

Corpus Christi Nursing Home

Information Booklet/

Resident Guide

Welcome:

Welcome to Corpus Christi Nursing Home. This booklet has been designed to provide you with the necessary information required to make an informed choice on your care provider and/or assist you in making your stay with us more comfortable. It will also meet the requirements set out in the 'National Quality Standards for Residential Care Settings for Older People in Ireland' laid down by the Health Information and Quality Authority. These standards are enacted by the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009.

This booklet will provide an introduction to the care and services provided within Corpus Christi Nursing Home. Further information and more detailed explanations of the governance and management of the nursing home will be found in the supplementary "Statement of Purpose and Function" booklet.

Our Mission / Mission Statement: The **objective** of Corpus Christi Nursing Home is to provide a high standard of professional care to all residents in a clean, comfortable and safe environment. Our **ethos** is that our residents are treated as unique dignified individuals and are encouraged to fulfil their potential. The residents and their families are treated with respect. Religious and cultural beliefs are valued by all staff.

Membership of Nursing Homes Ireland:

As a member of Nursing Homes Ireland we are committed to their shared vision and goals. Nursing Homes Ireland is the single representative body for the private and voluntary nursing homes sector in Ireland and is therefore a key part of the Irish health service. Their vision is to ensure that all residents of nursing homes will receive high quality care. As a single representative body Nursing Homes Ireland, alongside the Government and other key stakeholders can influence important health decisions and policies which affect residential care services.

Nursing Homes Ireland: Mission Statement and Charter

The mission statement of NHI states that members are committed to the provision of high standards of care, support and respect for older people who are resident in nursing homes.

Members are committed to:

- maintaining and enhancing the quality of life of residents
- Preserving the autonomy of residents, guaranteeing free expression of opinion and freedom of choice
- Maintaining a safe physical and emotional environment
- Ensuring that the privacy and dignity of residents is respected

- Being an employer of choice and providing continuous professional development and training

Each resident in a nursing home has the right to:

- Receive a contract outlining the rights and obligations of both the nursing home and the resident
- Quality care which is appropriate to his or her needs
- Participate in the formulation of his or her care plans and to be informed of all services that may be relevant to their needs regardless of their immediate availability
- Full information about his or her own state of health and about available treatments
- Maintain control over, and continue to make decisions about, the personal aspects of his or her daily life, financial affairs and possessions
- Be consulted on, and to choose to have an input into, decisions about his or her living arrangements in the home
- Exercise all of their civil and natural rights and to have access to services and activities which are generally available in the community
- Personal privacy
- Live without being obliged to feel grateful to those providing his or her care and accommodation
- Live in a safe, secure and homelike environment, and to move freely both within and outside the nursing home without undue/unnecessary restrictions
- Maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions or choices, including those within which there is a degree of personal risk
- Take responsibility for their own personal affairs and to undertake daily living tasks of which they are capable
- Be treated with dignity and respect
- Be accepted as an individual and have his or her preferences taken into account
- Be addressed in a form he or she is happy with
- Select and maintain family, social and personal relationships with any other person, both within and outside the nursing home
- Freedom of speech
- Protection from harm and exploitation

Each resident in a nursing home has the responsibility to: Respect the rights and needs of other people in the nursing home and to respect the needs of the nursing home community as a whole

- Respect the rights of staff and the proprietor to work in an environment which is free from harassment
- Care for his or her own health and well being in so far as he or she is capable
- Inform his or her General Practitioner, as far as he or she is able, about his or her medical history and his or her current state of health

Descriptions of dependency levels as used by HIQA in their “Annual Return for Providers of Designated Centres: Residential Care Centres for Older People” are as follows:

Low dependency: This category refers to people who need some support in the community and the more independent residents in residential accommodation who require little nursing care. They are usually independently mobile but may use a walking stick and have difficulty managing stairs.

Medium Dependency: Person whose independence is impaired to the extent that he/she requires residential care because the appropriate support and nursing care required by the person cannot be provided by the community. Mobility is impaired to the extent that the person requires supervision or a walking aid.

High Dependency: Independence is impaired to the extent that the person requires residential care but is not bed bound. The person may have a combination of physical and mental disabilities, may be confused at times and be incontinent. He/she may require a walking aid and physical assistance to walk.

Maximum Dependency: Person whose independence is impaired to the extent that he/she requires nursing care. The person is likely to be bed bound, requires assistance with all aspects of physical care and may be ambulant but confused, disturbed and incontinent.

Source: Annual Survey of Long Stay Units (Department of Health and Children, 2006)

Services and facilities/ Activities: In order to enhance the care provided and enable you to fulfil your personal, social and psychological needs the following services and activities are available within Corpus Christi Nursing Home:

Service/ Facility/ Activity	Frequency	Accessibility
Hairdresser	Fortnightly on Wednesdays	No restrictions – Cost incurred
Games, Connect 4, Bingo etc.	Daily in designated room	No restrictions
Cards	Fridays	No restrictions
Music	Alternate Mondays	No restrictions
Mass	Radio interactive Mass every Sunday, Monthly Mass in the home	No restrictions
Exercise DVD/Wii Fit	Weekly in designated room	No restrictions
Holy Communion	Sundays @ 11am	No restrictions
Students – Trans year	On rotation	No restrictions
Reminiscence DVD / Therapy	Daily in sitting Room	No restrictions
Physical Activities: Dart ball, bean bag throwing, parachute game.	Daily in designated room	No restrictions
Painting / Drawing/Colouring	Weekly	No restrictions
Physiotherapy	Every second Thursday	No restrictions
Gardening	When requires	No restrictions
Katie – Pet Therapy	In house	No restrictions
Sonas	On rotation	No restrictions

Confidence in our ability/ Complaints and Advocacy:

Summary of your Complaints Procedure

Corpus Christi Nursing Home strives to provide a high quality service to all residents. There is a structured process for receiving and acting upon comments, compliments and complaints. This process is open, honest and strictly confidential and we would urge you to direct your comments to the Director of Nursing in the first instance. We encourage family participation in your care and therefore welcome comments from anyone acting on your behalf. We will of course check that they have your permission.

{Reference the Complaints section of the regulations to ensure your complaints policy is complete (see appendix 4)}

If you are unsatisfied with our response you may seek assistance from a recognised external advocacy group as displayed at the end of this booklet.

Arrangements for Visiting

Potential Residents

We understand that the decision to move into long-term care can be a stressful time. At Corpus Christi Nursing Home we want to make your transition as smooth as possible. Our Director of Nursing will be happy to meet with you and your family to give you a tour of the building and discuss any personal needs you may have. In order to ensure you receive our uninterrupted attention we would ask that you kindly schedule an appointment in the first instance.

Existing Residents

We operate an open visiting policy within Corpus Christi Nursing Home however to protect our residents we ask that all visitors wait in the designated visitors' area to enable staff to announce their arrival and partake in precautionary infection control measures as appropriate. Corpus Christi Nursing Home reserves the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk or where the resident requests restrictions.

Local Health Service Executive Contacts:

Your local HSE office may be able to guide you on options for financing your care.
HSE Nursing Homes Support Office, Floor 5, 26 South Mall, Cork.
Tel: 021 492 1842

Nursing Home Inspections:

Nursing Homes will be registered with the Health Information and Quality Authority and be inspected regularly to ensure that standards of care are being maintained. Inspections may be announced or unannounced and may occur during the day, in the evening, at night or at weekends. Registration will be renewed every three years. The registration and inspection process is independent and reports will be published after each inspection. A copy of each report can be obtained online at: http://www.hiqa.ie/functions_ssi_inspect_rep.asp

Further information from HIQA can be obtained by:

- Calling the advice line 021 240 9660
- Emailing inspections@hiqa.ie
- Writing to the Office of the Chief Inspector, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork

In conclusion:

We are delighted that you have chosen Corpus Christi as your preferred place of care and we trust that you will have a happy and fulfilling stay with us. We acknowledge that moving into 24hr care may be a traumatic and daunting experience and therefore we wish to assist you in your transition. Our staff are both friendly and approachable and are always willing to listen to any questions or concerns you may have.

For further information on this booklet or indeed on any aspect of your care please contact your

Director of Nursing: Sabeena Jose 025 – 84844

Or

Registered Provider: Shannore Ltd, Michael O'Shea. 025 – 84844

Or

E-mail us corpuschristinh@eircom.net

Alternatively you may contact any of the organisations providing advocacy services, as detailed overleaf.

Advocacy Group	Phone Number	Fax Number	Contact Name	Email address	Postal address
Age Action Ireland www.ageaction.ie	01 475 6989	01 475 6011		info@ageaction.ie	Age Action Ireland Ltd, 30/31 Lower Camden Street, Dublin2
Citizens Information Board (formerly Comhairle)	01 605 9000	01 605 9099	Helen Lahert Manager Advocacy and Accessibility	helen.lahert@ciboard.ie	Citizen's Information Board, 7 th Floor, Hume House, Ballsbridge, Dublin 4
Equality Authority www.equality.ie	Lo call 1890 245 545	01 417 3331		info@equality.ie	The Equality Authority, 2 Clonmel Street, Dublin 2
Irish Advocacy Network	047 389 18 (087 754 0763)		Colette Nolan	admin@irishadvocacynetwork.com	Irish Advocacy Network, c/o Health Care Unit, Rooskey, Monaghan
Irish Cancer Society www.cancer.ie	01 231 0500 1800 200 700 (Mon – Thurs 9am- 7pm and Fri 9am-5pm)	01 231 0555		helpline@irishcancer.ie	Irish Cancer Society, 43/45 Northumberland Road, Dublin 4
Prostate Cancer Information Service: Action Breast Cancer	1800 380 380 1800 309 040			prostate@irishcancer.ie abc@irishcancer.ie	
Irish Heart Foundation www.irishheart.ie	01 668 50 01	01 668 5896	Caroline Cullen	info@irishheart.ie	Irish Heart Foundation, 4 Clyde Road, Ballsbridge, Dublin 4
Irish Patients Association www.irishpatients.ie	01 272 2555	01 272 2506	Stephen Mc Mahon	stephenmcmahon@eircom.net info@irishpatients.ie	Irish Patients Association, Unit 2, 24 Church Road, Ballybrack, County Dublin
Mental Health Ireland www.mentalhealthireland.ie	01 284 1166	01 284 1736	Ted Tierney	ted@mentalhealthireland.ie	Mental Health Ireland, Mensana House, 6 Adelaide Street, Dun Laoghaire County Dublin
Patient Focus	01 885 1611 01 885 1617 01 885 1633		Cathriona Molloy Shelia O' Connor Jim Reilly	support@patientfocus.ie	Patient Focus, Unit 9A Sky Business Centre, Plato Business Park, Damastown, Dublin 15