



care, comfort, compassion

Clonberne
Ballinasloe
Co. Galway
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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: Bridie Fahy

Revision No: 29

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 13/11/23. 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 70.

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 (Unit for persons living with Dementia), Strawberry Fields and Belvedere Drive. Residents become familiar with the same staff allocated to each area and this also prevents cross contamination .Belvedere Drive hosts 24 residents comprising of 18 single en

suite bedrooms, 3 double en suite bedrooms, 1 communal rooms and 1 dining room 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, 3 day rooms and 3 communal dining rooms. This area also has access to an enclosed courtyard. Memory Lane (Unit for Persons living with Dementia) hosts 18 residents and is comprised of 11 single en suite bedrooms, 2 double en suite bedrooms, 1 single bedroom, 1 double bedroom, 3 day rooms and 1 large Garden room and dining areas. Memory Lane also has its own enclosed garden. There are 7 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 hairdresser's station situated in Memory Lane. We have beautiful landscaped gardens. 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-today living and we support people in maintaining their independence. We hope that you will see Central Park Nursing Home as an extension of your former home and carry on your lifestyle as before, knowing that you have the care and support of our staff.

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 41 single ensuite bedrooms, 7 double ensuite bedrooms, 7 double bedrooms, 1 single bedroom—70 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 Persons living 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 who live 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. 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 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 1 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 Caroline Maguire .

Your management team contacts are: -

Caroline Maguire Nominated Registered Provider/Manager (087) 6346363

Registered General Nurse with over 30 years' experience working with the elderly, Caroline has previously been person in charge of Central Park Nursing Home for 6 years . . In circumstances where the person in charge Bridie Fahy is absent Caroline Maguire will fulfil this role .

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.

Megan Maguire Administrator (087) 6193897

Megan 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 our People and Manual handling instructor and Fire and Safety trainer who delivers training to all staff.

Bridie Fahy

Person in Charge

(085) 1385698

Currently Bridie has worked in Central Park Nursing Home for a total of 10 years , Previously as the CNM for our specialised Dementia unit and as an Assistant Director of Nursing for the last 6 years. Prior to her employment in Central Park Nursing Home, Bridie held a Person in charge position for 6 years .Bridie has maintained her continuous professional development with a Certificate in Gerontology, and level 6 in Health Care Management and the European Certificate in Essential Palliative Care. Bridie is qualified as a National Hand Hygiene Trainer and 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. Bridie is also our in-house HR representative.

Management include

Stella Grogan

Director of Development/CNM of Belvedere Drive (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, completed a post registration in Gerontology. Stella completed a one year diploma in St. James Hospital, Dublin on Dementia Care.

Nisha Mohanan CNM of Strawberry Fields

Nisha graduated from Kasthuri School of Nursing in Hyderabad, India in 2007 with a Diploma in General Nursing and Midwifery. Nisha has 9 years of experience in a Medical Surgical Ward setting and joined Central Park Nursing Home as a Staff Nurse in 2021 where she has enjoyed gaining valuable knowledge and experience in Geriatric care, an area she enjoys and excels in.

Bernadette French CNM of Memory Lane

Bernadette has vast experience in Residential Care Facility Nursing as well as having worked as a Registered Nurse in Temple Street Children's Hospital. Bernadette is passionate about elderly care and has gained a Special Purpose Award Certificate in Gerontology Nursing as well as a Certificate in Management and Leadership for Directors and Assistant Directors of Nursing.

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.
Tina is HACCP trained.

Paul Deely **Head of Maintenance** **(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 Lavender **Accounts Manager and Family Liaison Officer** **(086 0851190)**

Rois is working in the health care sector for 10 years, originally 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 is a National Award winner 2019 in the category of Recreation & Social
Rois assists Families and Residents in her role of Family Liaison Officer and Account Manager

STAFFING

Central Park Nursing Home currently employs over 100 staff. The following gives a breakdown of the staff complement by whole time equivalent number of 40 hours per week. This WTE does not include holiday hours and/or training and educational hours .

Position	Number of Whole Time Equivalent
Person in Charge	1.0
CNM	1.5
Nursing	10.5

Administration/PPIM	3
Care Assistants	37.45
House keeping	4.95
Laundry	1.433
Cook	4.2
Maintenance	2.34
Receptionist	1.521
Recreation	0.7604

Whole time equivalents of staff: - Total 68.15

Department of Health Pilot Scheme

Central Park Nursing Home is delighted to have been selected as one of eight Nursing Homes in Ireland to participate in a Pilot Scheme. This pilot is for the *“Framework for Safe Nurse Staffing and Skill Mix – Long Term Residential Care Settings for Older Persons (Phase 3(i))”*.

This research is being carried out by The Department of Health and University College Cork.

Our staffing levels will increase while the research is being undertaken. (Projected timeframe: 2023 & 2024)

Healthcare Assistants	4.5
Nurses (to commence July/August 2023)	6.7

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 70 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, and Intellectual disabilities, Mental Health, 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
Shower Ensuite Double Bedroom	1	20.8m ²
Double Bedroom	2	15.7m ²
Double Bedroom	3	15.7m ²
Double Bedroom	4	15.7m ²
Shower Ensuite Double Bedroom	5	20.2m ²
Double Bedroom	6	15.7m ²
Double Bedroom	7	15.7m ²
Double Bedroom	8	15.7m ²
Shower Ensuite Single Bedroom	9	15.7m ²
Shower Ensuite Single Bedroom	43	23.3m ²
Shower Ensuite Single Bedroom	44	18.9m ²
Shower Ensuite Single Bedroom	45	19.4m ²
Shower Ensuite Single Bedroom	46	17.6m ²
Shower Ensuite Single Bedroom	47	19.6m ²
Shower Ensuite Single Bedroom	48	18.3m ²
Shower Ensuite Single Bedroom	49	18.1m ²
Shower Ensuite Single Bedroom	50	18.1m ²
Shower Ensuite Single Bedroom	51	15.65m ²
Shower Ensuite Single Bedroom	52	15.7m ²
Shower Ensuite Single Bedroom	53	15.5m ²
Visitors Room in Strawberry Fields		8.70m ²
Enclosed courtyard with smoking area		
Sluice Room		4m ²
SF Dining Area 1		20.3m ²
SF Dining Area 2		14.7m ²
SF Dining Area 3		21.3m ²

SF Dining Area 4	21.6m ²
SF Day Room 1	46.8m ²
SF Day Room 2	27.9m ²
SF Day Room 3	15.4m ²
Chapel	20.70m ²
Conference Room/Administration Office	22.20m ²
Treatment Room	10.8m ²
Relaxation Bathroom with toilet/Parker bath	9.2m ²
Wet Laundry Room	12.4m ²
Housekeepers Room	11.3m ²
Storage Room 3	1.3m ²
Storage Room 4	1.3m ²
Storage Room 5	1.3m ²
Staff Room	11.8m ²
Staff Toilet and Changing Room	7.2m ²
Kitchen with open serving area	35.8m ²
Pantry	6.1m ²
Kitchen Storage	10.8m ²
Kitchen Staff Toilet	11.3m ²
Communal Toilet Strawberry Fields	5.6m ²
Communal toilet and shower room 1	4.7m ²
Communal toilet and shower room 2	5.28m ²

MEMORY LANE

TYPE OF ROOM	ROOM NUMBER	SIZE OF ROOM
Double Bedroom	10	16.5m ²
Shower Ensuite Single Bedroom	11	16.4m ²
Single Room	12	10m ²
Double Bedroom Shower Ensuite	14	27.1m ²
Shower Ensuite Single Bedroom	15	16.3m ²
Shower Ensuite Single Bedroom	16	18.8m ²
Shower Ensuite Single Bedroom	17	21.2m ²
Shower Ensuite Single Bedroom	18	20.7m ²
Shower Ensuite Single Bedroom	19	19.2m ²
Shower Ensuite Single Bedroom	20	18.8m ²
Shower Ensuite Single Bedroom	21	18.9m ²
Shower Ensuite Single Bedroom	22	21.9m ²
Shower Ensuite Single Bedroom	23	19.7m ²
Double Bedroom Shower Ensuite	24	26.7m ²

Shower Ensuite Single Bedroom	25	22.4m ²
Hairdressing Area		9.3m ²
Memory Lane Conservatory-Visiting Area		9.30m ²
Residents Kitchen		15.7m ²
Dining Area		27.2m ²
Garden Day Room		65.22m ²
ML Day Room 1		42.2m ²
ML Day Room 2		15.7m ²
Store Room 6		15.7m ²
Store Room 7		0.8m ²
Store Room 8		0.96m ²
Electrical Panel Room		0.8m ²
Staff toilet and changing room		5.6m ²
Manager's Office		5.1m ²
Dry Laundry Room		16.1m ²
ML communal Shower and Toilet		6.1m ²
ML toilet		5.6m ²

BELVEDERE DRIVE

TYPE OF ROOM	ROOM NUMBER	SIZE OF ROOM
Shower Ensuite Single Bedroom	26	16.6m ²
Shower Ensuite Single Bedroom	27	21.7m ²
Shower Ensuite Single Bedroom	28	22.3m ²
Shower Ensuite Single Bedroom	29	18.6m ²
Shower Ensuite Single Bedroom	30	18.5m ²
Shower Ensuite Single Bedroom	31	19m ²
Shower Ensuite Single Bedroom	32	18.6m ²
Double Bedroom Shower Ensuite	33	27.8m ²
Double Bedroom Shower Ensuite	34	30.6m ²
Shower Ensuite Single Bedroom	35	18.6m ²
Shower Ensuite Single Bedroom	36	18.2m ²
Shower Ensuite Single Bedroom	37	18.2m ²
Shower Ensuite Single Bedroom	38	19.3m ²
Shower Ensuite Single Bedroom	39	18.7m ²
Shower Ensuite Single Bedroom	40	19m ²
Shower Ensuite Single Bedroom	41	19.7m ²
Shower Ensuite Single Bedroom	42	20.5m ²
Shower Ensuite Single Bedroom	55	18.2m ²
Shower Ensuite Single Bedroom	56	17.8m ²
Shower Ensuite Single Bedroom	57	19m ²

Double Bedroom Shower Ensuite	54	24.6m ²
Nurses room		3m ²
Belvedere Dining Room		27.3m ²
Belvedere Dayroom		94.60m ²
Store Room 1		4.11m ²
Store Room 2		16.5m ²
Toilet and changing room		7.85m ²
Sluice Room		5.4m ²
Hotpress		2.6m ²

TYPE OF ROOM	ROOM NUMBER	SIZE OF ROOM
Store Room 9		7.7m ²
Store Room 10		7.7m ²
Smoking area 1		12m ²
Smoking area 2		12m ²
Woodchip Store		6.25m ²
Woodchip Burner		14.5m ²
Boiler and Switch Room		58m ²

ADMISSION CRITERIA

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. 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. Residents require a CPE swab prior and/or on admission To Central Park to screen for CPE.

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 our Clinical nurse managers 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. 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.

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. Central Park Nursing Home is 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 management on feedback gathered from residents on an ongoing basis to increase the wellbeing of the resident.

SOCIAL ACTIVITIES, HOBBIES 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.

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.

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 in accordance with infection control guidelines.

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	ACCESSIBILITY& COST
Hairdresser	Weekly	Cut €12 Blow Dry or Set €18 Colour €30 Wash, Cut, Blowdry €30 Colour, Wash, Cut and Blowdry €60
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	Every Monday at 3pm	In Nursing Home Chapel
** We can also accommodate other denominations **		
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:

SERVICES	FREQUENCY	ACCESSIBILITY
Physiotherapy	Bi Weekly	CPNH use Physio Solutions to provide physiotherapy services to our residents for a 4 hour session. 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		minimum wage minimum wage , If wheelchair taxi is required this comes at an additional cost of 150 euros per journey and 20 euros per hour for driver .

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 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 Evolve our training platform. 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 (PIC) 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 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
- 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

"YOUR SERVICE, YOUR SAY"

At Central Park Nursing Home 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 and will be included in our end of year report. The purpose of this procedure is to ensure complaints from residents, their representatives and others are managed in accordance with the relevant legislation and best practice. Central Park Nursing home will commit that making a complaint will not impact on the level of care been provided and will take necessary steps to ensure this.

Our Complaints Team

Complaints Officer: Ms Bernadette French Tel: 0864037735

Review Officer: Director Of Nursing :Ms Bridie Fahy Tel: 0851385698

Registered Provider Nominee: Ms Caroline Maguire Tel: 0876346363

THE COMPLAINTS PROCESS

- Complaints can be made to any staff member, who will bring it to the attention of the RGN on duty. The RGN is responsible for resolving the complaint immediately if possible and recording the complaint in the appropriate log.
- All complaints must be documented by the nursing home at the time of receipt, regardless of their nature or gravity.
- The confidentiality of the complainant shall be maintained through the investigation process.
- All complaints will be fully investigated
- If the complaint cannot be resolved at that time it must be referred to the Complaints Officer **Bernadette French** and in her absence Bridie Fahy.
- Minor complaints can be rectified immediately in an informal basis, it must still be documented. (ie. *resident A stated that their breakfast was cold this morning*)
- The Director of Nursing must be informed of all complaints.
- **Formal Complaints:** 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. The complainant will receive a written response informing them whether or not their complaint has been upheld, the reasons for that decision, any improvements recommended and details of the review process
- Document if the complaint is satisfied or not satisfied with the outcome
- **The Review Process-** Where the complainant is dissatisfied with the outcome of the investigation, A review is conducted by **Bridie Fahy, Review Officer** This is done as soon as possible and no later than 20 days after the receipt of the request for review. Provide a written response to the complainant outlining the outcome of the review.
- In the event that a complaint is being made against the Person in Charge, the complainant can make their complaint with the **Complaints Officer, Bernadette French.**

- If the complaint is been made by a vulnerable person consider accessing support on their behalf through advocacy services (eg **Sage Advocacy** and/or **Patient Advocacy Service 0818 293003**)
- Independent Advocacy services are made available to our residents and in private, including access to in-person awareness campaigns by independent advocacy services and access to meet and receive support.
- **The Registered Provider nominee, Caroline Maguire** assures all complainants that steps will be taken as are reasonable to give effect as soon as possible and to the greatest extent practicable to any improvements recommended by the Complaints and /or Review Officer.

After the Nursing Home Complaints Process is completed

As a complainant if you are not satisfied with the outcome of the nursing home complaints process. Steps you can take are

- Contact the Ombudsman 01 6395600 or on Twitter: [OfficeOmbudsman](#)
Post: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2 D02 W773. (Opening hours 09:15am-5pm Monday to Friday).
- Contact HIQA 021 2409644 or email Concerns@hiqa.ie
- Contact an Advocacy Service:
Sage Advocacy 01 536 7330 Email: info@sageadvocacy.ie
Patient Advocacy Service 0818 293003 or patientadvocacyservice.ie

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.

Our Statement of Purpose is available to residents and relatives within the welcome pack and on our website <http://www.centralparknursing.ie/>

