



care, comfort, compassion

Clonberne
Ballinasloe
Co. Galway
Tel: 093 45231
Mob: 087 634 6363

Central Park Nursing Home

Clonberne, Ballinasloe, Co. Galway.

Reg No.: 8253897L

Tel: 093-45231 Fax: 093-45807

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 5th, 2015

Date of Expiry: February 5th, 2018

Name of Registered Proprietor: Allanbay Ltd represented by Caroline Maguire

Name of Person in Charge: Mrs Stella Grogan, Rgn, Scm

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.

Condition 8:

Daycare services are limited to 10 people at the designated centre Central Park Nursing Home

OUR MISSION / 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-to-day 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 new state of the art building includes:

- Hydrotherapy Pool
- New state of the art Dementia Wing with enclosed gardens
- Therapy Room
- Treatment Room
- Visitor's overnight stay room
- Manager's Office
- A selection of day rooms and dining rooms
- Large Reception Area
- Hair / Beauty Room
- Chapel
- Sitting Conservatory
- We have 35 single ensuite bedrooms, 4 double ensuite bedrooms, 10 double bedrooms, 1 single bedroom—64 capacity All rooms have TV and phone connection
- Cinema / Conference Room
- Wi-Fi connection throughout the building
- Small shop
- Library
- Activity room
- 2 large enclosed courtyards
- Barbecue Area
- Garden walkways and seating areas
- Open Carvery serving area from the new and enlarged kitchen

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.

Your management team contacts are: -

Caroline Maguire

Registered Provider

(087) 6346363

Registered General Nurse with 17 years' experience, 14 years' experience working with the elderly. 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 is currently undergoing her M.Sc. in Dementia in Trinity College, Dublin. She will continue to bring her learnings back to Central Park Nursing Home to enhance the lives of those who are living with Dementia. Currently doing Masters in Dementia in Trinity College Dublin and will be completed by 2015.

Tommy Maguire

Registered Provider

(087) 7777832

Worked in New York Dock Builders Union for over 15 years. He worked in managerial and supervisory positions. Tommy is involved with Maintenance and is also the Driver for Central Park Nursing Home. Courses completed are Food and Safety, HACCP, Manual Lifting and Handling, Fire and Safety, and Health and Safety

Stella Grogan

Person In Charge

(086) 3447908

Registered General Nurse for over 30 years with over 20 years' experience working with the elderly. Stella is also an emergency medical technician, a responder instructor, an occupational first aid instructor, private skillnet 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. Has been Director of Nursing since the opening of Central Park Nursing Home in November 15th 1999. Stella completed a one year diploma in St. James Hospital, Dublin on Dementia Care.

Bridie Fahy

Director of Nursing

15 years as a registered nurse, 8 years' experience nursing older people. 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.

Megan Maguire

Assistant Manager

(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 Assistant Manager in Central Park Nursing Home acting as a support to both Tommy and Caroline Maguire and working along with the rest of the staff team to ensure a high quality service to all its residents.

Frank Comer

Head Chef

Diploma in professional cooking, served years at senior level. Experience in the catering industry. Strong leadership skills with experience on team motivation. Senior chef in the Galway Clinic. Catering for up to 300 persons a day. Also senior chef for Campbell Catering at Dell Corporation.

Paul Deely

Head of Maintenance & House-Keeping

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

STAFFING

Central Park Nursing Home currently employs 82 staff. The following gives a breakdown of the staff complement by whole time equivalent number.

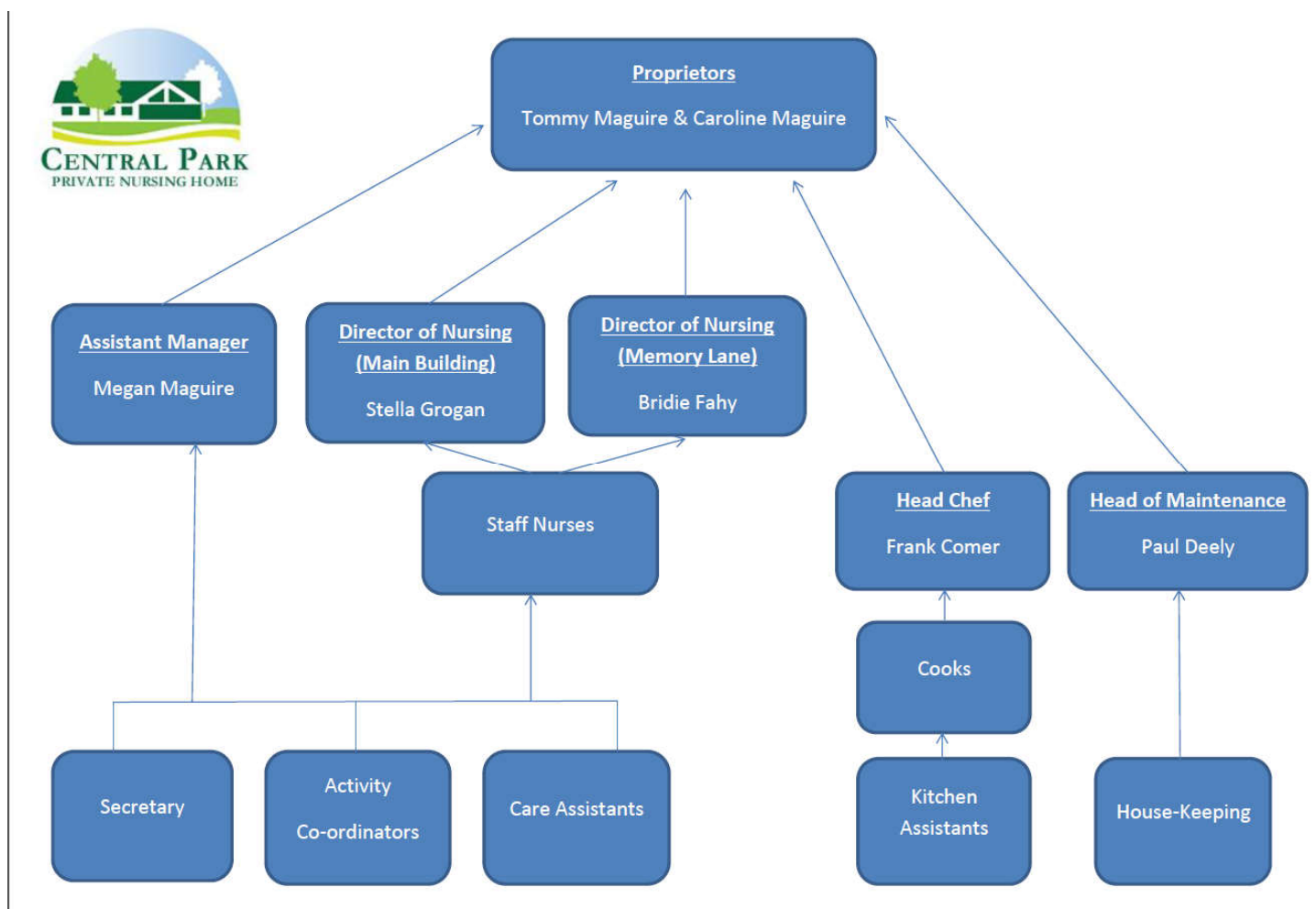
Position	Number of Whole Time Equivalents
Management / Admin	7.0000
Nursing	6.4000
Care Assistants	14.875
Cleaning	3.125000
Cook	2.25
Maintenance	1.0000
Receptionist	0.7500
Recreation	1.9000

Whole time equivalents of staff: - Total 37.9

All Staff have:

Manual Lifting and Handling, Fire and Safety. Most of our staff have completed the following courses: - Fetac Level 5, Health and Safety, Infection Control, Food Hygiene, Challenging Behaviour, Elderly Abuse, End of Life Care, CPR, Ecolab training, Medication Management, Dementia Care training, Wound Care, Palliative Care and Pain Management. Three staff have their post registration in Gerontology.

ORGANISATIONAL STRUCTURE



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 can also cater for 10 Day Care at present. Our day care facilities will take place in our common area and we propose to project staffing levels according to the resident's dependency and as we project current staffing levels.

TYPE OF ROOM	ROOM NUMBER	SIZE OF ROOM
Single Room	11	8.9m ² x 1
Ensuite Single Bedrooms	15	9.90m ² x 1
Ensuite Single Bedrooms	16	13.00m ² x 1
Ensuite Single Bedrooms	17	15.70m ² x 1
Ensuite Single Bedrooms	18	15.20m ² x 1
Ensuite Single Bedrooms	19& 48& 49	12.80m ² x 3
Ensuite Single Bedrooms	20 & 31 & 32 & 35	13.10m ² x 4
Ensuite Single Bedrooms	21 & 39	13.20m ² x 2
Ensuite Single Bedrooms	22	15.90m ² x 1
Ensuite Single Bedrooms	23	14.20m ² x 1
Ensuite Single Bedrooms	24	16.80m ² x 1
Ensuite Single Bedrooms	26 & 29 & 30 & 37	12.90m ² x 4
Ensuite Single Bedrooms	27	16.40m ² x 1
Ensuite Single Bedrooms	28	16.60m ² x 1
Ensuite Single Bedrooms	36	12.50m ² x 1
Ensuite Single Bedrooms	38	13.70m ² x 1
Ensuite Single Bedrooms	40 & 44	13.40m ² x 2
Ensuite Single Bedrooms	41 & 45	13.90m ² x 2
Ensuite Single Bedrooms	42	15.00m ² x 1
Ensuite Single Bedrooms	43	17.90m ² x 1
Ensuite Single Bedrooms	46	13.30m ² x 1
Ensuite Single Bedrooms	47	14.10m ² x 1
Ensuite Single Bedrooms	50	12.60m ² x 1
Ensuite Single Bedrooms	51 & 52	12.10m ² x 2
Double Bedrooms	1—10	15.70m ² x 10
Double Bedroom Ensuite	14	21.60m ² x 1
Double Bedroom Ensuite	25	21.20m ² x 1
Double Bedroom Ensuite	33	21.70m ² x 1
Double Bedroom Ensuite	34	24.10m ² x 1
Visitors Room		8.70m ² x 1
Smoking Room		6.50me x 1
Hair Dressing Room		11.60m ² x 1
Treatment 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		19.60m ² x 1
Patients Kitchen, Sr& Activity Area		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		33.20m ² x 1
Reception Room		94.60m ² x 1
Relaxation Bathroom		
Sluice Room		

Laundry Room	
Store Rooms x9	
Visitors Bathroom	
Staff Room	
Staff Toilet and Changing Room	
Kitchen	
Pantry	
Kitchen Storage	
Kitchen Staff Toilet	
Communal Toilet	
Bath, toilet and shower x2	
Shower and toilet x1	

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. In this instance the following policy / procedure apply—that resident / and their representative should be provided with all information regarding residents and their representatives 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 staff key worker to help them settle in.

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 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.

EXISTING RESIDENTS

We operate an open visiting policy within Central Park Nursing Home, however to protect our residents, we ask that all visitors sign in and out on entering and leaving; wait in reception area to enable staff to announce their arrival and partake in precautionary infection control measures as appropriate. 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 if 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 a visitors room for your privacy. We also have free Wi-Fi throughout the building which gives access to the internet and Skype. Newsletters are sent out most months to family and friends informing them of 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 re-view 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. To ensure we have full participation in this process we will formally 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

By agreeing to take up residence within Central Park Nursing Home you will have signed a 'Contract of Care' on admission which ensures that you have a legally binding assurance of high quality care standards and that we have an acknowledgement of your commitment to our terms and conditions. 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 monthly 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 Director of Nursing 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 a part time recreational therapist and a full time and qualified SONAS practitioner. These 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.

An arts & crafts therapist comes in and holds a weekly session in Central Park and is of no extra cost. Various crafts including making ornaments and picture frames and painting take place in these sessions.

Cooking and baking takes place every week with our recreational therapists in Central Park.

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 3-4 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.

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
Hairdresser	Weekly	Appointment required—Cost incurred
Chiropody	Every 4 to 6 weeks	Appointment required—Cost incurred Awaiting to hear response from HSE to medical card applicants
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	Once a month	In the Nursing Home or In nearby church assisted by Nurses Aide
Anointing of the Sick	Once a month & as requested	In the Nursing Home
Rosary	Every evening in Oratory 6.30p.m.—7p.m.	In the Nursing Home
** We can also accommodate other denominations **		
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	Monday to Friday in Activity Room	Cost Incurred
Movies / Films	In Cinema twice weekly	No cost incurred
Newspapers, Toiletries, Sweets, etc	Daily	Cost incurred
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	Twice weekly Care of Physiotherapist	Cost incurred
Residents Outings	Three times a year	No cost incurred

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

SERVICES	FREQUENCY	ACCESSIBILITY
Physiotherapy	Twice week 10a.m.—2p.m.	Assessment required Cost incurred
Occupational Therapy	By appointment only	Assessment required Cost incurred
Dentist	By appointment only	Transport provided Cost incurred No cost for service if medical card holder

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'. She/he is responsible for making sure that you are happy with all details of your daily life.

FIRE

There are fire plans at the back of your bedroom door and along all corridors to display the quickest exit. Our fire assembly point is in the front car park of the building. Staff will assist you to this area in an event of a fire. We hold monthly fire drills on all shifts. Our staff are all trained in Fire and Safety procedures and Evacuation procedures. We maintain a fire register. We are compliant with all fire regulations.

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.

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. These standards will help to consolidate existing good practice whilst also identifying areas for development. A copy of the ‘Standards’ can be obtained either online at www.hiqa.ie/media/pdfs/hiqa_residential_care_standards_2008.pdf or in writing to Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork. Phone number: Dublin 01-8147400. Cork 021-2409300

OTHER LEGISLATION & NATIONAL GUIDELINES THAT WE ADHERE TO INCLUDE

- Health Act 2007
- ‘Infection Control Guidelines’
- ‘Health and Safety’
- ‘Care and Welfare of Residents in Designated Centres for Older People’ Regulations 2013
- Restraint Free Environment
- Fire Regulations

We have recently undertaken a review of our policies and procedures. The following is a list of key policies and procedures that inform practice in Central Park Nursing Home and these are available on request from the Person in Charge.

Admissions Policy	Falls Management Policy
Assessment and Care Planning Policy	Infection Control Policy & Procedures
Behaviours that are Challenging Policy	Management Cognitive Impairment Policy
CCTV Policy	Management of Communication Needs
Clinical Governance Policy	Medication Management Policy
Complaints Policy	Mood Disorders
Continence Care Policy	Moving & Handling Policy
Delegation and Supervision Policy	Consent and Advocacy Policy
Discharge Policy	Records Management Policy
Dementia Care Policy	Residents Accounts and Property
Elder Abuse Policy	Nutrition and Hydration Policy
End of Life Care Policy	Oral and Dental Care Policy
Pain Management Policy	Risk Management Policy
PEG Policy	Sexuality & Intimate Relationships Policy
Policy for Administration of Oxygen	Subcutaneous Fluids Policy
Positive Risk Taking Policy	Suicide and Self Harm Policy
Privacy and Dignity Policy	Supervision of Residents Policy
Promotion of Psychological Well Being	Venepuncture Policy
Resident Elopement Policy	Violence and Aggression Policy
Restraint Use Policy	Volunteers Policy
Resuscitation Policy	Whistleblowing Policy
Wound Care Policy	Recruitment & Selection of Staff
Staff Training and Education	Smoking Policy

We ensure consistent standards of high quality are by daily auditing and by a Quality Assurance Audit annually

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: Residents are free to share any verbal complaints at the monthly residents council meetings with the Resident Advocate present and they will act on the residents behalf in coming to a resolution. These meetings are structured to allow for open and honest communication without the presence of management or staff. Central Park also accepts verbal complaints at any time on any day. You can give a verbal complaint to any staff member, resident and/or representative or visitor. 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 resident may be asked to put the complaint in writing and an advocate will provide assistance if the residents needs it or wishes it. This is then forwarded to the **Person In Charge, Stella Grogan.**

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, Stella Grogan 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 **Registered Provider, Caroline Maguire.**

Name: Ms Bridie Fahy (Complaints Overseer)

Address: Abbeyknockmoy
Co Galway

Telephone: (085)1385698

Name: Sage (Support and Advocacy Services for Older People –
Trish Martin (086-1831429))
(Independent Appeals Person)

Name: Ms Stella Grogan (Person In Charge / Complaints Officer)
Address: Clonberne
Ballinasloe
Co Galway
Telephone: (086) 3447908

Name: Ms Caroline Maguire
Address: Clonberne
Ballinasloe
Co Galway
Telephone: (087) 6346363

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

AL ADDRESS	
ion Ireland Ltd, anden Street, Dublin 2	
formation Board r. Hume House, idge, Dublin 4	
uality Authority, 1 Street, Dublin 2	
ocacy Network, Care Unit, Rouskey, onagan	
ancer Society, umberland Road, Dublin 4	
art Foundation, Ballsbridge, Dublin 4	
ents Association, 4 Church Road, k, County Dublin	
Health Ireland, sana House, t, Dun Laoghaire, Dub- lin	
ent's Focus, Business Centre, Plato Damastown, Dublin 15	