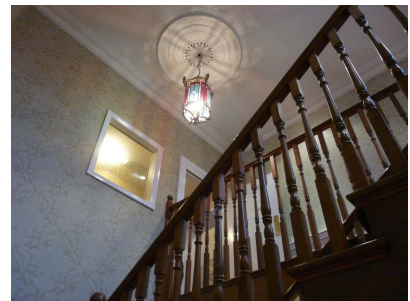




St Gladys' Nursing Home
53 Lower Kimmage Road
Harold's Cross
Dublin 6W
Tel. 01-492- 7624

Statement of Purpose

Autumn 2011



A Warm Welcome Awaits You

Centre Number: 0048

Date of Registration: 12th April 2011 to 11th April 2014

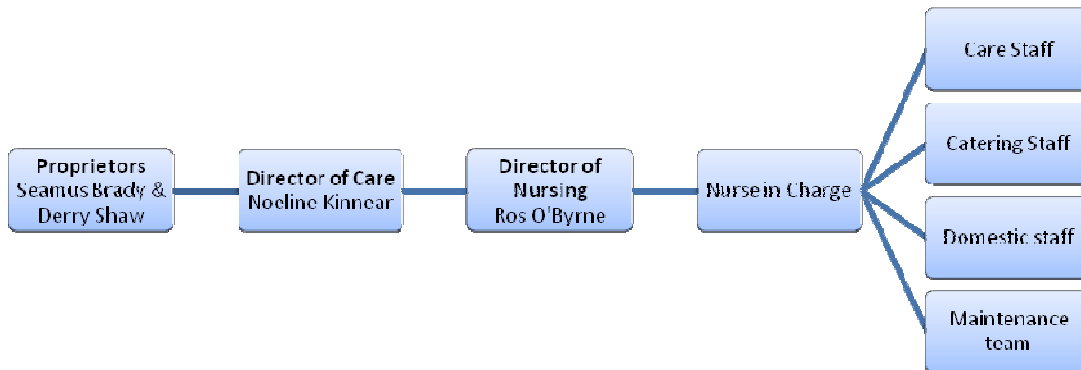
Mission Statement

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

We seek to provide all appropriate care in accordance with the requirements of each resident and a homely environment which is comfortable, allows privacy and is clean so as to enable residents to retain their individuality and self respect. The organisation of our Nursing Home and the attitude of our staff shall reflect the individual needs of the residents, help them achieve personal dignity and allow, wherever possible, the right of choice especially with regard to the pattern of their daily lives.

Governance, Management & Staffing

The Management and Governance of St Gladys' Nursing Home is directed by a team of dedicated, professional and highly qualified people who continually strive to raise standards of care. The management structure is below



The proprietors established Harvey Healthcare in 2003 and operate 5 Nursing Homes in Dublin. Both Derry & Seamus have over 20 years of management and business experience.

Corporate Structure		
Legal Entity	Willoway NH Ltd	U15, Block A, Blanchardstown Corporate Park, Dublin15
Group Trading Name	Harvey Healthcare	122 Terenure Road West, Dublin 6W
Trading Name	Harvey Nursing Home	122 Terenure Road West, Dublin 6W
Person in Charge	Bronagh Aiken	122 Terenure Road West, Dublin 6W

Noeline Kinnear, Director of Care, has over 16 years experience in Care for the Elderly, 11 years as a Director of Nursing and has been a nurse since 1969 and is also a Pediatric Nurse. Noeline also has a Diploma in Management from National College of Ireland

Ros O’Byrne, Director of Nursing, has been involved in the management of Nursing Homes for 12 years. She has also a lot of experience in Dementia related care and has been a qualified nurse for 25 years.

Ros is based in St Gladys but all of the management team are available to meet with residents and their families and can be arranged with any member of staff or by phoning the Nursing Home

As well as the management team St Gladys employs 50 people, which is made up of 9 Nurses, 32 carers, 4 catering staff and 4 domestic / housekeeping as well as a maintenance team that service all the group facilities. We pride ourselves on our staff who are very friendly and approachable, fully trained for their roles and participate in both mandatory and other training both in house and through external training courses. All staff are fully trained in Fire prevention and evacuation, elder abuse and the full range of policies contained within the Nursing Home.

	Employees	Full time Equivalents
Management	4	1.25
Nursing	10	9.5
Care Assistants	36	28
Catering	5	4.2
Domestic	3	2.5
Full times equivalents is based on a 38 hours week		



Friendly staff members are one of the tenets of our home. All staff are familiar with each of our residents in St Gladys and there are morning meetings with our staff nurses and carers to provide an update on all residents. These meetings are usually chaired by our Director of Nursing.

Facilities

St Gladys’ Nursing Home has a combination of single and sharing accommodation. The Nursing Home is registered for 51 residents and there are **21** single rooms ranging in size from 10.2 to 12.8sqm and **15** double rooms which range in size from 15.5 to 19.7sqm. The majority of rooms are en-suite. Our shared rooms provide company for residents but have dividing curtains to ensure privacy and dignity



All rooms have call bell systems and electric beds and residents are encouraged to personalise their rooms.

The Nursing home is a large period house with a generous entrance hall with large reception and dining rooms either side of the hall. There is a fully equipped kitchen and four bedrooms upstairs. In addition there are two purpose built wings

to the sides of the house which contain bedrooms and additional reception rooms. The design of our building creates a ‘homely’ feel to the Nursing Home with carpet in the living rooms and comfy chairs and couches. The Nursing Home is located close to the grounds of Mount Argus and is close to St James’, St Vincent’s and Tallaght hospitals. It has very attractive enclosed gardens which are used regularly by the residents and is well serviced by a number of bus routes, including the 19A & 54.

Accommodation			
	number	en-suite	sizes (m2)
Single	21	20	10.2-12.8
Double	15	12	15.5-19.7
Living rooms	6		8.5-43.5

We accommodate both female and male residents with the following care needs: Care of the elderly, Dementia Specific Care, Palliative Care, Respite, Convalescent and Day Care. Within these categories we are able to care for residents recovering from cardiac events, stroke and acquired brain injuries. Before any resident comes to live in our Nursing Home they are assessed by our staff to ensure that our facility is suitable for their care needs, which may also, where necessary, be subject to us being able to secure relevant external medical support.

Admissions

Regarding resident admissions to our nursing home, we obtain all relevant information relating to the residents’ health, personal and social needs using a pre- admission suitability assessment and dependency rating scale tool which we complete when assessing patients in referring hospitals or homes. This assessment is usually conducted by two people -the Director of Care and the Director of Nursing, to ensure that a full and complete picture of the requirements of any potential resident can be met by our nursing home.

We have an information booklet for all new residents in St Gladys but, on arrival, all residents are introduced to staff and residents and shown around their room and the facility. This is repeated a couple of days later and subsequent days so that they can become familiar with the Nursing Home and its facilities. Residents and residents’ families and friends are also encouraged to inform staff of the residents’ interests and requirements and this is reviewed by staff on an ongoing basis. A Care Plan which incorporates the Social and Personal needs will be compiled to create a better understanding of each resident’s interests and achievements.



Emergency admissions can also be accommodated by assessments being conducted by the Director of Nursing or the Nurse in Charge at time of admission.

New Residents

We understand that the decision to move into long-term care can be a stressful one. At St Gladys’ Nursing Home we want to make this transition as smooth as possible. Our Director of Nursing will be happy to meet

with any potential resident and their family and show them around the facility and discuss any personal needs you may have.



We wish to ensure that our Nursing Home becomes the new home for all our residents. Mail can be re-directed to the Nursing Home and we can arrange to have newspapers, magazines and periodicals delivered in addition to the daily newspapers provided.

Relatives and friends can visit St Gladys at any stage throughout the day – although we do suggest that guests visit between 9am & 8pm and, if possible, avoid mealtimes

Contract of Care:

On admission to St Gladys' Nursing Home you will be issued with a Contract of Care, which will outline the services provided in the Nursing Home which are as follows:

- Quality of Care
- Safety
- Pastoral Care
- Payment of Fees / Fair Deal
- Termination of Contract

Care Plans:

An individualised Care Plan will be developed with the resident's participation. This will be commenced within 24 hours of admission to set out individual personal care needs to provide direction to staff members. This Care Plan will be reviewed on a regular basis and not less frequently than at three-monthly intervals. We encourage participation from residents and family members in this process. It is important for us to know what each resident enjoys and their interests, especially if they are not able to tell us themselves. Our Director of Nursing can give you a copy of our care plans and the information contained in them



Internal Services and Activities

In order to enhance the care provided and enable the resident to fulfill their personal, social and psychological needs our Activities Coordinator will meet with the resident to assess their likes and dislikes. The following services and activities are available within St Gladys' Nursing Home

Therapeutics

St Gladys' Nursing Home has contracted services from professionally registered and supervised therapists to enhance your rehabilitation potential. The following therapy services are provided:

Physiotherapy, Occupational therapy, Speech & Language Therapy and access to the Department of Medicine for the Elderly community liaison team as well as

Aromatherapy, hand massage, chiropody, optometrist and Sonas Therapy, which is a sensory program that is particularly beneficial to residents with various forms of dementia

Religious Services

St Gladys' Nursing Home welcomes all religious denominations. Mass is celebrated in the Nursing Home once a week and there is a weekly Eucharistic Service and a visit by the Church of Ireland Minister on a monthly basis.

Activities

The Nursing Home takes into account the residents' interests, hobbies, experiences, personality and medical condition. St Gladys' Nursing Home offers a wide range of activities designed to encourage the resident to keep mobile, and most importantly, take an interest in life.

Activities are arranged by our Activities Coordinator who has trained staff to perform many of the activities listed below. (These activities take place on a daily basis and the timetable is displayed on the notice board)

Exercise to music, Sonas (stimulation of the senses) program, Bingo, Aromatherapy, Music Sessions, Board Games, Arts and Crafts, Cinema Club, Quiz and Crosswords, Mini Basketball, Board Games, Cards, Peata. We also have discussions of topics of interest and day trips. Aromatherapy and Sonas program are conducted weekly and carried out by qualified personnel. There is, of course, a visiting chiropodist and a regular hairdresser. (Some activities are not covered under the Fair Deal contract.)

The above is not an exhaustive list and, as part of the residents' social and personal care plan, our staff will get to know the residents interests and tailor activities accordingly. Residents may have an interest in gardening that they would like to continue or painting and arts or simply playing cards, all of which can be accommodated. Family input can be very helpful in this regard

Visiting

As stated above we do not have strict visiting hours and family and friends are welcomed and encouraged to visit the resident on a regular basis or maintain contact by letter or by phone when visiting is not possible. In these cases, staff will offer to assist the resident to respond where help is needed. Visitors must sign the visitor's book each time they enter and exit the home for security and fire safety regulations.

Residents are also welcome to attend family outings, events etc.(a consent form needs to be signed)

The resident has the right to refuse to see a visitor, and this right will be respected and up-held by the Nurse-in-Charge who will, if necessary, inform the visitors of the resident's wishes.

Smoking / Alcohol

We do not have a dedicated smoking room in St Gladys but smokers use the patio area and for those who like a drink this can be accommodated but must be with the Doctor's approval and stored with the Staff Nurse.

Smoking is not allowed in bedrooms or other common areas



External Facilities / Activities

As well as occasional outings to the local hotel and coffee shops our Activities Coordinator organises day trips for residents of the nursing home to the theatre, shopping etc and we will assist residents to participate in external activities outside of these arrangements, where possible.

In the event where a resident attended a day care centre, a social club, or a parish centre prior to admission to the nursing home, every opportunity to continue these activities will be facilitated where possible following the move into the nursing home.

(Additional costs may be incurred in these activities)

Nutrition

The nutritional needs of our residents are one of the foremost pillars in our Nursing Home. All food is freshly prepared and cooked by our chefs and tailored to meet the preferences and needs of our residents. If certain residents prefer softer foods or require assistance at mealtimes our staff are trained to ensure that this is provided with dignity, respect and patience (although residents are encouraged to be as independent as possible). Mealtimes are a very important part of our residents' day and we encourage residents to dine together and socialise but meals can be served in residents' rooms. Our meals are served at the following times but these are flexible to suits their needs

Breakfast	8am to 9am
Lunch	1.00pm to 2.00pm
Tea / dinner	5pm to 6.00pm
Supper	7.30pm

Residents are always offered a choice at mealtimes and are also offered hot and cold drinks at various times during the day.

We have regular menu meetings where residents, their advocates and staff can contribute and share ideas of the best menu choices and the day's menu is prominently displayed in the dining room.

Advocacy Group in St Gladys' Nursing Home

All residents following admission to the nursing home are introduced to all the staff. Residents are encouraged to discuss any issues or concerns with staff. However if the resident wished to discuss an issue of a more serious nature they are encouraged to discuss this with the Director of Nursing.

Residents are also encouraged to fill out a resident's questionnaire and return it to the Director of Nursing. Residents and relatives can become members of the nursing homes "Residents Representative Group" where issues can be discussed and, outside of this, residents and relatives are also asked to make comments or suggestions and place them in our suggestion box which is in the front hall.

A resident may at any stage appoint an advocate to act on their behalf.

Safety & Security

Your safety is of paramount importance to us. If you need assistance please ask a member of staff or alternatively use your call bell to seek assistance.

The nursing home has designated Safety Officers who assist in implementing our Safety Statement and educating all staff members.

Fire Safety

The Nursing Home has a modern Fire Alarm System fitted, with "Fire Exit Notices" and "Fire Emergency Instruction Notices" displayed at strategic points throughout the home, as advised by Fire Inspectors.

Staff are instructed during induction training with regard to the Fire Prevention/Drills Policy, which includes use of fire appliances, evacuation procedures, raising the alarm etc. Residents are informed of the emergency procedure during admission.

Staff undertake a daily inspection of exit routes, and do regular inspections of our fire equipment and attend fire drills, which are compulsory for all staff members.

Fire evacuation sheets are used on beds for high dependency residents.

All our fire equipment is tested and serviced a minimum of two times a year.

Other Emergencies

If you discover other scenarios/ circumstances which pose a risk to residents/ staff, please inform your nearest staff member immediately who will follow our Emergency Policy.



Residents' privacy and Dignity

Our nursing home has a policy on privacy and dignity of the residents and all staff are trained to strive to preserve and maintain the dignity, individuality and privacy of all residents within a warm and caring atmosphere, and in doing so will be sensitive to the resident's ever changing needs.

All shared rooms have curtains around the beds which are used when carrying out personal care and all medical information on residents is held on a confidential basis.

We would like you to think of St Gladys' Nursing Home as your home from home. Our staff will do their utmost to protect your privacy and dignity by:

- knocking before entering your room
- asking your permission prior to any personal/ nursing interventions
- asking your permission before staff undergo training and development in your personal care. You have the choice of male or female care staff to be involved in your care.

If you feel your privacy and dignity is being compromised then please inform a member of staff that you feel comfortable with.

Policies that inform our practice

As a provider of high quality nursing care we welcome the 'National Quality Standards for Residential Care Settings for Older People in Ireland'. These standards will help to consolidate existing good practice whilst also identifying areas for development. A copy of the standards can be obtained either online at http://www.hiqa.ie/media/pdfs/HIQA_Residential_Care_Standards_2008.pdf or in writing to: Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork

Other policies that we adhere to include:

Health Act 2000/ 2007
Infection Control Guidelines
Responding to Allegations of Elder Abuse
Policy on Nutrition
Risk Assessment
Medication Policy
Handling and Disposal of unused or out of date medication
Emergency Policy
Residents personal property and possessions
Communication
End of Life care
Recruitment selection and vetting of staff
Provision of information to residents
The creation of, access to, retention of and destruction of records

Health and Safety, including food safety, of residents, staff and visitors
Complaints Policy and Procedure
Missing resident
Temporary absence and Discharge of residents
Behaviour management
Admissions

This list is not exhaustive.

Complaints / Suggestions

We encourage all residents and visitors to give us feedback on our home, facilities and any specific issues that may arise. Any complaints will be dealt with as quickly as possible and in line with our complaints procedure. A notice is prominently displayed on the procedure to be followed when making a complaint in our front hall.

Any complaints should be made orally or in writing to the Staff Nurse or to Ros O’Byrne, Director of Nursing and the matter will be investigated as soon as possible. The Director of Nursing will give feedback to the complainant and details of the appeals process if required. All complaints are reviewed by our independent complaints person –contact details are available from the Director of Nursing. If a resident feels that their complaint has not been dealt with satisfactorily they have the right to take this complaint further. We are regulated by HIQA. Any other concerns can be referred to HSE or the Ombudspersons office.

Bereavement

In the event of bereavement, the family can expect every possible support and consolation from staff. The resident’s relatives usually make funeral arrangements but the Director of Nursing can be relied upon to assist as much as possible. Where there is no next of kin, the Director of Nursing will attend to the necessary arrangements. All Religious Denominations will be respected and accommodated.

