STATEMENT OF PURPOSE AND FUNCTION

Teach Altranais Charna,

Carna Nursing & Retirement Home,

Carna, Connemara, Co. Galway.

Telephone No: 095 – 32854/ 32855/ 32739

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**CONTENTS**

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 Introduction and Mission Statement.

1. Registered Provider.

1.1 Person in Charge.

2.0 Date of Registration, date of expiry and registration Number.

3.0 Any conditions attached by the Chief Inspector to Carna Nursing &

 Retirement Home’s registration under section 50 of the Act.

1. Maximum Residential Accommodation.
2. Staffing.
3. Organisational structure of the facility.
4. Residents Profile.
5. Range of needs that our facility is intended to meet and type of nursing care that is provided.
6. Admissions criteria including Carna Nursing & Retirement Home’s policies and procedures for Emergency admissions.
7. Arrangements for Residents to engage in social activities, hobbies and leisure interests.
8. Arrangements made for consultation with Residents about the operation of our facility.
9. Fire precautions and associated Emergency Procedures.
10. Arrangements in place for meeting Residents Spiritual needs of their choice.
11. Arrangements in place for contact between residents and their relatives, friends and/or carers.
12. The arrangement in place for dealing with complaints.
13. Arrangements in place for dealing with reviews of the Resident’s Plan referred to in Article 8 (1).
14. The number and size of rooms in Carna Nursing & Retirement Home.
15. Details of any specific therapeutic techniques used in Carna Nursing & Retirement Home.
16. Arrangements in place for respecting Privacy and Dignity of Residents in Carna Nursing & Retirement Home.
17. Day Care facilitated in Carna Nursing & Retirement Home.

**INTRODUCTION AND MISSION STATEMENT**

Here at Carna Nursing & Retirement Home we are committed to providing the highest possible level of holistic care. We aim to care for each person respecting individuality, rights, personal wishes, dignity, race, religion, privacy and needs.

We aim to provide this care in a safe, secure and stimulating environment and in an atmosphere which is relaxed, happy and comfortable.

Our team is committed to creating an environment where each Resident, carer and staff member feels valued, retaining their needs, hopes, desires and identity.

We will strive to meet these objectives to the best of our ability, so that each individual can live with dignity and fulfilment, and have a quality of life that is acceptable to them for as long as is possible.

Delivery of care by all staff members will be based on best practice. This we aim to achieve through providing competent, knowledgeable, compassionate staff who are motivated and committed.

The care ethos intends to promote an environment and a client centred service in which Residents feel welcomed and valued.

The Philosophy of the unit also contains within it the following.

* RESPECT – of all individuals, be they Clients, family, friends, volunteers or staff.
* MAXIMISE POTENTIAL – whether that be in activity or stillness,
* EQUAL OPPORTUNITIES – having a working understanding and application of this in term of race, gender, sexual orientation, religious and cultural origin.
* HUMAN RIGHTS – the maintenance of all human rights associated with citizenship.
* CHOICE – the opportunity to select independently from the range of options that are available.
* INDEPENDENCE – opportunities to act and think without reference to another individual.
* FULFILMENT – the realisation of personal aspirations and abilities in all aspects of daily life.
* PRIVACY – the right to be left alone, undisturbed and free from intrusion or public attention into their affairs.
* DIGNITY – recognition of the intrinsic value of people regardless of circumstances, recognising their uniqueness and personal need.
1. Registered Provider Dr. Michael Casey & Mrs. Sally Casey.

 Address: Dispensary House,

 Carna,

 Connemara.

 Co. Galway.

Dr. Michael Casey: M.B.,B.Ch., B.A.O., D.Obs., R.C.O.G., D.G.M.,

 M.R.G.P, M.I.C.G.P.

Mrs. Sally Casey: R.G.N.

Dr. Michael Casey will be representing the above partnership.

1.1 Name of Person in Charge: Ms. Imelda Alexander. R.G.N.

 Address: Carna Nursing Home,

 Carna

 Connemara,

 Co. Galway.

2.0 Date of Registration: 11th June 2011.

 Date of Expiry: 10th June 2014.

 Registration Number: 11/19/0398.

3.0 Any conditions attached by the Chief Inspector to Carna Nursing &

 Retirement Home’s registration under section 50 of the Act? – Yes.

**Condition 1**.

The Designated centre Carna Nursing & Retirement 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 Carna Nursing & Retirement Home shall be operated at all times in compliance with the HealthAct 2007 (Care and Welfare of Residents in Designated Centres for Older People) regulations 2009 (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 Carna Nursing & Retirement 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 replace 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 Carna Nursing & Retirement Home shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it including, but not limited to, such enactments which appear to the Chief Inspector to be relevant and which are cited to the registered provider in writing by the Chief Inspector.

**Condition 5.**

Subject to any prohibitions or restrictions contained in any other condition(s), the designated centre Carna Nursing & Retirement 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 article 5 of the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009 (S.I. No 236/2009) (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 Carna Nursing & Retirement Home at any time.

**Condition 7**.

The maximum number of persons that may be accommodated at the designated centre Carna Nursing & Retirement Home is 56.

1. Maximum Residential Accommodation - Fifty Six (56).

Main Building - Fifty One - (51)

Low Dependency Unit - Five – (5)

1. **STAFFING**

|  |  |  |
| --- | --- | --- |
| POSITION | WTE |  |
| General Manager | 1 |  |
| Director of Nursing (wte =39hrs) | .92 |  |
| Assistant Director of Nursing (wte =39hrs) | .82 |  |
| Nursing Staff – All maintained (wte =39hrs) | 5 X 1 / 1 X .56 |  |
| Care Assistants – (Fetac Level) (wte=40hrs) |  16 x 1 / 7 x.9 / 4 x.6 / 2 x.3 (29) |  |
| Care Assistants ( Non Fetec ) (wte=40hrs) |  1x.3 (1) |  |
| Domestic (wte=40hrs) | 3 x 1 |  |
| Laundry (wte=40hrs) | 1 x 1 |  |
| Cooks (wte=40hrs) | 2 x 1, 1x .1 |  |
| Kitchen Assistant (wte=40hrs) | 1 x .1, 1 |  |
| Activities (wte=40hrs) |  1 x .87 |  |
| Maintenance (wte=40hrs) |  1 x .5 |  |
| Administration (wte=40hrs) | 1 x 1 |  |

**ORGANISATIONAL STRUCTURE OF THE FACILITY**

R.G.N x 6

Registered Provider & Medical Director

Dr. Michael Casey & Mrs. Sally Casey

Sean O Flaithearta

General Manager

Director of Nursing

Imelda Alexander -RGN

Nursing Care Assistants x 27

Administration x 1

Domestic Staff x 3

Kitchen Staff x 4

Maintenance Staff x 1

Activities Assistant x 1

Laundry Co-ordinator x1

Assistant Director of Nursing

R.Brown- RGN & M.A. Bainbridge

1. **RESIDENT PROFILE, RANGE OF NEEDS OUR FACILITY IS**
2. **INTENDED TO MEET AND TYPE OF NURSING CARE THAT IS PROVIDED**

Carna Nursing & Retirement Home is a single storey, modern, spacious, purpose built facility established in 2003 by Dr. Michael Casey & his wife Sally. Our establishment is primarily for the accommodation of both male and female dependent older persons aged sixty five and over with the following nursing care needs:- Geriatric care, Dementia, Mental or Physical disability, Psychiatric Care, Convalescence, Respite care Palliative Care and General Care.

Because of Geographical location and meeting the requirements of the local community, we accommodate clientele both male and female under sixty five with the following nursing care needs, Dementia, Physical and Mental disability, Respite Care, Convalescence and Palliative Care.

Carna Nursing & Retirement Home irrespective of circumstances will not admit clientele under the age of 18 years of age.

Referral of Clientele in the above mentioned categories from the Community must be from a medically competent source i.e. the local G.P. and Medical Director of Carna Nursing & Retirement Home, Dr. Michael Casey.

Other Considerations for admission of individuals will include completion of a Rehabilitation Programme and requiring long-term Nursing Care. Admission of all Residents to Carna Nursing & Retirement Home will be arranged following a pre-admission assessment of Clients needs and a decision has been reached by the Registered Provider and the Person in Charge that we are in a position to meet their needs.

We are committed to meeting individual requirements through

* Education of Staff on an ongoing basis with a specific focus on Palliative Care, Dementia and Challenging Behaviour.
* Staff training in the use of specialised equipment.
* Involving and Liaising regularly with appropriate specialised services such as the Psychiatric Services and Services for the Mentally Disabled as required.
* We will ensure that Clientele have full access to the services of the Galway Hospice as desired.
* The Local G.P. and Medical Director of Carna Nursing & Retirement Home, Dr. Michael Casey (or in his absence a G.P. attached to the practice) will visit the Nursing Home on a daily basis and more frequently if a person’s medical condition requires this service.

Our newly completed extension is a free standing two storey facility, designed to meet the needs of Residents who are capable of more independent living (requiring minimal assistance or supervision) in their activities of daily living. It is furnished with a lift for the comfort and safety of Residents who may have difficulties with climbing stairs. We accommodate both Male and Female residents in our low dependency Unit.

Dr. Michael Casey, Provider and Medical Director has been working in Carna as a principal in General Practice for over 25 years and has a specialised qualification in Care of the Elderly from The Royal College of Physicians in London.

Our newly appointed Director of Nursing has been in position in Carna Nursing & Retirement Home since June 2013. Prior to this she was employed as a Staff Nurse working in long-term care settings both Private & HSE Nursing facilities. Previous General Staff Nurse experience would include Medical & Surgical Nursing. She has 15 years of experience in caring for Elderly Clientele both abroad and in Ireland. She will be happy to meet with you or your family to give you a tour of the building, provide additional information and discuss personal wishes or needs you may have. She is assisted in her role by Staff Nurse Regina Brown who has over 20 years Nursing experience & Staff Nurse Mary Agnes Bainbridge who has vast experience in caring for Elderly Clientele. Since September 2012 General Manager, Sean O’Flaithearta has been appointed to oversee the non-clinical side of the Business. Sean is available to meet with you and your family if you so wish, to offer advice and guidance regarding the financial aspect of Nursing Home admission.

1. **ADMISSION CRITERIA INCLUDING CARNA NURSING & RETIREMENT HOME’S POLICIES AND PROCEDURES FOR EMERGENCY ADMISSIONS**

Planned Admissions to Carna Nursing & Retirement Home:

Following a pre-admission assessment of client’s needs, admission to Carna Nursing & Retirement Home will be arranged for a time that is suitable to the Client. This is to enable us to be in a position to provide all equipment and

cater for all requirements specific to Clients nursing care needs (see Appendix 1).

Emergency Admission:

In exceptional cases and where it is unavoidable emergency admissions are necessary to ensure safety and appropriate care of the resident. (see Emergency Admissions Policy and Procedure Appendix 1).

**10.0** **ARRANGEMENTS FOR RESIDENTS TO ENGAGE IN SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS**

Recreational activities including Arts & Crafts, Social outings, Bingo, Day Trips, Music Sessions, Drama, Song & Dance on occasions provided by local schools and musicians. Visits by Day Care groups from other localities. There is a TV and Radio point in each bedroom. Weekly/Daily newspapers are provided. As we are set in peaceful and relaxing surroundings with beautiful sea views Residents have ample space for walks in its landscaped setting.

1. **ARRANGEMENTS MADE FOR CONSULTATION WITH RESIDENTS ABOUT THE OPERATION OF OUR FACILITY**

Residents are offered opportunities to be included in the running of the home in which they live.

* Care Management review meeting.
* Formal and Informal discussions with Managers.
* Residents / staff informal meetings.
* Residents / Relatives suggestion box.
* Inviting residents to make comments / suggestions.
1. **FIRE PRECAUTIONS AND ASSOCIATED EMERGENCY PROCEDURES - (see Appendix 2).**

Weekly Zone testing of the fire alarm is carried out, including emergency lighting, emergency exits (daily checks), automatic gas shut off and all fire door seals.

Staff are trained in immediate response on detection of a fire, evacuation plans and use of fire fighting equipment. An Emergency Procedure has been

developed in the event of a full evacuation being necessitated due to a fire or other emergency situations such as flooding or a gas leak.

However if you hear a continuous alarm at any time of the Day or Night, this is not a test. Please await for staff instructions on where to proceed to designated safety area assembly point.

1. **ARRANGEMENTS IN PLACE FOR MEETING RESIDENT’S SPIRITUAL NEEDS OF THEIR CHOICE**

All Religions are catered for. For Roman Catholics Mass is held in the main building every Saturday afternoon at 16.30hrs to accommodate the wishes / requests of our Residents. The Nursing home is located adjacent to the Village Church. Residents requiring assistance with mobility are facilitated to visit the church weather permitting. For residents of other denominations Carna Nursing and Retirement Home will provide the contact details of their chosen clergy

to ensure that their spiritual needs are catered for at all times.

1. **ARRANGEMENTS IN PLACE FOR CONTACT BETWEEN**

**RESIDENTS AND THEIR RELATIVES, FRIENDS AND/OR CARERS**

We in Carna Nursing & Retirement home encourage in-house celebrations such as Birthdays, Anniversaries, Christmas Dinner and Family re-unions. We have open visiting hours to facilitate close social contact with family and friends. It is also possible for family members or friends a to contact residents at any time via phone, post and or email. We ask that all visitors respect the dignity and

privacy of all our residents by not entering the dining room during meal times. Alternative arrangements can be made should you wish to visit during these times.

Our front door is operated by Thumb Print Pad and remains primarily closed in the interest of Resident, Staff and building safety. We request visitors ring the doorbell and await a response from staff.

Visitors are asked to part-take in precautionary infection control measures as appropriate, such as use of hand disinfection mousse when entering and leaving the building.

Furthermore, visitors with sore throats, flu, vomiting and/or diarrhoea are requested not to visit due to the risk to Residents.

In the event of an outbreak of an infectious disease Carna Nursing & Retirement Home reserve the right to restrict visiting during this time. (see Appendix 3).

1. **THE ARRANGEMENTS IN PLACE FOR DEALING WITH COMPLAINTS.**

Carna Nursing & Retirement Home values the opinion of its service users and therefore complaints are used to improve services, reduce incidents and to improve the overall quality of care and services we provide.

Any comments or suggestions may be written and deposited in our suggestions box which is located in the Reception area.

Residents and Family members have a right to complain or raise issues and we are committed to investigation of all complaints in a fair and impartial manner. All comments or issues will be addressed immediately.

**Stage One**.

If any resident /visitor/ advocate wishes to raise a concern about any aspect of care they should speak with the Nurse in Charge.

The Nurse in Charge will be happy to discuss any concerns and seek to give the person raising the concern a satisfactory explanation or solution, if possible. Details of the complaint and outcome if applicable will be documented in the complaints book located at the Nurse’s Station.

**Stage Two*.***

Should the complainant not feel satisfied or wish to pursue the matter further, the complaint should be put in writing and given to the Director of Nursing or put into the Suggestions box at Reception if preferred.

A written complaint will be acknowledged within 3 working days.

A meeting by appointment can be arranged with the Director of Nursing.

This meeting will be arranged within 3 working days of the receipt of the complaint. Details of the concern/complaint and outcome are recorded in the Complaints Book once again.

The complainant will be notified in writing of the outcome of the meeting, further investigation of the matter and plan of action taken within 5 working days of the meeting.

**Stage Three**.

If the complainant feels that no satisfactory outcome can be reached after all efforts to resolve the matter fail an appeal can be forwarded in writing to Ms. Eileen Davis (Advocacy Group) who will carry out an independent review of the complaint:-

Ms. Eileen Davis.

Carna Nursing Home.

Carna.

Connemara.

Co. Galway.

Telephone No: 095 – 32854.

Other Contacts

Administrator for Older People Services

HSE West.

“Lá Nua”

Ballybane Neighbourhood Village,

Castlepark Road

Ballybane,

Galway.

Telephone No: 091 – 741756.

A person who may have a concern(s) about the running of Carna Nursing & Retirement Home or the delivery of care, the matter may be referred to the Inspectorate Service:-

H.I.Q.A.

Dublin Regional Office.

George’s Court.

George’s Lane

Dublin 7.

Telephone No: 01 – 8147400

The nominated person in Carna Nursing & Retirement Home responsible for ensuring that all complaints are appropriately responded is Lynda Hernon.

***CLASSIFICATION OF COMPLAINTS***

* Poor Resident Care.
* Delay in obtaining Information.
* Staff Attitude / Rudeness.
* Failure in Communication.
* Inadequate Provision of Service.

This list is by no means exhaustive.

1. **ARRANGEMENTS IN PLACE FOR DEALING WITH REVIEWS OF THE RESIDENTS PLAN REFERRED TO IN ARTICLE 8 (1).**

Care Plan**:** Following admission, preferably within 24 hours and no

 later than 48 hours your care plan will be developed with

you or a Family member as appropriate. A review of

your care plan will be immediate, following an indication

from you in relation to your personal wishes or needs or

following a change in your medical condition. Care plans will be reviewed and/or updated no later than three monthly. Both you and you relatives will have ready access to these care plans.

Contract Of Care: A Contract of Care will be issued to you or your family

 member (if so indicated) within two weeks of your

 admission. This ensures our commitment in the provision

 of services, Nursing Care and clearly defines any Terms

 and Conditions as set out by Teach Altranais Charna.

1. **THE NUMBER AND SIZE OF ROOMS IN CARNA NURSING**

 **& RETIREMENT HOME.**

Carna Nursing & Retirement Home is a single storey, modern, spacious, purpose built facility with residential capacity for fifty one (51), both male and female.

The building throughout is designed for comfort, safety and spaciousness with extra wide door frames and corridors. It comprises of three wings with a large sitting room / day room enjoying breath-taking sea views located in the South and West wings. Adjacent to each day room is a sun room. These are also designated smoking rooms for Residents.

Bedrooms are either Single or Twin bedded with en-suite shower, hand basin and toilet. The spacious reception area and Dining Room are bright and airy. The dining room is adjacent to a large well equipped Kitchen.

The Hairdressing Salon is comfortably and functionally furnished as is the Oratory located in the North Wing. There is a fully equipped Occupational therapy / Physiotherapy room which is also used as a treatment room.

Staff facilities such as dining, changing and sanitary facilities are located off the North Wing and are accessible by using a secure keypad system. Laundry, Sluice and cleaners room are also located in this area.

Bedroom Accommodation comprises

* 20 Single Rooms: Size 3.75m x 5.22m (en-suite 2.12m x 2.62m)
* 14 Double Rooms: Size 3.65m x 5.22m (en-suite 2.12m x 2.62m
* 1 Three bedded: Size 6.60m x 7.1m x 3.9m (en-suite)

Communal accommodation comprises

* Dining Room: Size 66.1sq meters.
* Sun/Smoke Room – (South wing): Size 11.6sq meters.
* Day Room - (South Wing): Size 63sq meters.
* Sun/Smoke Room - (West Wing): Size 10.2sq meters.
* Day Room – (West Wing): Size 63sq meters.
* Oratory – (North Wing): Size 27sq meters.

The Low Dependency unit is a two storey elegantly and purposely designed unit.

Down stairs comprises of a spacious comfortable sitting room with a gas fired imitation open fire as a central feature.

The Dining room is modern and bright and is adjacent to a well-equipped main kitchen with a smaller pantry.

Located off the Dining room is a cosy seating area.

One Single bedroom (en-suite) is also located on ground floor level.

Upstairs boasts four single bedrooms (all en-suite) as well as a small sun room which is also a designated smoking area for Residents

All Residents can enjoy the freedom of movement between the Low Dependency Unit and the Main Building whenever they wish to do so. Facilities

and Services available in the Main Building will also be available to Residents in the Low Dependency Unit.

Bedroom Accommodation comprises.

5 Single Rooms.

Bedroom 1. Size: 16.3sq meters. (En-suite size 5.1sq meters)

Bedroom 2. Size: 16.3sq meters. (En-suite size 4.8sq meters)

Bedroom 3. Size: 18.1sq meters. (En-suite size 4.9sq meters)

Bedroom 4. Size: 19.6sq meters. (En-suite size 6.2sq meters)

Bedroom 5. Size: 18.1sq meters. (En-suite size 5.1sq meters)

Communal accommodation comprises-

Living room. Size 19.6sq meters.

Sitting room. Size 14.7sq meters.

1. **DETAILS OF ANY SPECIFIC THERAPEUTIC TECHNIQUES USED IN CARNA NURSING & RETIREMENT HOME.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Private Service | Service Provided by HSE | Cost incurredby Resident | Additional Information / Comments |
| Chiropody | Yes |  | Yes |  |
| Physiotherapy | Yes |  | Yes |  |
| Speech & Language Therapy |  |  | Yes | Access to this service is by G.P referral. Cost incurred is for transport to Galway City |
| Occupational Thearapy |  |  | Yes | Cost of Transport borne by the Resident |
| Dietician | Yes |  | No |  |
| Dental Service |  | Yes |  | Cost of Transport borne by the Resident |

All our external service providers are Garda vetted and/ or accompanied by a staff member when they are carrying out their therapeutic services

1. **ARRANGEMENTS IN PLACE FOR RESPECTING PRIVACY AND DIGNITY OF RESIDENTS IN CARNA NURSING & RETIREMENT HOME**

Resident’s wishes will be respected at all times and Staff in Carna Nursing & Retirement Home will continually strive to ensure each resident is provided with privacy and treated with dignity and respect by –

* Knocking on doors before entering.
* Seeking consent prior to any personal, nursing, medical examinations or interventions.
* Facilitating Residents to spend time alone according to their wishes.
* Providing adequate screening in twin bedded rooms.
* By personalising Care Plans.
* By respecting confidential and sensitive information.
* Provision of a telephone in each Residents bedroom.
* Care of personal laundry and belongings.
* Facilitating personalising Residents own bedrooms.
* Allowing residents to choose and select independently in all their activities of daily living.
* By addressing Residents by their preferred name.
1. **DAY CARE**
* Here at Carna Nursing Home we facilitate a Day Care Service which operates on Wednesday of every week. This service is independently staffed and supported by a Rural Initiative Scheme.
* Staff delegated to work with Day Care Clients by FAS will have to undergo Garda Vetting and provide evidence of Mandatory training such as manual handling.
* Staff must familiarise themselves with Policies and Procedures in relation to Fire Response and Fire Drills, Hygiene and infection control.
* A separate Drugs Administration policy designed solely for Day Care Clients must be adhered to by employees at Carna Nursing & Retirement Home.
* Delegation of duties and work organisation is ultimately the responsibility of the Director of Nursing.
* Staff working with Day Care Clients will be observed and supervised to see they comply with Health & Safety Policies and Procedures and to determine their abilities and competence.

Appendix 1: Admissions Policy.

Appendix 2: Fire Precautions and Associated Emergency Plan.

Appendix 3: Infection Control Policy.