we organise frequent day trips for our residents e.g. Knock, Galway City, and places of your interest. Transport provided free of charge. We assist you to participate in external activities e.g. Bingo, card playing in local community hall and this will incur a cost.

SAFETY

Your safety is of paramount importance to us. If you need assistance please ask a member of staff or alternatively use your call bell to seek assistance. We at Central Park Nursing Home designate one member of staff to be your 'key-worker' on each shift. She/he is responsible for making sure that you are happy with all details of your daily life.

FIRE

There is an automatic fire detection system present throughout the building as well as a large number of fire extinguishers. If a fire does start in the nursing home the fire alarm will sound and its location will be displayed on one of the fire alarm panels that are located on each floor.

All internal doors in the nursing home will close and the locks on all external doors will open.

One of our nurses is always nominated to take control of the situation should a fire start. They along with all of our staff have been trained in what to do should a fire start. All of our staff receives fire training at least every 12 months with the exception of new staff who receives fire training as part of their induction programme.

Our fire evacuation procedure is clearly communicated to staff. Details of what to do in the event of a fire are prominently located throughout the nursing home along with maps of current locations.

Should a fire exist, our staff have been trained to react appropriately and to move those residents or visitors at risk to a place of safety.

All firefighting and alarm equipment is maintained in accordance with relevant Fire Safety Legislation. Our fire alarm is monitored by an external monitoring company to provide added security and peace of mind.

Please do not become involved in the evacuation of the building unless asked by a member of staff to assist.

ACCIDENT POLICY

What our Residents Expect

‘Our resident expects to be protected from accidents. However when accidents occur our residents need to be provided with excellent care and attention and the necessary help called without delay’

- On discovery of accident to residents offer reassurance
- Notify Nurse in Charge/Management
- Do not move resident without medical approval
- If fracture or other injury is suspected, cover resident with a blanket and call GP
- Do not leave resident alone
- Do not give food or drink to resident
- The Nurse in Charge / Manager will interview witness and take record of statement
- The Nurse in Charge / Manager will complete Incident Report Form
- The Nurse in Charge will make note of incident in Residents Daily Nursing Report

OTHER EMERGENCIES

If you discover other scenarios / circumstances which pose a risk to residents / staff, please inform your nearest staff member immediately.

RESIDENTS’ PERSONAL EFFECTS

It is the policy of Central Park to encourage residents to bring small personal items and small pieces of furniture with them to the nursing home. We are more than happy to personalise bedrooms by hanging pictures or photos on the walls of individual bedrooms as this contributes to the homely atmosphere of the nursing home.

All staff will take reasonable measures to protect the monies, clothing, possessions and valuables of residents and will report any concerns to The Person in Charge. However, it is essential that all valuables or sums of money are registered in the safekeeping book and placed in our safe for safekeeping. Central Park accepts no responsibility for monies or valuables that have not been registered and placed in the safe. Furthermore, we encourage residents to send home large amounts of cash. Any valuables or money requested to be kept in the safe will be double signed for and filed on our system and the valuables placed in our safe.

On admission, we will seek the permission of the resident or their family as requested to have all personal clothing labelled by our staff. All of Central Park's linens including our residents clothing are laundered on-site. Residents and their representatives are reminded to ask a member of staff to label any additional personal items brought in to Central Park after admission. Aids and appliances will also be marked with our labelling machine e.g. walking aids. This policy is clearly outlined in each individual's Contract of Care. Please inform our reception staff of all items going in and out of the nursing home as they shall keep an up to date property list for each resident.

All residents may have the option of a lockable drawer in their locker for their personal use. However, as stated above, unless the items are registered in the safekeeping book and placed in our safe, Central Park accepts no responsibility should items become lost or go missing.

Our insurance policy cover is extended to apply to damage by any Defined Peril shown as applicable on the Policy Schedule or as endorsed thereon, to residents' personal effects, while on the Premises, subject to;

- a) The maximum liability in respect of any one item shall not exceed €1,000 and €1,500 in respect of any one claim for any single resident
- b) The maximum liability in respect of any single resident in any one Period of Insurance shall not exceed €6,400
- c) An Excess of €250

Notwithstanding the same the liability of the nursing home in respect of any loss or damage to the same while in the Nursing Home shall be limited to such amount as shall from time to time be provided in Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations, 2013 (as the same may be amended from time to time).

Due to the nature of hearing aids and dentures and resident's tendencies to take them out at times and lose them, we ask that the resident's or their families take out the necessary insurances to cover their replacement as we cannot accept responsibility for loss of same.

PRIVACY AND DIGNITY

We would like you to think of Central Park Nursing Home as your home. Our staff will do their utmost to protect your privacy and dignity by:

- Knocking before entering your room and asking your permission to enter
- Asking your permission prior to any personal / nursing interventions

- Asking your permission for staff undergoing training and development, members of the opposite sex or others to be involved in your care.
- Fixed screening curtains in sharing rooms

If you feel your privacy and dignity is being compromised then please inform a member of staff that you feel comfortable with.

POLICIES THAT INFORM OUR PRACTICE

As a provider of high quality nursing care we welcome the ‘National Quality Standards for Residential Care Setting for Older People in Ireland’ and the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013.

COMPLAINTS POLICY

It is the policy of Central Park Nursing Home that all complaints will be managed in a sensitive, timely and effective manner that protects the rights, privacy, dignity and confidentiality of all those involved. Complaints will be used to inform continuous quality improvement and risk management of care and services in Central Park Nursing Home. The purpose of this policy is to ensure complaints from residents, their representatives and others are managed in accordance with the relevant legislation and best practice.

Verbal Complaints: Central Park also accepts verbal complaints at any time on any day. You can give a verbal complaint to any staff member and/or representative. This verbal complaint will be recorded in writing. It is the responsibility of the person receiving the complaint to communicate it to the nurse on duty, if the complaint cannot be satisfied immediately by the staff member receiving the complaint. If no resolution is found the advocate will provide assistance if the resident needs it or wishes it. This is then forwarded to the **Person in Charge, Caroline Maguire**. Residents are free to share any verbal complaints at the bimonthly resident’s council meetings with the Resident Advocate present and they will act on the resident’s behalf in coming to a resolution. These meetings are structured to allow for open and honest communication without the presence of management.

Written Complaints: Written complaints can originate from the first contact or where a verbal complaint cannot be resolved at the point of contact. These complaints are given to the Person in Charge, Caroline Maguire and she will consider whether or not a formal investigation is feasible.

If a formal investigation is to be carried out, you will receive notification within 5 working days which will include the investigation process. A formal investigation should be completed within 30 working days.

Where the complainant is dissatisfied with the outcome of the investigation, the **Independent Appeals Person** should be contacted. All complaints are recorded by Central Park and are monitored and reviewed by a **Complaints Overseer, Bridie Fahy**. In the event that a complaint is being made against the Person in Charge, the complainant can make their complaint with the **Provider Nominee, Megan Maguire**.

Name: Ms Bridie Fahy (Complaints Overseer)

Address: Abbeyknockmoy
Co Galway

Telephone: (085)1385698

Name: Mr Tom Carney (Independent Appeals Person)

Telephone: (087) 318 0757

Name: Ms Caroline Maguire (Person in Charge)

Address: Clonberne
Ballinasloe
Co Galway

Telephone: (087) 6346363

Name: Ms Stella Grogan (Director of Development)

Address: Clonberne
Ballinasloe
Co Galway

Telephone: (086) 3447908

Name: Ms Megan Maguire (Provider Nominee)

Address: Clonberne
Ballinasloe
Co Galway

Telephone: (087) 6193897

You may request a copy of our “Complaints Policy” at the office which will give you a more in depth description of our policy and procedures with regards to complaints. From 24 August 2015 the public can bring complaints to the Ombudsman about any **private nursing home** in receipt of public funding under subvention or the Nursing Home Support Scheme. Anyone can make a complaint to the Ombudsman. Before you contact the Ombudsman you must first try to solve your problem with the nursing home concerned. If you fail to resolve your problem and you still feel the body concerned has not treated you fairly, you can contact the Ombudsman.

Contact Details:

The Office of the Ombudsman is open between 9.15 and 5.30 Monday to Thursday and 9.15 to 5.15 on Friday.

18 Lower Leeson Street, Dublin 2, D02 HE97 | Lo-call: 1890 223030 | Tel: 01 639 5600 | Fax: 01 639 5674

Email: ombudsman@ombudsman.gov.ie

If you have serious concerns about the operation of Central Park you may contact the Inspectorate by:

- Calling the advice line (021) 2409660
- Emailing inspectorate@hiqa.ie
- Writing to: Office of the Chief Inspectorate, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Co Cork

This Statement of Purpose is available to residents and relatives within the welcome pack and on request.

