A Warm Welcome Awaits You

Centre Number: 0000126

Date of Registration: 13th April 2014 expires 12th April 2017

Churchview Nursing Home & Harvey Healthcare are part of Willoway Nursing Home Limited
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 respect 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 Churchview Nursing Home is directed by a team of dedicated, professional and highly qualified team who continually strive to raise standards of care. The management structure is shown below.

The proprietors established Harvey Healthcare in 2003 and operate 5 Nursing Homes in Dublin. Both Derry & Seamus have over 30 years of management and business experience.
Hilda Gallagher, Group Chief Operations Officer and Providers representative has over 30 years nursing, clinical and healthcare management experience. Previously, Hilda was Director of Clinical Operations & Special Projects in a leading Dublin hospital following her role as Director of Nursing. She has a BSc (1st Class Hons) in Nursing Management, and an MSc (1st Class Hons) in Healthcare Management in addition to a diploma in Teaching and Assessing in Clinical Practice. In December 2014, Hilda graduated from the Royal College of Surgeons in Ireland (RCSI) having been awarded a Fellowship of the Faculty of Nursing and Midwifery (FFNMRCSI). A Fellowship of the Faculty of Nursing & Midwifery RCSI (FFNMRCSI) is exclusively offered by the RCSI and is one of the most prestigious professional qualifications awarded to nurses in Ireland.

Anitha Achuthan, Director of Nursing has 6 years of experience in Care of the Elderly. She is qualified as a registered nurse who worked in a clinical role before moving into elderly care settings. All of the management team are available to meet with residents and their families and viewings can be arranged with any member of staff or by phoning the Nursing Home or contacting a member of staff. Alice Thomas is our CNM1 (PPIM) but all our staff nurses deputize for the Director of Nursing in her absence.

As well as the management team Churchview employs 36 staff members (subject to minor fluctuations) or 33 full time equivalents, which is made up of 11Nurses, 21 carers, 1 Activities Coordinator, 6 catering staff and 3 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 course. All staff are fully trained in Fire prevention and evacuation, elder abuse and the full range of policies contained within the Nursing Home.
<table>
<thead>
<tr>
<th>Employees</th>
<th>Full time Equivalents</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIC Management</td>
<td>1</td>
</tr>
<tr>
<td>Nursing</td>
<td>11</td>
</tr>
<tr>
<td>Care Assistants</td>
<td>22</td>
</tr>
<tr>
<td>Activities Coordinator</td>
<td>1</td>
</tr>
<tr>
<td>Catering</td>
<td>4</td>
</tr>
<tr>
<td>Domestic</td>
<td>3</td>
</tr>
</tbody>
</table>

Full times equivalents is based on a 39 hour week
Management consists of proprietors, activities and clerical staff. Maintenance team work on project and on call basis

Friendly staff members are one on the tenets of our home. All staff are familiar with each of our residents in Harvey 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**

Churchview Nursing Home has a combination of single and sharing accommodation. The Nursing Home is registered for a maximum of 39 residents and there are 6 single rooms ranging in size from 9. to 11.8 sqm, 3 ensuite, 11 twin rooms ranging in size from 13.5 to 19 sqm, 2 with ensuites, 1 three bedded room ranging in size from 19 to 25 sqm, which is en-suite, and 2 four bedded rooms, 1 which is 33 sqm with en-suite, and 1 which is 47sqm. Our shared rooms provide company for residents but have dividing curtains to ensure privacy and dignity. We do not have a bath in the Nursing Home.

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

The Nursing home consists of three converted Georgian Houses and accommodation is provided over three floors, which is serviced by an elevator. One room is not serviced by an elevator and is restricted for ambulant residents. The kitchen, dining room, nurses’ station and large living room are located on the hall level and in the lower ground floor there is a treatment room, family room, smoking room and conservatory. The south facing rear garden is enclosed and well used by residents and visitors. Churchview is located very close to the Mater Hospital, Phibsborough village and St Peter’s Church is a short stroll away and is very well serviced by public transportation.
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. We provide 24 hour nursing care for both female and male residents with the following care needs: Care of the elderly and geriatric care, which includes residents with dementia and residents who require Palliative Care, Respite and Convalescent Care. We are permitted by the regulator to accept residents over 18 years old but the majority of our residents are over 65.

<table>
<thead>
<tr>
<th>Accommodation</th>
<th>number</th>
<th>en-suite</th>
<th>sizes (m²)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>6</td>
<td>3</td>
<td>9-11.8</td>
</tr>
<tr>
<td>Double</td>
<td>11</td>
<td>2</td>
<td>14-19</td>
</tr>
<tr>
<td>Triple</td>
<td>1</td>
<td>1</td>
<td>19-25</td>
</tr>
<tr>
<td>Four bedded</td>
<td>2</td>
<td>2</td>
<td>35-45</td>
</tr>
<tr>
<td>Five bedded</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Visitor room</td>
<td>1</td>
<td></td>
<td>17</td>
</tr>
<tr>
<td>Living rooms</td>
<td>4</td>
<td></td>
<td>23-47</td>
</tr>
</tbody>
</table>

(see appendix 2)
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 conducted by 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 Churchview 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 Churchview 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 residents’ social and personal needs, their individual wishes and preferences will be compiled on admission.

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 residential care can be a stressful one. At Churchview Nursing Home we want to make this transition as smooth as possible for both the resident and family. 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 Churchview 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 Harvey Nursing Home you will be issued with a Contract of Care, which will outline the services provided in the Nursing Home in addition to the following items listed below. (Additional Service charges are outlined in the Contract of Care).

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

The Contact of Care needs to be signed on admission and returned soon afterwards to the Director of Nursing.

Care Plans:

An individualised Care Plan will be developed with the resident and families 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 four-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, preferences and wishes and to involve family participation especially if they are not able to tell us themselves. Our Director of Nursing can provide you with 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 staff will meet with the resident to assess their likes and dislikes. The following services and activities are available within Churchview Nursing Home

Therapeutics

Harvey 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) are all provided.
Religious Services

Churchview Nursing Home welcomes all religious denominations. Mass is celebrated in the Nursing Home once a month and there is weekly Eucharistic Service. Residents are encouraged to participate in religious services on the TV each Sunday.

Care Development & Activities

Churchview Nursing Home takes into account the resident’s interests, hobbies, experiences, personality as well as the resident’s medical condition. Churchview Nursing Home offers a wide range of activities designed to encourage the resident to keep mobile, and most importantly, take an interest in life and enhance his/her independence, and maximize their potential.

Activities are arranged and delivered by our Activities Co-ordinator who organises many of the activities listed below.

Activities take place on a daily basis and the timetable displayed but there are many ‘ad hoc’ activities that take place depending on residents’ wishes. 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 twice monthly and carried out by qualified personnel. (These activities and therapies are not covered under the Fair Deal contract and there is a €25 weekly charge to cover this). There is, of course, a visiting chiropodist and a regular hairdresser.

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.
All residents have access to the house phone or may use their mobile phones or have a personal line installed by Eircom. There is Wi-Fi access in the home as well.

Residents are also welcome to attend family outings, events etc. (a consent form may need 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 have a dedicated external smoking area in Churchview and for those who like a drink this can be accommodated but must be with the Doctor’s approval and stored with the Director of Nursing. **Smoking is not permitted in bedrooms** or other common areas. We also carry out a risk assessment on all smokers and update care plans as appropriate.

**External Facilities / Activities**

As well as occasional outings to the local hotel and coffee shops our Activities manager 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 may be served in residents’ rooms according to their wishes. Our meals are served at the following times but these are flexible to suit their needs.

Breakfast 8am to 10am
Lunch 12.30pm to 1.30pm
Tea / dinner 4.30pm to 5.15pm
Supper 8.30pm

Residents are always offered a choice at mealtimes and are also offered hot and cold drinks at various times during the day. In addition there is a variety of fruit available at all time in our Dayrooms.

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.
Residents’ Representative Group in Churchview 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 wishes to discuss an issue of a more serious nature they are encouraged to discuss this with the Director of Nursing/Deputy.

Residents are also encouraged to fill out residents’ questionnaires and return it to the Director of Nursing. Residents and relatives can become members of the nursing homes ‘Residents’ Advocacy 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. This is part of the nursing home’s continuous quality improvement.

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 a designated Safety Officer who assists in implementing our Safety Statement and educating all staff members. The Safety Statement is updated annually in conjunction with external Health and Safety professionals. Training is also provided to staff on a regular basis.

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.

CCTV

Our premises are secured by CCTV cameras, which are in public areas only within our home, and to the front and rear of the building.
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 in a secure place and on a confidential basis in line with data protection.

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

- knocking gently before entering your room
- asking your permission prior to any personal/nursing interventions
- asking your permission before attending 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 of your concern.
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](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 complaints notice is prominently displayed in our front hall on the procedure to be followed when making a compliant.

Any complaints should be made verbally or in writing to the Person in Charge/Deputy and the matter will be investigated as quickly 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, Ros OByrne, St. Gladys Nursing Home, Tel No: 01 4927624. 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.
We hope you enjoy your time with us in Churchview Nursing Home and look forward to caring for you.
Appendix 1

Conditions of Registration

Condition 1

The designated centre Churchview Nursing Home shall be operated at all times in compliance with the Health Act 2007 as amended from time to time.

Condition 2

The designated centre Churchview 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 2013 and the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2015 (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 Churchview 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 Inspector may notify to the registered provider from time to time.

Condition 4

The designated centre Churchview Nursing Home shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it.

Condition 5

The designated centre Churchview Nursing Home shall be operated at all times in accordance with and shall only provide the services set out in, its Statement of Purpose as delivered and amended from time to time in accordance with Regulation 3 of the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 (S.I. No. 415 of 2013) (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 Churchview Nursing Home at any time.

Condition 7

The maximum number of persons that may be accommodated at the designated centre Churchview Nursing Home is 39.
**Condition 8**

The physical environment in the designated centre must be reconfigured as outlined in the plans submitted to the Chief Inspector on 29/04/2015. The reconfiguration must be complete by 30 June 2015.

**Condition 9**

Room 10 with steps up into same may only be occupied by independently mobile residents who underwent a professional assessment in relation to their safe use of the steps. This condition is subject to on-going professional assessment as part of the care planning process as required by the residents changing needs or circumstance, and no less frequently than at three monthly intervals.