



*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](http://www.centralparknursing.ie)

Email: [admin@centralparknursing.ie](mailto:admin@centralparknursing.ie)

## **Statement of Purpose & Function Information Booklet**

*Certificate of Registration*

*Registration Number: 12/9/0328*

*Date of Registration: February 6<sup>th</sup> 2021*

*Date of Expiry: February 5<sup>th</sup>, 2024*

*Name of Registered Proprietor: Allanbay Ltd represented by Caroline Maguire*

*Name of Person in Charge: Caroline Maguire*

## **CONDITIONS OF REGISTRATION**

### **Condition 1:**

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 the Statement of Purpose within the footprint of the designated centre on the floor plan dated 27/11/2020. The registered provider shall only provide for the specific care and support needs, and services, within the facilities as set out in the Statement of Purpose, as agreed with the Chief Inspector at the time of registration. Any changes to the specific care and support needs and services provided must be agreed in advance with the Chief Inspector

### **Condition 2:**

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 3:**

The maximum number of persons that may be accommodated at the designated centre Central Park Nursing Home is 67.

## **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. Central Park Nursing Home is striving towards the household model of care. In doing this, we have currently divided our nursing home into three separate

areas: Memory Lane (our Dementia unit), Strawberry Fields (the middle unit) and Belvedere Drive (the front unit). Residents become familiar with the same staff allocated to each area and this also prevents cross contamination. Belvedere Drive hosts 21 residents comprising of 15 single en suite bedrooms, 3 double en suite bedrooms, 2 communal rooms and access to an enclosed outdoor courtyard. Strawberry Fields is situated in the middle of the building. This unit hosts 28 residents and comprises of 12 single en suite bedrooms, 6 double bedrooms, 2 double en suite bedrooms, 2 large day rooms and 4 communal dining rooms. This area also has access to an enclosed courtyard. Memory Lane (our Dementia unit) hosts 18 residents and is comprised of 11 single en suite bedrooms, 2 double en suite bedrooms, 1 single bedroom, 1 double bedroom, 5 day rooms and dining areas. Memory Lane also has its own enclosed courtyard. Strawberry Fields and Belvedere Drive have 5 dining areas in the centre of the building and operate staggered meal times to ensure social distancing. There are 6 separate communal toilets, 3 with showers and 1 with a bath throughout the building. There are 3 visiting areas, 1 in each unit. There is also a staff bathroom and changing facilities in each area. There is a chapel and treatment room situated in Strawberry Fields. A hairdressers station situated in Memory Lane. We have beautiful landscaped gardens; listen to the tranquil sounds of the waterfall with seating available in a colourful flowered garden. There is 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 state of the art building includes:

- State of the art Dementia Wing with enclosed gardens
- Nurses station in each unit
- Manager's Office in Memory Lane
- A selection of day rooms and dining rooms
- 1 Treatment Room in strawberry fields
- Chapel
- Sitting Conservatory in Memory Lane
- We have 38 single ensuite bedrooms, 7 double ensuite bedrooms, 7 double bedrooms, 1 single bedroom—67 capacity. All rooms have TV and phone connection
- Conference Room
- Wi-Fi connection throughout the building
- Large enclosed courtyard with 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.



**Bridie Fahy**

**Assistant Person in Charge**

**(085) 1385698**

Over 20 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 Train the Trainer for Infection Control, Leadership programme for Directors and Assistant Directors of Nursing Homes, Early Identification of Memory problems in Older People and Restraint Management & Pain Management, Cannulation and Venepuncture, Restrictive Practices, to name a few. In circumstances where the Person in Charge, Caroline Maguire, is absent, the Assistant Director of Nursing will fulfil this role. Bridie is also our in-house HR representative.

**Stella Grogan**

**Director of Development**

**(086) 3447908**

Registered General Nurse for over 35 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.

**Megan Maguire**

**Administration and 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. As a contingency, in the event of the registered provider representative being unavailable in the centre, Megan will fulfil this role to ensure that there are adequate operational supports in place. Megan is a People and Manual handling instructor and Fire and Safety trainer who delivers training to all staff.

**Tina Fahy**

**Head Chef**

**(087) 125 5416**

Tina has worked under our previous head chef for period of 8 years and was promoted to head chef 2017. Tina has Strong leadership skills with experience on team motivation.



## **STAFFING – Mandatory & Other Training**

Staff: Annual training the following:

- Fire & Safety
- Infection Control

Staff: Training every 3 years for the following:

- People moving Manual Lifting & Handling
- Safeguarding of Vulnerable Adults

Staff Members: are offered ongoing in-house training for the following:

- Laundry Management
- End of Life Care
- GDPR
- Falls Management & Supervision
- Restrictive Practice
- Dementia
- Behaviours that Challenge Staff
- Food Hygiene

### **Induction Training & Mentoring**

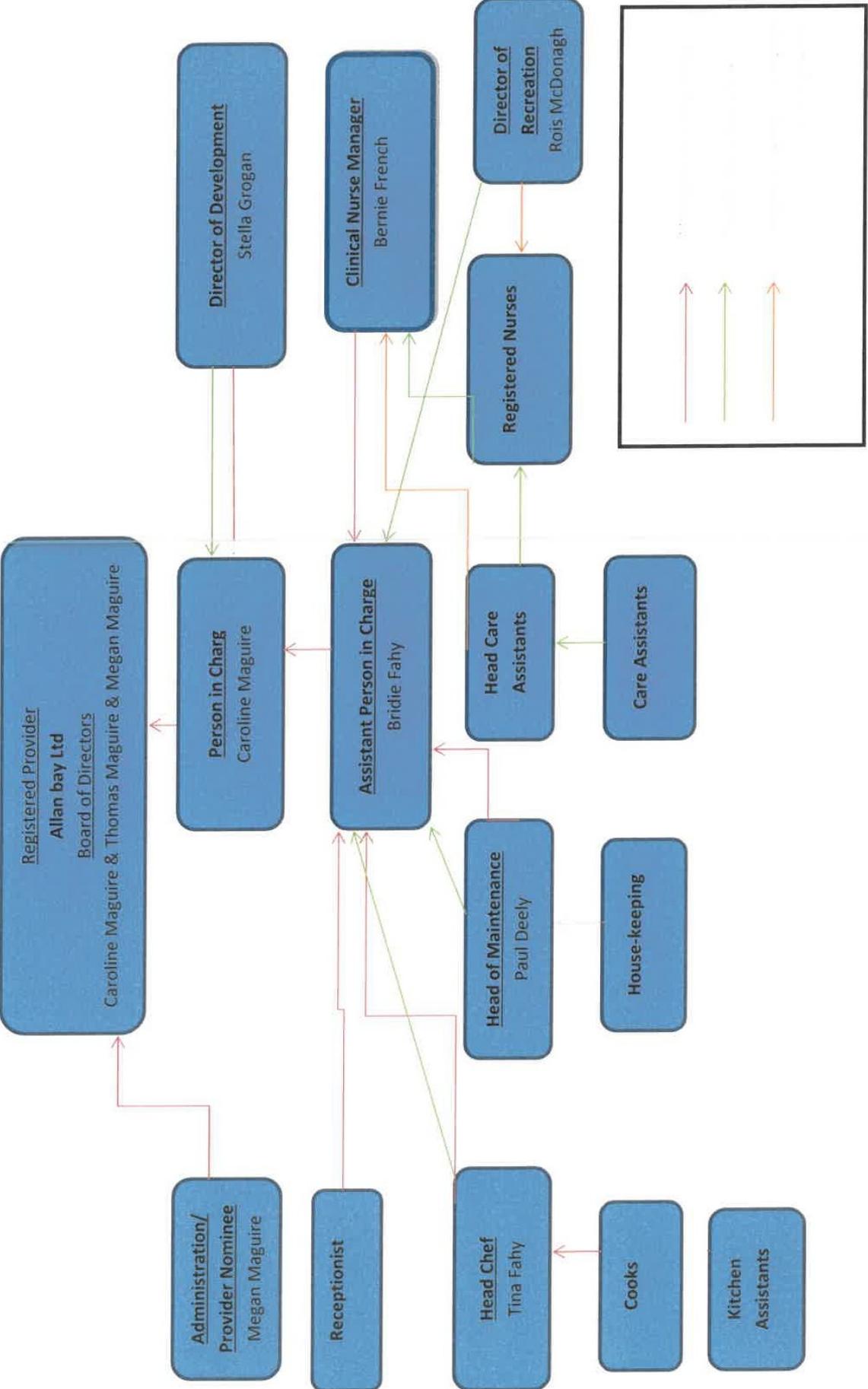
All new staff are required to complete Induction Training prior to employment with Central Park Nursing Home

Staff Induction Process to include:

- Policies & Procedures
- Fire Safety
- Manual Handling/Safe Patient Handling
- Health Act 2007
- Adult Safeguarding
- Dementia Care
- Infection Control
- Challenging Behaviour

- Dying, Death & Bereavement
- Medication Management
- Care Planning
- HACCP
- Food Hygiene
- GDPR
- Restrictive Practices
- Health and Safety/Risk Management
- Consent

This list is not exhaustive and relevant to the departments within the Nursing Home



## **OCCUPANCY**

Central Park Nursing Home can accommodate up to 67 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, Brain Injuries, 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**

### **STRAWBERRY FIELDS**

<b>TYPE OF ROOM</b>	<b>ROOM NUMBER</b>	<b>SIZE OF ROOM</b>
Shower Ensuite Double Bedroom	1	15.7m <sup>2</sup> x 1
Double Bedroom	2	15.7m <sup>2</sup> x 1
Double Bedroom	3	15.7m <sup>2</sup> x 1
Double Bedroom	4	15.7m <sup>2</sup> x 1
Shower Ensuite Double Bedroom	5	15.7m <sup>2</sup> x 1
Double Bedroom	6	15.7m <sup>2</sup> x 1
Double Bedroom	7	15.7m <sup>2</sup> x 1
Double Bedroom	8	15.7m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	9	15.9m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	43	17.90m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	44	13.40m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	45	13.90m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	46	13.30m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	47	14.10m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	48	12.80m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	49	12.80m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	50	12.60m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	51	15.65m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	52	15.7m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	53	15.5m <sup>2</sup> x 1

Visitors Room in Strawberry Fields		8.70m2 x 1
Enclosed courtyard with smoking area		
Sluice Room		
Dining Areas x4		20.4m2, 14.74m2, 15.4m2, 17.94m2
Garden Day Room		76.10m2 x 1
Strawberry Fields Day Room		46.83m2 x 1
Chapel		20.70m2 x 1
Conference Room/Administration Office		22.20m2 x 1
Treatment Room		16.3m2 x 1
Relaxation Bathroom with toilet		9.24m2
Laundry Room		7.07m2 x 1
Cleaners Room		15.7m2 x 1
Small Store Rooms x 3		1.3m2 x 2, 11.25m2 x 1
Staff Room		11.8m2 x 1
Staff Toilet and Changing Room		7.26m2 x 1
Kitchen with open serving area		35.82m2 x 1
Pantry		6.05m2 x 1
Kitchen Storage		10.08m2 x 1
Kitchen Staff Toilet		7.87ms x 1
Communal Toilet x1		5.4m2 x1
2 Communal toilets and shower		5.3m2 x 1

## MEMORY LANE

TYPE OF ROOM	ROOM NUMBER	SIZE OF ROOM
Double Bedroom	10	16.5m2 x 1
Shower Ensuite Single Bedroom	11	16.4m2 x 1
Single Room	12	8.9m2 x1
Double Bedroom Shower Ensuite	14	21.60m2 x 1
Shower Ensuite Single Bedroom	15	16.3m2 x 1
Shower Ensuite Single Bedroom	16	13.00m2 x 1
Shower Ensuite Single Bedroom	17	15.70m2 x 1
Shower Ensuite Single Bedroom	18	15.20m2 x 1
Shower Ensuite Single Bedroom	19	12.80m2 x 1
Shower Ensuite Single Bedroom	20	13.10m2 x 1
Shower Ensuite Single Bedroom	21	13.20m2 x 1
Shower Ensuite Single Bedroom	22	15.90m2 x 1
Shower Ensuite Single Bedroom	23	14.20m2 x 1

Shower Ensuite Single Bedroom	24	16.80m <sup>2</sup> x 1
Double Bedroom Shower Ensuite	25	21.20m <sup>2</sup> x 1
Visitors room in Memory Lane		11.66m <sup>2</sup> x 1
Large Storage Room		15.70m <sup>2</sup> x 1
Memory Lane Conservatory		9.30m <sup>2</sup> x 1
Residents Kitchen/Dining area		15.7m <sup>2</sup> x 1
Dining Area		15.7m <sup>2</sup> x 1
Day Rooms x3		21.9m <sup>2</sup> x 1, 36.2m <sup>2</sup> x 1, 27.86m <sup>2</sup> x 1
Small Store Rooms x3		0.896m <sup>2</sup> x 2, 1.92m <sup>2</sup> ,
Staff Toilet and Changing Room		6.06m <sup>2</sup> x 1
Communal Toilet x1		3.46m <sup>2</sup> x 1
Manager's Office		6.58m <sup>2</sup> x 1
Clean Laundry Room		16.08m <sup>2</sup> x 1
Communal Shower and Toilet x1		15.30m <sup>2</sup> x1

## **BELVEDERE DRIVE**

<b>TYPE OF ROOM</b>	<b>ROOM NUMBER</b>	<b>SIZE OF ROOM</b>
Shower Ensuite Single Bedroom	26	12.90m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	27	16.40m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	28	16.60m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	29	12.90m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	30	12.90m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	31	13.10m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	32	13.10m <sup>2</sup> x 1
Double Bedroom Shower Ensuite	33	21.70m <sup>2</sup> x 1
Double Bedroom Shower Ensuite	34	30.6m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	35	13.10m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	36	12.50m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	37	12.90m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	38	13.70m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	39	13.20m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	40	13.40m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	41	13.90m <sup>2</sup> x 1
Shower Ensuite Single Bedroom	42	15.00m <sup>2</sup> x 1

Double Bedroom Shower Ensuite	54	24.6m2 x 1
Belvedere Drive storage Room		16.20m2 x 1
Green Room & Visiting Area		33.20m2 x 1
Belvedere Living Area		94.60m2 x 1
Linen Store Room		4.11m2
Toilet and Changing Room		7.85m2 x 1
Sluice Room		5.4m2 x 1

## **ADMISSION CRITERIA**

All new prospective residents must be Covid-19 negative within 24 hours of admission to the nursing home. Admissions to Central Park Nursing Home are arranged by appointment following a comprehensive 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 and our Covid-19 infection control policy. 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 on admission. All residents details and health history about the resident is received from resident or a representative. The resident is made as comfortable as possible with surroundings and given all relevant information about the centre and an appointed a named nurse and key worker.

## **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 and CNM will be happy to meet with you and your family to give a tour of the building and discuss any personal needs. In order to ensure you

receive our uninterrupted attention, we would ask that you kindly schedule an appointment in the first instance.

Due to Covid-19, visiting restrictions are now in place in line with Public Health guidelines. If you have any queries please ask our receptionist or a nurse for assistance. Please ring doorbell to enable staff to announce your 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.

## **COMMUNICATION**

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 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, letters and monthly newsletters are sent out to family and representatives informing them of any special upcoming events.

## **CARE-PLAN**

Your care plan will be developed with your participation prior to 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. The resident and their representatives will be involved in the development of their care plan with consent. Your named nursed nurse in conjunction with the key worker will be involved in the continuous written development of your care plan and also involved in the review of your care plan at least four monthly.

## **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 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.

All residents have been informed that they may be required to vacate their rooms temporarily during Covid-19 as permitted under the terms of their contract of care.

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

Central Park hosts resident council meetings every six weeks where all residents and family members are welcome to express any issues or concerns. During Covid-19 Central Park Nursing Home has been divided into 3 separate units: Memory Lane, Strawberry Fields and Belvedere Drive.. SAGE Advocacy services are also available on request should you wish to meet with them. 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 Assistant 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. 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. All programmes are facilitated in line with Public Health Covid-19 guidelines.

Central Park also carries out Life Story profiling and reminiscent therapies, music therapy, creative therapies and light passive movement exercising. Our physio comes bi-monthly and undertakes group exercise and individual sessions. 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. All programmes are facilitated in line with Public Health Covid-19 guidelines.

Weekly Adoration is held for our residents on a Monday and daily prayer sessions which includes Mass on TV and radio Maria.

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 on a regular basis. Intergenerational care, Local Schools also visit.

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. Medical card holders are entitled to a free public referral for the following services: Chiropody, Dietician, Speech and Language Therapy, Physiotherapy. These can be organised by your nurse through your GP. All residents are entitled to two visits yearly outside the centre when referred by their GP for Chiropody, Dietician, Speech and Language Therapy, Physiotherapy. Resident's GPs can refer the resident to Psychiatry of Later Life when required. All residents have access to the National Screening Programme.

<b>SERVICES / FACILITY / ACTIVITY</b>	<b>FREQUENCY</b>	<b>ACCESSIBILITY &amp; COST</b>
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	(During Covid-19 some of these services may be restricted).	
Hairdresser	Weekly	Gents dry cut €10 Gents cut and wash €12 Ladies set €15 Ladies set with coloured mousse €18 Ladies wash & blow dry €25 Ladies colour & blow dry €40 Ladies colour & set €50 Ladies perm & set €50
Chiropody	Every 2 months	Assessment €35
Beauty Therapy	As requested	Appointment required—Cost incurred
Reflexology	As requested	Appointment required—Cost incurred
Optician	Two yearly	No cost incurred for medical card holders
Mass / Religious Service	Every month	In the Nursing Home or In nearby church assisted by Care Assistant
Anointing of the Sick	Every month & as requested	In the Nursing Home
Rosary ** We can also accommodate other denominations **	Every Monday at 3pm	In Nursing Home Chapel
Mobile Library	Every Tuesday monthly 12.15p.m.	Visits the village of Clonberne assisted by residential therapist
Arts, Crafts, Music, Exercises as per recreational rota	Daily in day rooms, dining rooms and gardens	Each activity costs €2.50 Capped at €20 per week
Newspapers	Daily	Available to purchase at Maddens shop
Day Care Centre, Glenamaddy	Monday—Friday—10a.m.—4p.m.	Transport provided 10euro daily

Pharmacy costs Non medical card items	Monthly levy Monthly invoiced	Paid directly to pharmacy
Residents Outings	As often as requested	Transport provided a cost incurred

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

<b>SERVICES</b>	<b>FREQUENCY</b>	<b>ACCESSIBILITY</b>
Physiotherapy	Bi-monthly	CPNH use Physio Solutions to provide physiotherapy services to our residents for a 4 hour session bi-monthly. This service is provided as part of the weekly social charge .Alternatively, if you wish to seek an additional consultation this will be at a cost of €80 and €50 for follow up appointments.
Speech and Language Therapy	As required	Free of charge
Dietician	As required	Free of charge
Occupational Therapy	By appointment only	CPNH use Healthcare Direct to provide occupational therapy services to our clients for a cost of €165.00 with €135.00 per follow up session. Alternatively, the resident/signatory may seek their own preferred occupational therapist.
Dentist	By appointment only	Transport provided at a cost. See below locations No cost for dental service if medical card holder
Hospital Appointments	By appointment only	Galway €60 Ballinasloe €50 Roscommon €50 Tuam €20 Glenamaddy €15 Dunmore €15 Mountbellew €15
Driver per hour Care Assistant escort		Per hour €10.50

		Per hour €10.50, If wheelchair taxi is required this comes at an additional cost of 150 euros
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## **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 day trips for our residents e.g. Knock, Mountbellew, and places of your interest. 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. Megan Maguire has completed the Train the Trainer course for Manual and People Handling and facilitates our in-house trainer for staff.

## **FIRE**

Megan Maguire has completed the Train the Trainer course for Fire Safety and facilitates our in-house training for staff. There is an automatic fire detection system present throughout the building as well as a large number of fire extinguishers. If a fire starts in the nursing home the fire alarm will sound and its location will be displayed on the fire alarm panel in nurse's station in Strawberry Fields and at the main door of Belvedere Drive.

All internal doors in the nursing home will close and the locks on all external doors will open. The fire marshal is the senior nurse on duty. The fire marshal along with all of our staff has been trained in what to do should a fire start. All of our staff receives fire training at least every 12 months. Staff will attend night time simulated fire drills at least twice a year.

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.

All fire fighting 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.

## **NATIONAL STANDARDS FOR ADULT SAFEGUARDING**

Caroline Maguire (PIC) has completed the Train the Trainer course for Safeguarding and facilitates our in-house training for staff. Central Park Nursing Home have a clear effective leadership, governance and management arrangements in place with clear lines of accountability to reduce the risk of harm and to promote the rights, health and wellbeing of each person.

Management promotes a culture of safeguarding and this is evidenced in the services practice and ongoing training “Safeguarding of Vulnerable Adults every 2 years.

Safeguarding of vulnerable adults training is also available on hseland for staff .

Central Park Nursing Home continues to strive to continually improve the quality of the care and support it provides to reduce the risk of harm and to promote the rights, health and wellbeing of each person.

## **NATIONAL STANDARDS FOR INFECTION PREVENTION AND CONTROL IN COMMUNITY SERVICES**

Bridie Fahy (APIC) has completed the Train the Trainer course for Infection Control and National hand Hygiene Train the trainer programme. She facilitates our in-house training for staff. Central Park Nursing Home have clear Management arrangements in place to ensure the delivery of safe and effective infection prevention and control and antimicrobial stewardship within the service. There is an infection control policy and a Covid-19 policy in place.

Features of this service meeting the National Standards are included in the following:

- Keeping up to date with information such as new or revised guidelines, safety alerts and National updates as made available
- Ensuring staff have access to recommended vaccines

- Ensuring staff have the necessary equipment, supplies and products to comply with best practice
- Overseeing the maintenance of the physical environment, for example cleaning schedules
- Ensuring that education and training is made available to staff – Infection Control Training
- Ensuring infection prevention and control guidelines are implemented in conjunction with Covid-19 policy and guidelines
- Infection Control training must be completed yearly by all staff

## **INCIDENTS**

### **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’*

- Reassurance is offered to the resident at the time of an incident
- The nurse on duty is notified immediately
- The Nurse on duty will complete Incident Report Form
- The Nurse on duty will ensure statements are collected from any witnesses
- The Nurse on duty will make note of incident in Residents Daily Nursing Report
- Management review all incidents and these are audited in collaboration with the end of year review

## **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 representative 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 a member of 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 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;

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

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 representatives to 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 consent prior to any personal / nursing interventions
- Asking your consent for staff members of the opposite sex or others to be involved in your care
- Fixed screening curtains in sharing rooms
- Arrangements made for residents to undertake personal activities in private

If you feel your privacy and dignity is being compromised then please inform a member of staff that you feel comfortable with. We have a policy in place for Privacy and Dignity.

## **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 residents 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 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 **Complaints Overseer, Bridie Fahy**.

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Name: Ms Bridie Fahy (Complaints Overseer)

Address: Clonberne  
Ballinasloe  
Co Galway

Telephone: (085)1385698

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Name: Mr Tom Carney (Independent Appeals Person)

Telephone: (087) 318 0757

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Name: Ms Caroline Maguire (Person in Charge)

Address: Clonberne  
Ballinasloe

Co Galway

Telephone: (087) 6346363

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Name: Ms Stella Grogan (Director of Development)

Address: Clonberne

Ballinasloe

Co Galway

Telephone: (086) 3447908

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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](mailto:ombudsman@ombudsman.gov.ie)

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

- Emailing [DCOP@hiqa.ie](mailto:DCOP@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.*