



**Riverside Nursing Home
Toberburr Road
St Margaret's
Co. Dublin**

Information Booklet

Autumn 2011

Welcome/ Introduction

This Information Booklet aims to inform residents / families and healthcare staff of the services provided within Riverside Nursing Home.

We are very pleased to welcome you to our Nursing Home. We will endeavor to help you to settle in and trust you will enjoy living here.

Your Service Provider is Willoway Nursing Home trading as Harvey Healthcare. Riverside Nursing Home is Part of Harvey Healthcare.

Your Director of Nursing is: **Rachelle Josling**

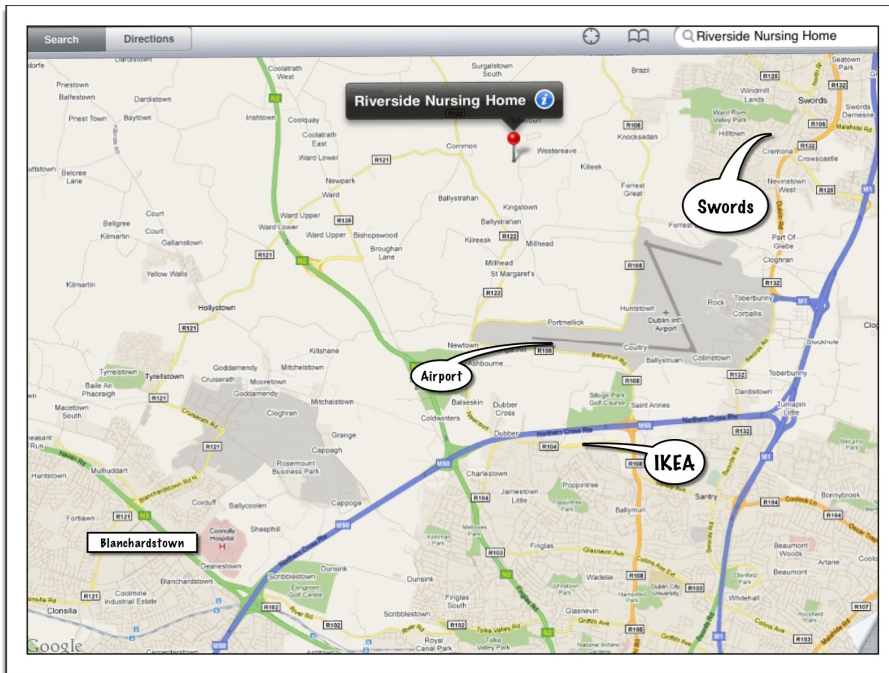
Your Director of Care is: **Noeline Kinnear**

Our Mission Statement

We, as members of the Nursing Home Sector, see ourselves as an integral part of the Health Service. We promote the highest possible standards of accommodation, facilities and care to residents and their families in our nursing home. The dignity and fullness of human life is of the utmost importance to us and thus determines our operating policies.

General Resident and Visitor Information

Location:



Riverside Nursing Home is located at:

Toberburr Road, St Margaret's, near to Swords and Finglas villages (See map)

Accommodation:

Our Nursing Home consists of single and sharing

rooms. The terms and conditions in respect of accommodation will be provided in your contract of care which is available prior to admission on request.

Bus Services:

The number 40 bus services our Nursing Home:

Car Parking:

Riverside Nursing Home has on parking at the front of the facility. Management bears no responsibility for loss or damage to vehicles or personal belongings. All vehicles are parked at the owners own risk. When transporting residents, cars can be driven to the nearest possible appropriate set down point only.

Postal Address:

Post is delivered on a daily basis. The postal address is:

Riverside Nursing Home, Toberburr Road, St Margaret's, Co. Dublin

CCTV

Riverside Nursing Home is protected by CCTV cameras in public areas such as; sitting rooms, dining rooms, corridors and car parks. There are no cameras in residents' rooms or bathrooms.

Telephone:

The direct telephone number for this Nursing Home is: 01 840 8329.

Mobile phones can also be used and residents can consider having direct lines installed in their rooms

Visiting Times:

Visiting times in Riverside Nursing Home are very flexible but visitors are encouraged to visit between the hours of 9am to 9pm.

Visitors are encouraged not to visit during meal times as this often distracts the resident but should a relative wish to assist a resident in dining, please speak with the Director of Nursing.

Meal Times:

Breakfast: 07.30-09.00 (flexible)

Lunch: 12.30-1330 (flexible)

Tea: 16.45-17.30 (flexible)

Supper: 730pm - onwards

Light refreshments and snacks are available upon request.

Pastoral Care:

Our ethos and philosophy reflect our care and concern for our residents. We therefore see our care embracing the physical, social and spiritual aspect of each person. Pastoral care arrangements will be provided according to the resident's individual wishes and Ministers of Religion will be made welcome in the Nursing Home and Mass is celebrated in the Nursing Home on a weekly basis and there is also a Eucharistic Service

Smoking & Alcohol:

In compliance with the Tobacco Smoking (Prohibition) Regulations 2003,

Riverside Nursing Home is a smoke free environment but it does have a dedicated smoking room.

On admission residents are asked to discuss smoking and alcohol requirements.

SMOKING IN BEDROOMS IS STRICTLY PROHIBITED.

Laundry:

We have a laundry service in our Nursing Home and can launder clothing provided it is marked with the resident's name. However, we strongly encourage families to launder their relative's clothes at home. If this is the desired options please inform our Director of Nursing and we will ensure that clothes are stored for collection.

Riverside Nursing Home has insurance cover for personal items (up to €1400) but residents and relatives are advised not to store valuable items in the Nursing Home or to have them placed in our safe.

Clothing:

Residents are encouraged to bring their own clothes such as daywear, nightwear and toiletries into the Nursing Home.

The following list is a guide only:

Suitable day clothes, (3 sets) including shoes and socks.

Nightwear

Dressing Gown

Slippers

Plenty of underwear

Toilet requisites

Sun Hat

Outdoor coat, scarf, hat, to use in the grounds or go to

External appointments. We are very happy to assist residents to purchase new clothing as they require.

Personal Items:

We aim to provide a homely environment. To achieve this, residents are welcome to bring in their personal belongings such as a radio, pictures etc to help personalise their rooms. Before using any personal electrical items please consult

with the Director of Nursing as it would need to be checked to ensure it complies with our fire precautions.

It is not advisable to bring large sums of money or valuables into the Nursing Home. In exceptional circumstances the Director of Nursing will store money or valuables safely. You will receive a receipt for this.

Nursing Services Provided:

The main role of every staff nurse and healthcare assistant is to provide twenty-four hour care to all residents. Our aim in our Nursing Homes is to be a centre of excellence on older person care. Our objective is to care for residents utilising evidence – based best practice. In view of this, all nursing and healthcare assistant staff adhere to national and international evidence based policies, procedures and standards when caring for residents in our Nursing Home.

Healthcare assistants support nursing staff by assisting in daily activities including hygiene, mobility, nutrition and social recreation. Riverside Nursing Homes provides all residents with showering facilities and assistance with personal healthcare.

GP Services:

Residents may retain their own GP where possible, or change to a GP recommended by the Nursing Home.

Other Services:

Where a resident requires Physiotherapy, chiropody, occupational therapy or any other services as may be required, access to such services will be facilitated by the management. These may incur an additional charge.

Care Plans:

Residents, relatives or advocates will be offered the choice to be involved in the development of their care plan. These care plans will be reviewed every three month or more frequently if required. Residents will be notified of any review.

A resident's right to refuse treatment shall be respected and documented and the matter brought to the attention of the resident's medical practitioner.

Residents are facilitated to exercise their civil, political and religious rights as per our policy.

Residents' Representative Group:

Our Nursing Home has a Residents Representative Group which consists of residents, relatives, staff members and independent volunteers who participate and assist in the organisation of the nursing home. This also facilitates new suggestions, ideas etc. which will improve the comfort of our home. We also have a suggestions box at the entrance to the facility, which you are encouraged to use.

End of life care:

Appropriate care and comfort will be given to the resident to address their physical, emotional, psychological and spiritual needs. Resident's religious and cultural practices are facilitated. Resident's family and friends are facilitated to be with the resident when they are dying. Resident's death is managed with dignity and propriety.

Fire Safety:

Fire Safety is of paramount importance to our Nursing Home management team. There are fire exit signs located around the Nursing Home and we would request that all residents / families follow the instructions of the Emergency Evacuation Procedure located in the front hall. Lifts must not be used during a fire. As part of our admission procedure you will be shown the fire exits and emergency points. These will be shown to you on several occasions post admission so that you are familiar with the locations.

Health and Safety:

The Health and Safety of residents / families and staff is also of paramount importance to the Nursing Home management team. We would request that all residents / visitors be vigilant when walking around the Nursing Home and report any Health & Safety concerns to any staff member.

Children or vulnerable residents / visitors should not be left unsupervised / alone during visiting times.

Activities Co-Coordinator:

In November 2008 we appointed an Activities Coordinator to provide for the social, therapeutic, recreational, psychological and spiritual needs of all residents. This is achieved by providing a wide range of purposeful activities that are stimulating and appropriate to the individual needs of each resident.

Residents are encouraged to participate in these activities.

Complaints:

Formal complaints by residents or their relatives will be investigated by management and dealt with through our Nursing Home's complaints procedure.

Complaints referred to us will be dealt with quickly and efficiently and justified grievance will be promptly remedied.

Our complaints policy is displayed in the entrance hall and we also have an independent complaints officer to ensure review complaints.

These procedures do not take away from the resident's right to complain to any Statutory Body.

We are regulated by HIQA and a copy of our most recent report is included for your perusal.

WE HOPE YOU ENJOY YOUR STAY

Noeline J. Kinnear

Director of Care Harvey Healthcare Group.



