Statement of Purpose
July 2015

A Warm Welcome Awaits You

Centre Number: 0000154
Registered 31st May 2015 to 30th May 2018
Riverside Nursing Home trading as Harvey Healthcare is part of Willoway Nursing Home Ltd.
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 aim 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 Riverside Nursing Home is directed by a team of dedicated, professional and highly qualified team who continually strive to raise standards of care and achieve our objectives. 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.

<table>
<thead>
<tr>
<th>Corporate Structure</th>
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<tbody>
<tr>
<td><strong>Legal Entity</strong></td>
</tr>
<tr>
<td><strong>Group Trading Name</strong></td>
</tr>
<tr>
<td><strong>Trading Name</strong></td>
</tr>
<tr>
<td><strong>Proprietors</strong></td>
</tr>
<tr>
<td><strong>Person in Charge</strong></td>
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</tbody>
</table>
**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.

**Noeline Kinnear**, RGN, Director of Nursing has over 25 years experience in Care for the Elderly, 16 years as a Director of Nursing/Care, has been a nurse since 1969 and is also a Pediatric Nurse. Noeline also has a Diploma in Management from Limerick University.

Noeline is based in Riverside but all of the management team are available to meet with residents and their families and meetings can be arranged with any member of staff or by phoning the Nursing Home or speaking to a member of staff.

**Roshny John**, and **Shercy Thomas**, RGNs, are our Assistant Directors of Nursing and deputise for Noeline when she is not available, but many of the senior staff nurses on duty act as the nurse in charge at all other times.

Staff numbers vary slightly from time to time but Riverside Nursing Home currently employs 46 employees, which is set out in the table below as well as a maintenance team that service all the group facilities. We pride ourselves on our staff who are very accommodating 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, manual handling, elder abuse and in the relevant policies from 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</td>
<td>1</td>
</tr>
<tr>
<td>Management</td>
<td>6</td>
</tr>
<tr>
<td>Nursing</td>
<td>10</td>
</tr>
<tr>
<td>Care</td>
<td></td>
</tr>
<tr>
<td>Assistants</td>
<td>28</td>
</tr>
<tr>
<td>inc Activities Staff</td>
<td></td>
</tr>
<tr>
<td>Catering</td>
<td>4</td>
</tr>
<tr>
<td>Domestic</td>
<td>4</td>
</tr>
</tbody>
</table>

| Full times equivalents is based on a 38 hours week |
| Management consists of proprietors, Group Care |
| Development Manager and clerical staff. Maintenance team |
| work on project and on call basis |

Friendly staff members are one of the tenets of our home. All staff are familiar with each of our residents in Riverside, 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

Riverside Nursing Home is a purpose built facility and has a combination of single and sharing accommodation. The Nursing Home is registered for 50 residents and the bedroom accommodation sizes are shown in the table below. Our shared rooms provide company for our residents but have screens to ensure privacy and dignity and en-suite facilities range from toilet en-suites to full assisted shower en-suites.

<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>28</td>
<td>22</td>
<td>10.6 - 14.1</td>
</tr>
<tr>
<td>Twin</td>
<td>8</td>
<td>7</td>
<td>16.5 - 24</td>
</tr>
<tr>
<td>Triple</td>
<td>2</td>
<td>1</td>
<td>21 - 24.2</td>
</tr>
<tr>
<td>Living / dining rooms</td>
<td>8</td>
<td></td>
<td>16.2 - 44.5</td>
</tr>
</tbody>
</table>

All rooms are fitted with call bell systems most with electric beds, and residents are encouraged to personalise their rooms.

There is a large entrance hall, two main dining rooms off the reception area, and a living room. There is a fully equipped kitchen as well as a smoking room for residents. There are an additional five reception rooms and one of these is used for group activities. All these reception rooms lead on to enclosed patio and garden areas and offer the flexibility of quiet rooms, reading rooms and TV lounges as our residents require. In addition there is a family room and a therapy room. There is a ‘homely’ feel to the Nursing Home with carpet in the living rooms and comfy chairs and couches and is designed in way that offer as much flexibility for our residents. The Nursing Home is located on a 3.5 acre site and has four enclosed garden / patio areas can be adapted to provide raised flower beds for those that are interested in gardening or a tranquil area for residents to look out at the countryside or St Margaret’s Golf Course.

Riverside is on the number 40B bus route and is approximately 3.5 miles from Swords and Charlestown Shopping Centre and approximately 15 minute drive from James Connolly and Beaumont Hospitals

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. This is done with the resident or in conjunction with their next of kin. We accept residents under the Fair Deal Scheme or private residents. 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, Respite and Convalescent Care (from low to maximum dependencies) and staff have received relevant
training in these areas. We are licensed by the regulator to accept any resident over 18 years old but the majority of residents are over 65.

**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 the Director of Nursing, to ensure that a full complete and comprehensive 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 Riverside but, on arrival, all residents are introduced to staff and residents and shown around their room and the facility. This is repeated over the next couple of days so that they can become familiar with Riverside 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. Residents and relatives are encouraged to provide input to assist with these care plans.

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 stressful for the resident and family. At Riverside 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 Riverside at any stage throughout the day – although we do suggest that guests visit between 9am & 9pm and, if possible, avoid mealtimes.

**Contract of Care:**

On admission to Riverside Nursing Home you will be issued with a Contract of Care, which will outline the services provided in the Nursing Home which are listed below. (The Contract of Care needs to signed and returned on admission or very soon afterwards.)

- 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, where possible. 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, especially if they do not have the capacity to communicate themselves. Our Director of Nursing will provide you access to your 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 staff will meet with the resident to assess their likes and dislikes. The following services and activities are available within Riverside Nursing Home.

Therapeutics

Riverside 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 in the 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. (Additional charges may apply - See Contract of Care)

Activities

The Nursing Home takes into account the residents’ 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 trained staff members to perform many of the activities listed below. (These 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. (Many activities and therapies are not covered under the Fair Deal contract and there is a weekly charge of €35 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 resident’s 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.

**Religious Services**

Riverside Nursing Home welcomes all religious denominations. Currently Mass is celebrated in the Nursing Home every two weeks and residents are encouraged to participate in religious services on the TV each Sunday and through Church TV residents are able to watch and participate in the various multi denominational religious services covered by Church Telecom.

**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 are welcome to meet residents in their own rooms, dining of living rooms or our visitors room.

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 (although not in every part of the building we hope to able to offer it throughout the entire building shortly).

Residents are also welcome to attend family outings, events outside of the facility etc. *(a consent form may be required)*

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. Residents and friends are welcome to attend social events in the Nursing Home, such as the Summer and Christmas parties.

**Smoking / Alcohol**

We have a dedicated smoking room in Riverside 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**

Riverside Nursing Home is situated in peaceful grounds overlooking St Margaret’s golf course. Our Activities Coordinator organises occasional 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, previously enjoyed, will be facilitated where possible following the move into the nursing home. (Additional costs may be incurred in these activities – Currently the weekly charge for Additional Costs is €35 per week, as set out in our Contract of Care)

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.

<table>
<thead>
<tr>
<th>Meal</th>
<th>Time</th>
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<tbody>
<tr>
<td>Breakfast</td>
<td>8am to 10am</td>
</tr>
<tr>
<td>Lunch</td>
<td>12.30pm to 1.30pm</td>
</tr>
<tr>
<td>Tea / dinner</td>
<td>4.30pm to 5.15pm</td>
</tr>
<tr>
<td>Supper</td>
<td>8.30pm</td>
</tr>
</tbody>
</table>

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 Riverside Nursing Home

All residents following admission to the nursing home are introduced to all the staff. Residents and relatives 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 complete 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 require 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. We also employ a safety officer who train staff on risk assessments & risk management

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 and in line with current Fire regulations.

All our fire equipment is tested and serviced regularly in line with the current Fire Regulations.

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 or areas where there is an expectation of privacy.

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 Riverside 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
- You have the choice of male or female care staff to be involved in your care.
- Each resident is provided with a lockable bedside locker for the safe storage of their personal belongings

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:


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 Noeline Kinnear, 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, Rosemary McCann. If a resident feels that their complaint has not been dealt with satisfactorily they have the right to take this complaint further. Any other concerns can be referred
to HSE or the Ombudspersons office; details are on our displayed Complaint’s notice. We are regulated by HIQA.

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 STAY AT RIVERSIDE NURSING HOME AND LOOK FORWARD TO CARING FOR YOU
Appendix 1

Registration Conditions:

Condition 1

The designated centre Riverside 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 Riverside 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 Riverside 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 Riverside 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 Riverside 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 Riverside Nursing Home at any time.

Condition 7

The maximum number of persons that may be accommodated at the designated centre Riverside Nursing Home is 50.