Harvey Glenageary Nursing Home
25 Upper Glenageary Road
Dun Laoghaire
Co Dublin
Tel. 01-280 0508
Fax 01-214 8572
Email: rosemary@harveyhealthcare.ie

A Warm Welcome Awaits You

Centre Number: 0048
Registered from 21st October 2014 to 20th October 2017
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 Harvey 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 shown 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.

<table>
<thead>
<tr>
<th>Corporate Structure</th>
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<tbody>
<tr>
<td>Legal Entity</td>
</tr>
<tr>
<td>Group Name</td>
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<tr>
<td>Trading Name</td>
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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.

Rosemary McCann RGN, Director of Nursing, has been involved in the management of Nursing Homes for 12 years. She is also a manual handling instructor and has been nursing for over 35 years with considerable experience in Accident and Emergency units.

Rosemary is based in Harvey 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. Sirisha Kora and the staff nurses deputise for the Director of Nursing when she is not present.

As well as the management team Harvey employs 32 people, which is made up of 7 Nurses, 17 carers, 5 catering staff and 3 domestic / housekeeping as well as a maintenance team that service all the group facilities (see table below). We pride ourselves on our staff that 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.

Friendly staff members are one of 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 the Director of Nursing.

<table>
<thead>
<tr>
<th>Employees</th>
<th>Full time Equivalents</th>
</tr>
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<tbody>
<tr>
<td>PIC Management</td>
<td>3</td>
</tr>
<tr>
<td>Nursing</td>
<td>0.25 (estimate)</td>
</tr>
<tr>
<td>Care Assistants</td>
<td>17</td>
</tr>
<tr>
<td>Catering</td>
<td>3.5</td>
</tr>
<tr>
<td>Domestic</td>
<td>2</td>
</tr>
</tbody>
</table>

Full times equivalents is based on a 39 hour week
Management consist of Proprietors and clerical staff.
Maintenance team operate on call and project work basis.
Facilities

Harvey Nursing Home has a combination of single and sharing accommodation (as set out on the next page) and it is registered for 32 residents. Our shared rooms provide company for residents but have dividing curtains to ensure privacy and dignity. All rooms are fully accessible and there are chair lifts in the Nursing Home to the bedrooms on the return and the first floor. Two rooms on the return have bathrooms that are only accessed by the stairs or chair lift. Prior to admission all residents are assessed for suitability for these rooms and all the accommodation in our Nursing Home. This is reviewed regularly and at least three times a year in line with the Regulation.

<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>8</td>
<td>6</td>
<td>9.3-10.6</td>
</tr>
<tr>
<td>Twin</td>
<td>9</td>
<td>7</td>
<td>14.2-20.1</td>
</tr>
<tr>
<td>Triple</td>
<td>2</td>
<td>0</td>
<td>15.9-26.5</td>
</tr>
<tr>
<td>Living rooms</td>
<td>3</td>
<td></td>
<td>17.2-42.5</td>
</tr>
</tbody>
</table>

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

The Nursing home is like a large house with an entrance hall, two main reception rooms, dining room and fully equipped kitchen and there is 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 the former Dun Laoghaire Golf Club and is close to St Vincent’s, St Michael’s and Loughlinstown hospitals. It has an attractive and enclosed rear garden which is used regularly by the residents and is well serviced by a number of bus routes.

We provide 24 hour nursing care for both male and female residents with the following care needs: Care of the Elderly, Residents with Dementia, Palliative Care, Respite, Emergency Admissions, Convalescent and Day Care with dependency levels ranging from low to high. There is no specialisation of nursing care but can include residents with mental health or intellectual disabilities. We can accept any adult over 18 years but most of our residents are over 65. However, 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 Nursing and a PPIM, 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 Harvey but, on arrival, all residents are introduced to staff and residents are shown around their room and the facility. This is repeated a couple of days later over subsequent days so that they can become familiar with Harvey 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.

Emergency admissions may also be accommodated by assessments being conducted by the Director of Nursing or the Nurse in Charge at time of admission. While emergency admissions are rare, if the centers’ facilities are deemed suitable, then the patient will be admitted as per the procedure outlined above.

New Residents

We understand that the decision to move into residential care can be a stressful one. At Harvey 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 Harvey 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 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 very soon after 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, 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 or, with permission to your relative or advocate.

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 Harvey 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 currently provided but are dependent on HSE resources. Management will endeavour to secure private alternatives if necessary.

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 is provided.

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

The Nursing Home takes into account the resident’s interests, hobbies, experiences, personality and medical condition. Harvey 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 employee who performs many of the activities listed below. (These activities take place on a daily basis and the timetable displayed)

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 are not covered under the Fair Deal scheme and there is a €25 weekly charge for all residents of the Nursing Home.) 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 and is encouraged.

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. Visitors may be welcomed in residents’ rooms, family room, dining or living rooms as well as the garden, weather permitting.

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 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 Harvey but smokers use sheltered area in the rear garden. 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. (Residents who smoke will be risk assessed)
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 may be served in residents’ rooms. 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.

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 Harvey 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.

Resident’s are also encouraged to fill out a residents’ 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 daily inspections of exit routes, and do regular inspections of our fire equipment and attend fire drills, which are compulsory for all staff members.

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. All residents have their own lockable beside lockers.

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

1. knocking before entering your room
2. asking your permission prior to any personal/ nursing interventions
3. 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_2009.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 compliant in our front hall.

Any complaints should be made orally or in writing to the Staff Nurse or to Rosemary McCann, 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 an Independent complaints person, Shini Michael. 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 and our complaints procedure is displayed on a notice in the entrance hall.
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.
Appendix 1

Conditions of Registration

Condition 1
The designated centre Harvey 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 Harvey 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 Harvey 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 Harvey 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 Harvey 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 Harvey Nursing Home at any time.

Condition 7
The maximum number of persons that may be accommodated at the designated centre Harvey Nursing Home is 32.

Condition 8
Room 7 (a three bedded room located on the ground floor) shall be reduced (to a two bedded room) and reconfigured to meet residents needs.
No new residents may be admitted to this room until the number of residents in the room is reduced and the physical environment reconfigured to meet their needs.