



care, comfort, compassion

Clonberne
Ballinasloe
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Central Park Nursing Home

Reg No.: 8253897L

Web: www.centralparknursing.ie

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Statement of Purpose & Function Information Booklet

Certificate of Registration

Registration Number: 12/9/0328

Date of Registration: February 6th 2021

Date of Expiry: February 5th, 2024

Name of Registered Proprietor: Allanbay Ltd represented by Caroline Maguire

Name of Person in Charge: Caroline Maguire

Revision No: 18

CONDITIONS OF REGISTRATION

Revision No: 4

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, 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 replaced 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 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, 1 single bedroom, 6 double bedrooms, 2 double en suite bedrooms, 2 large day rooms and 3 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 4 separate communal toilets, 2 bathrooms with a shower and a toilet and one shower and toilet 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 situated in Strawberry Fields and also a treatment room/hairdressers room situated in Belvedere Drive. 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 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
- Large Reception Area and communal room
- 2 Treatment Rooms
- Chapel
- Sitting Conservatory in Memory Lane
- We have 39 single ensuite bedrooms, 7 double ensuite bedrooms, 6 double bedrooms, 1 single bedroom—67 capacity. All rooms have TV and phone connection
- Cinema / Conference Room / Training Room / Nurse's station
- 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.

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 11 single ensuites, 2 double ensuites and 1 double room and one single bedroom.

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. Arrangements are in place to cover unexpected and planned absences of the person in charge. This will be undertaken by the assistant person in charge.

Your management team contacts are: -

Caroline Maguire

Person in Charge and Provider Nominee

(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.

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 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.

Megan Maguire

Administration/Person Participating in Management

(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.

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 and Family Liaison Officer (086 0851190)

Rois is working in the health care sector for 10 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 Qualification. Rois leads a team of staff delivering activity and recreation.

Rois is a National Award winner 2019 in the category of Recreation & Social

STAFFING

Central Park Nursing Home currently employs 99 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
Person in Charge	1
Assistant Person in Charge	1
Nursing	13.63

Administration/PPIM	1
Care Assistants	44.95
House keeping	5.6
Cook	4.75
Maintenance	1.75
Receptionist	1.6

Whole time equivalents of staff: - Total 75.28

STAFFING – Mandatory & Other Training

Staff: Annual training the following:

- Safeguarding of Vulnerable Adults
- Fire & Safety
- Infection Control
- Dementia
- Behaviours that Challenge Staff
- Food Hygiene

Staff: Training every 3 years for the following:

- Manual Lifting & Handling
- Safe Patient Handling

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

- Laundry Management
- End of Life Care
- GDPR
- Falls Management & Supervision
- Restrictive Practice

Induction Training & Mentoring

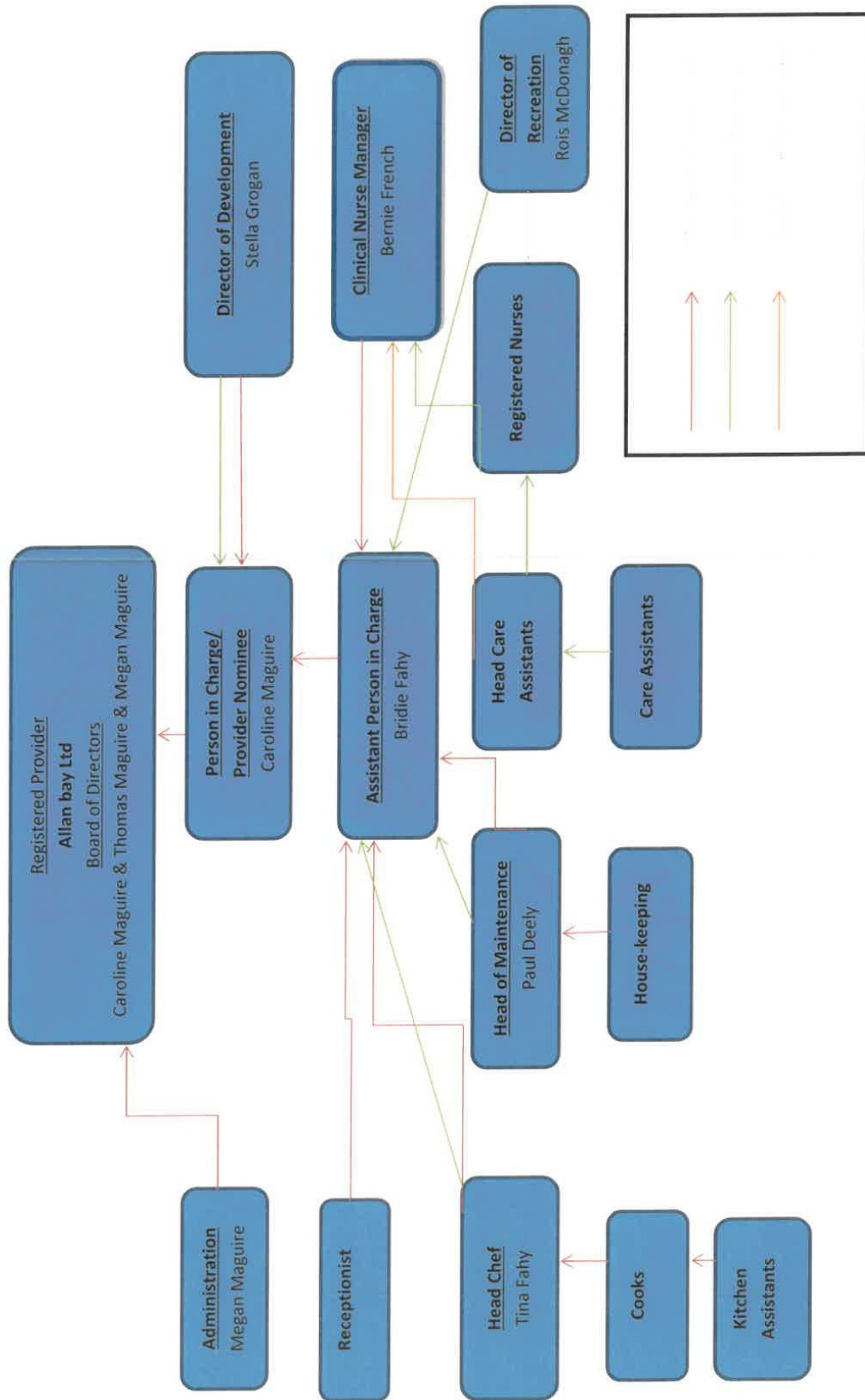
All new staff are required to complete Induction Training prior to employment with Central Park Nursing Home

Staff Induction Process to include:

- Schedule 5 Policies & Procedures
- Fire Safety

- Manual Handling/Safe Patient Handling
- Health Act 2007
- Adult Safeguarding
- Dementia Care
- Infection Control
- Challenging Behaviour
- Person Centred Care
- Nutrition & Diet
- Dying, Death & Bereavement
- Medication Management
- Care Planning
- HACCP
- Food Hygiene
- GDPR
- Restrictive Practices
- Falls 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, 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

TYPE OF ROOM	ROOM NUMBER	SIZE OF ROOM
Double Bedroom	1	15.7m ² x 1
Double Bedroom	2	15.7m ² x 1
Double Bedroom	3	15.7m ² x 1
Double Bedroom	4	15.7m ² x 1
Double Bedroom	5	15.7m ² x 1
Double Bedroom	6	15.7m ² x 1
Double Bedroom	7	15.7m ² x 1
Double Bedroom	8	15.7m ² x 1
Single Bedroom (with shower en suite NEW)	9	15.9m ² x 1
Shower Ensuite Single Bedroom	43	17.90m ² x 1
Shower Ensuite Single Bedroom	44	13.40m ² x 1
Shower Ensuite Single Bedroom	45	13.90m ² x 1
Shower Ensuite Single Bedroom	46	13.30m ² x 1
Shower Ensuite Single Bedroom	47	14.10m ² x 1
Shower Ensuite Single Bedroom	48	12.80m ² x 1
Shower Ensuite Single Bedroom	49	12.80m ² x 1
Shower Ensuite Single Bedroom	50	12.60m ² x 1
Shower Ensuite Single Bedroom	51	15.65m ² x 1
Shower Ensuite Single Bedroom	52	15.7m ² x 1
Shower Ensuite Single Bedroom	53	15.5m ² x 1
Visitors Room in Strawberry Fields		8.70m ² x 1
Enclosed courtyard with smoking area		
Seating Area outside nurses station in Strawberry Fields		8.70m ² x 1
Dining Areas x4		20.4m ² , 14.74m ² , 15.4m ² , 17.94m ²
Garden Room		76.10m ² x 1
Strawberry Fields Day Room		46.83m ² x 1
Chapel		20.70m ² x 1
Conference Room/Administration Office		22.20m ² x 1
Strawberry Fields Treatment Room		16.3m ² x 1
Relaxation Bathroom		9.24m ²

Laundry Room/Sluice Room	7.07m ² x 1
Large Store Room	15.7m ² x 1
Small Store Rooms x3	1.3m ² x 2, 11.25m ² x 1
Staff Room	11.8m ² x 1
Staff Toilet and Changing Room	7.26m ² x 1
Kitchen with open serving area	35.82m ² x 1
Pantry	6.05m ² x 1
Kitchen Storage	10.08m ² x 1
Kitchen Staff Toilet	7.87ms x 1
Communal Toilet x1	5.4m ² x1
Bath, toilet and shower x1	5.3m ² x 1
Communal Toilet and Shower x1 (NEW)	
Sluice Room (NEW)	

MEMORY LANE

TYPE OF ROOM	ROOM NUMBER	SIZE OF ROOM
Double Bedroom	10	16.5m ² x 1
Shower Ensuite Single Bedroom	11	16.4m ² x 1
Single Room	12	8.9m ² x1
Double Bedroom Shower Ensuite	14	21.60m ² x 1
Shower Ensuite Single Bedroom	15	16.3m ² x 1
Shower Ensuite Single Bedroom	16	13.00m ² x 1
Shower Ensuite Single Bedroom	17	15.70m ² x 1
Shower Ensuite Single Bedroom	18	15.20m ² x 1
Shower Ensuite Single Bedroom	19	12.80m ² x 1
Shower Ensuite Single Bedroom	20	13.10m ² x 1
Shower Ensuite Single Bedroom	21	13.20m ² x 1
Shower Ensuite Single Bedroom	22	15.90m ² x 1
Shower Ensuite Single Bedroom	23	14.20m ² x 1
Shower Ensuite Single Bedroom	24	16.80m ² x 1
Double Bedroom Shower Ensuite	25	21.20m ² x 1
Visitors room in Memory Lane		11.66m ² x 1
Large Storage Room		15.70m ² x 1
Memory Lane Conservatory		9.30m ² x 1
Residents Kitchen/Dining area		15.7m ² x 1
Dining Area		15.7m ² x 1
Day Rooms x3		21.9m ² x 1, 36.2m ² x 1, 27.86m ² x 1
Small Store Rooms x3		0.896m ² x 2, 1.92m ² ,
Staff Toilet and Changing Room		6.06m ² x 1
Communal Toilet x1		3.46m ² x 1
Manager's Office		6.58m ² x 1
Clean Laundry Room		16.08m ² x 1
Communal Shower and Toilet x1 (NEW)		1530

BELVEDERE DRIVE

TYPE OF ROOM	ROOM NUMBER	SIZE OF ROOM
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Shower Ensuite Single Bedroom	26	12.90m ² x 1
Shower Ensuite Single Bedroom	27	16.40m ² x 1
Shower Ensuite Single Bedroom	28	16.60m ² x 1
Shower Ensuite Single Bedroom	29	12.90m ² x 1
Shower Ensuite Single Bedroom	30	12.90m ² x 1
Shower Ensuite Single Bedroom	31	13.10m ² x 1
Shower Ensuite Single Bedroom	32	13.10m ² x 1
Double Bedroom Shower Ensuite	33	21.70m ² x 1
Double Bedroom Shower Ensuite	34	30.6m ² x 1
Shower Ensuite Single Bedroom	35	13.10m ² x 1
Shower Ensuite Single Bedroom	36	12.50m ² x 1
Shower Ensuite Single Bedroom	37	12.90m ² x 1
Shower Ensuite Single Bedroom	38	13.70m ² x 1
Shower Ensuite Single Bedroom	39	13.20m ² x 1
Shower Ensuite Single Bedroom	40	13.40m ² x 1
Shower Ensuite Single Bedroom	41	13.90m ² x 1
Shower Ensuite Single Bedroom	42	15.00m ² x 1
Double Bedroom Shower Ensuite	54	24.6m ² x 1
Belvedere Drive Treatment Room		16.20m ² x 1
Green Room & Visiting Area		33.20m ² x 1
Belvedere Living Area		94.60m ² x 1
Store Rooms x2		2.66m ² , 4.11m ²
Staff Toilet and Changing Room		7.85m ² x 1
Sluice Room (NEW)		5.4m ² x 1

ADMISSION CRITERIA

All new prospective residents must be Covid-19 negative within 72 hours of admission to the nursing home; this includes current residents that are admitted to hospital longer than 12 hours. Admissions to Central Park Nursing Home are arranged by appointment following a comprehensive preadmission assessment of your needs, during Covid-19 this will be facilitated. 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 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 abiding by Covid-19 infection control measures. 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 outside reception 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.

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 Coronavirus (Covid-19).

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. Each unit has its own recreation facilitator who will currently facilitate these meetings. 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 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. All programmes are facilitated in line with Public Health Covid-19 guidelines.

Central Park also carries out Life Story profiling and reminiscence 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. All programmes are facilitated in line with Public Health Covid-19 guidelines.

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 on a regular basis. (During Covid-19 this is restricted).

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.

SERVICES / FACILITY / ACTIVITY	FREQUENCY (During Covid-19 some of these services may be restricted).	ACCESSIBILITY & COST
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 4 to 6 weeks	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 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, two free newspapers provided for nursing home daily.
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
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:

SERVICES	FREQUENCY	ACCESSIBILITY
Physiotherapy	By appointment only	CPNH use Physio Solutions to provide physiotherapy services to our residents for a 4 hour session once weekly. This service is provided free of charge by the nursing home. 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 During Covid-19 contact naznin19@outlook.com if this service is required	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 of 15 euros and if carer is required 10.50 euros / hour. No cost for dental service if medical card holder
Hospital Appointments	By appointment only (During Covid-19 this may be restricted).	Galway €60 Ballinasloe €50 Roscommon €50 Tuam €20 Glenamaddy €15 Dunmore €15 Mountbellew €15
Driver per hour		Per hour €10.50
Care Assistant escort		Per hour €10.50

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. We assist you to participate in external activities e.g. Bingo, card playing in local community hall and this will incur a cost, in line with covid 19 public health guidelines.

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 does start in the nursing home the fire alarm will sound and its location will be displayed on the fire alarm panel in nurses 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 have been trained in what to do should a fire start. All of our staff receive 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.

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 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 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 **Complaints Overseer, Bridie Fahy**.

Name: Ms Bridie Fahy (Complaints Overseer)
Address: Clonberne
Ballinasloe
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

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:

- Emailing 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.