
Residents Guide

Darraglynn Nursing
Home

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RESIDENTS GUIDE

INTRODUCTION – ABOUT OUR HOME

We hope to make your stay a happy one, where your individual needs are met. Our staff will ensure that you will have a safe and comfortable stay in our homely environment. We appreciate that coming into a care facility is daunting and stressful for many people and their relatives, our friendly staff will ensure the transition will be as smooth as possible.

Should you wish to bring some personal effects e.g. photos, paintings, your favorite chair, this is encouraged within reason.

THE NAME OF THE REGISTERED PROVIDER

Margaret O Sullivan & Mary Conroy

Carrigaline Road, Douglas, Cork, Ireland, Telephone: 021- 4364722

THE NAME OF THE PERSON IN CHARGE

Sheena Varghese

OUR STAFFING ARRANGEMENTS

Darraglynn Nursing Home is managed by a dedicated well qualified management team who constantly strives to maintain high standards of resident care.

All Care Staff within the Home are appropriately qualified to deliver the highest standards of care. A continuous staff-training program is implemented to ensure that these high standards are maintained in line with the latest developments in care practices as may be laid down in appropriate legislation, regulations and the HIQA standards. All residents privacy, dignity, rights, independence, choice will be foremost in our delivery of care.

Position	No of Employees
Director of Nursing	01
Deputy Director of Nursing	01
Staff Nurses	09
Health Care Assistants	11
Administrator/secretary	02

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House Keeping	02
Chefs	02
Maintenance	01
Activity co-ordinator	01

A SUMMARY FROM OUR STATEMENT OF PURPOSE

AIM OF THE HOME:

Our aim is to deliver the highest standards of quality and professional care to all our residents. We are a small 25 bedded family run Home with over 27 years experience. Darraglynn Nursing Home aims to retain the safe homely environment, together we strive to preserve and promote individuality and independence to all our residents. We will achieve this through programmes of activity designed to encourage mental alertness and social interaction.

OBJECTIVES OF THE HOME:

Darraglynn Nursing home's objective is to provide a high standard of care in accordance with evidence based best practice; to provide a living environment that as far as possible replicates residents' previous life-style; to ensure that residents live in a comfortable, clean and safe environment.

ETHOS OF THE HOME:

We hope to make your stay a happy one, where resident's individual needs are met. Our staff will ensure that you will have a safe and comfortable stay. We appreciate that coming into a care facility is daunting and stressful for many people and their relatives, our friendly staff will ensure the transition will be as smooth as possible. Should you wish to bring some personal effects e.g. photos, paintings, your favourite chair, this is encouraged within reason.

Residents will be cared within a warm and caring atmosphere, and in so doing will be sensitive to the Resident's ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social. Residents are encouraged to participate in the development of their individualized care plans in which the involvement of family and friends may be appropriate and is greatly valued. This will be achieved through program of activities designed to encourage mental

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alertness, self-esteem, and social interaction with other Residents and with recognition of the following core values of care, which are fundamental to the philosophy of our home.

THE SPECIFIC CARE NEEDS THAT THE DESIGNATED CENTRE IS INTENDED TO MEET.

Darraglynn Nursing Home accommodates 25 residents. We accommodate male and female residents above the age of 18.

ARRANGEMENTS FOR VISITING

We have an open door policy to visitors, and encourage family and friends to visit regularly. For safety reasons we would ask you to sign in and out when visiting.

THE SERVICES AND FACILITIES WE PROVIDE

Chiropody, Physiotherapy, Occupational Therapy, Dietician, Speech And Language Therapist, Optician etc are available on request or as required. Dietician and Speech And Language Therapist services are free of charge.

We respect the residents religious belief and will provide a Priest or Minister of the residents religious denomination. Mass is held frequently in the home.

THE PROGRAMME OF ACTIVITIES WE PROVIDE

Daily/Weekly activities are carried out in the home, for example, Arts and Crafts, Movement, Exercise, Music and Films. Regular Physiotherapy activities are been scheduled by Sile Bleu who are contracted on a weekly basis. We arrange scheduled outings for residents from time to time.

Service/ Facility/ Activity	Frequency	Accessibility
Physiotherapy	As required	By Appointment
Mass (Roman Catholic)	Every first Friday	Every first Friday
Anointment of the sick	Monthly or as required	Monthly or as required

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Religious Service other than Roman Catholic	As required	On request
Optician	As required	By Appointment
Dentist	As required	By Appointment
Chiropody	Monthly or as required	By Appointment
Occupational Therapy	As required	By Appointment
Dietician (free service)	As required	By Appointment
Speech and Language Therapy (free service)	As required	By Appointment
Resident Advocate	As required	By Appointment
Hairdresser	Monthly or as required	By Appointment
Music	Weekly	Arranged by Darraglynn
Siel Bleu Activity	Weekly	Arranged by Darraglynn
Karaoke	Weekly	Arranged by Darraglynn
Sonos & Bingo	Weekly	Arranged by Darraglynn
Movie Night	Weekly	Arranged by Darraglynn
G.P Service	Choice to choose own G.P	Assistance Available
Pharmacy Service	Choice to choose own Pharmacy	Assistance Available

THE INDIVIDUAL ACCOMODATION AND CUMMUNAL SPACE WE PROVIDE

ROOM	AREA
Bedroom 1 En suite	13.5m ² 6m ²
Bedroom 2 En suite	13.5m ² 6.2m
Bedroom 3 En suite	15.8m ² 6.2m
Sitting Room	35.5m ²

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WC	6m ²
Office	5.8m ²
Nurses station	8.7m ²
Bedroom 4 En suite	15.8m ² 6.2m ²
Bedroom 5 En suite	15.8m ² 6.2m ²
Bedroom 6 En suite	15.2m ² 6.2m ²
Bedroom 7 En suite	15.8m ² 7.3m ²
Store	2.9m ²
Office	8.4m ²
Sluice room	6.6m ²
Bedroom 8 En suite	15.8m ² 6.2m ²
Bedroom 9 En suite	15.8m ² 6.2m ²
Bedroom 10 En suite	15.8m ² 6.8m ²
Bedroom 11 En suite	10.1m ² 4m ²
Bedroom 12 En suite	10.1m ² 4.4m ²
Bedroom 14 En suite	13.1m ² 4.4m ²
Bedroom 15 En suite	12.5m ² SHARED ENSUITE 9.1m ²
Bedroom 16 En suite	12.5m ² SHARED ENSUITE 9.1m ²
Bedroom 17 En suite	21.5m ² SHARED ENSUITE 9.1m ²
Bedroom 18 En suite	9.9m ² SHARED ENSUITE 9.1m ²
Visitors WC	5.7m ²

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Dining	22.5m ²
Quiet room	16.6m ²
Compartment G6	17.7m ²
Staff WC	8.8m ²
Treatment Room	16m ²
Store Room	10.4m ²
Utility	5.6m ²
Conservatory	22.8m ²
Bedroom 19 En suite	14.9m ² 4.6m ²
Bedroom 20 En suite	11.7m ² 4.6m ²
Bedroom 21 En suite	10.3m ² 3.9m
Bedroom 22 En suite	10.2m ² 3.9m ²
Bedroom 23 En suite	10.2m ² 4m ²
Bedroom 24 En suite	10m ² 3.8m ²
LOWER GROUND FLOOR	
Meter room	7.7m ²
Electrical room	13.5m ²
Laundry room	18.4m ²
Store	19.9m ²
Boiler House	25.5m ²
Staff canteen	19.9m ²
Lobby	3.2m ²
Staff WC	5.7m ²

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PLACES FOR RESIDENTS WITH SPECIAL NEEDS

Darraglynn Nursing Home accommodates 25 residents. We accommodate male and female residents above the age of 18. Darraglynn Nursing home provides service for residents with various dependency levels ranging from low to maximum dependency.

TERMS AND CONDITIONS OF ADMISSION

The Resident shall upon admission and during the duration of this Agreement comply with the following obligations. The Resident shall:

- (a) Present all medications to any person appointed by the Proprietor (including the Director of Nursing or person in charge of the Nursing Home) upon admission to the Nursing Home;
- (b) Take all reasonable steps to ensure that visitors and relatives do not bring into the Nursing Home medication or food for consumption or use by the Resident without the prior consent of the Proprietor;
- (c) Ensure that his clothing and belongings are clearly marked and/or labelled with the Resident's name or initials;
- (d) Comply with all or any arrangement agreed between (i) the Proprietor and (ii) the Resident and/or any person on behalf of the Resident with regard to smoking and alcohol consumption in the Nursing Home; (Since July 2014 Darraglynn operates a '**No Smoking policy**')
- (e) Comply with all reasonable requests and suggestions made by the Proprietor;
- (f) Ensure the punctual payment within **21 days** of a demand by the Proprietor of all fees or sums due or owing to the Proprietor under this Agreement;

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- (g) Advise the Proprietor in advance within twelve weeks should the Residents funds necessary to pay the Proprietor punctually for all fees and sums become depleted;
- (h) Appoint a medical practitioner of his choice and duly notify the Proprietor thereof;
- (i) Nominate a next of kin upon arrival at the Nursing Home, which person shall be contacted by the Proprietor where considered necessary under this Agreement;
- (j) Observe all rules laid down by the Proprietor for the orderly operation of the Nursing Home; and
- (k) Ensure that the detail required for the Admission Form in the form set out in Schedule 3 of the 'Contract of care' duly completed and up to date.
- (l) A pre- admission assessment of the potential residents would be carried out by a RGN to ensure the suitability of admission. Darraglynn Nursing Home does not admit the Dementia residents with wandering to ensure the safety of the existing and new residents.

SUMMARY OF THE COMPLAINTS PROCEDURE

A copy of the full Complaints Policy and Procedure is available from the Person in Charge.

THE NOMINATED PERSON FOR DEALING WITH COMPLAINTS

In the first instance, The **Nurse on Duty** has clear authority to resolve any verbal complaints.

Where *complaints cannot or should not be* resolved at the first point of contact due to their seriousness or complexity, these complaints must be referred to the **Person in Charge** for investigation. **The Person in Charge, Sheena Varghese** is the nominated person at **Darraglynn Nursing Home** for dealing with complaints.

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Timescale

The Person in Charge will deal with the complaint and report back to you as soon as possible but no longer than 28 days after the complaint was made.

ENSURING THAT ALL COMPLAINTS ARE PROPERLY ADDRESSED

The Person in Charge will bring all formal Complaints to the attention of the **Registered Provider, Mary Conroy** who is responsible for ensuring that all complaints are properly addressed and investigated promptly.

INDEPENDENT APPEALS PROCESS

Where the investigation fails to resolve the complaint, the complainant may seek a review of their complaint by a third party in the form of a local advocate: Mrs. Jean Kirby, Mobile No. 0872604721

Residents are at all times free to direct a complaint to the HSE if they so desire they will be properly and fully facilitated by our staff in so doing. Please ask the nurse on duty or the Person in Charge for any assistance you require.

HSE Complaint Officer Cork – South Lee

Bernadette Coleman

Senior Social Worker (Elderly Services)

Floor 1, Block 8 St. Finbarr's Hospital, Douglas Rd., Cork

021 492 3855

HOW TO CONTACT THE ADVOCATE

Where the investigation fails to resolve the complaint, the complainant may seek a review of their complaint by a third party in the form of a local advocate: Jean Kirby, Mobile No. 0872604721.

THE ARRANGEMENTS FOR HIQA INSPECTIONS

By law, all nursing home services in the public, private and voluntary sectors have to be registered (to ensure they are able to provide such services in the first instance) and inspected (in order to ensure they are compliant with the relevant legislation, maintaining standards required to operate and are continuously upholding high standards) by the Authority.

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Inspections occur to check that residents in nursing homes are safe and are well looked after. Inspections also provide information to residents, their families, and the general public about the standards of care in individual nursing homes. The aim of inspection is to make sure that poor services are not allowed to operate, and to recognise those nursing homes that provide good, person-centred care

Inspections are carried out by inspectors from the Authority. All inspectors are fully trained staff and have a wide range of relevant professional experience

Inspections are announced or unannounced and can be held during the day or night. Inspectors talk with managers, staff and with residents (residents who do not wish to speak to inspectors do not have to) and their families. Inspectors focus on the experience of the resident living in the nursing home and what it is like to live there. An inspection report is produced by the Authority after each inspection.

HOW TO CONTACT THE OFFICE OF THE HIQA CHIEF INSPECTOR

When to contact HIQA about your concern

This is what HIQA say on their website:

“We welcome information about designated centres for dependent persons, such as nursing homes, or any concerns people may have about the health or social care services they are receiving.

While we do not have the legal power to investigate individual complaints, we do review all information or concerns about services we receive and we assess them against the regulations and the standards.

If there is a serious risk to the health and welfare of service users, the Authority may decide to take appropriate action in relation to that service. We may also undertake, or be required by the Minister of Health to undertake, an investigation into the safety, quality and standard of healthcare services.

If you wish to contact us regarding a concern about a service, you can:”

- phone **021 240 9646**;
- email concerns@hiqa.ie; or

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- post information to: Concerns About Services, Health Information and Quality Authority, George's Court, George's Lane, Smithfield, Dublin 7, Ireland." (Make a Complaint. HIQA.ie. Jan 20th. 2013

HOW TO CONTACT THE OFFICE OF THE HSE

Abbey Court House

Floor 3

George Quay

Cork

Telephone 021-4923930