



Resident's Information Guide

**Raheny Community Nursing Unit,
Harmonstown Road,
Raheny,
Dublin 5**



Contact Details:

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| Telephone Reception: | 01 850 56 00. |
| Assistant Director of Nursing: | 01 850 56 02 |
| Clinical Nurse Manager III: | 01 850 56 26. |
| Administration & Residents Accounts: | 01 850 56 09. |
| Bracken Unit: | 01 850 56 40. |
| Heather Unit: | 01 850 56 20. |
| Clover Unit: | 01 850 56 10. |
| Fuchsia Unit: | 01 850 56 30. |
| Activities Room: | 01 850 56 06. |

Introduction:

Welcome to the Raheny Community Nursing Unit. This guide has been created to provide you with relevant information to assist you in choosing your care provider. We hope to make you and family feel welcome and involved in the Unit and aim to make your stay a happy one.

The unit is warm and comfortable and elegantly decorated and residents are encouraged to bring in individual items or belongings.

Raheny Community Nursing Unit provides care for residents who require General care including residents with Dementia; physical disabilities; chronic physical illness; and psychiatry of old age. The unit can also cater for individuals requiring specialist diets and those with difficulties eating and drinking.

Summary Statement of Purpose

Aims of our Service

The overall aim of Raheny Community Nursing Unit is to provide high quality, specialist care to all residents tailored to their specific needs and to uphold our philosophy of care.

Mission Statement

Our mission is to deliver a high standard of quality resident care in a friendly caring environment to meet your health and social care needs. The Raheny Community Nursing Unit is under the management of Beaumont Hospital Board.

Philosophy of Care

Raheny Community Nursing Unit is committed to providing holistic person-centred care to the highest possible standard in partnership with the resident and the interdisciplinary team. Residents are cared for in an open, welcoming and safe environment, where respect and dignity for residents, family members and staff is a valued principle. We endeavour to make each resident feel fulfilled, and to ensure that their life is enjoyed to the full.

Idyllic location

Raheny Community Nursing Unit is situated in the village of Raheny which is eight kilometres (a little over five miles) from Dublin City Centre. The community unit was purpose built by the Health Services Executive on the ground of St. Josephs Hospital, Raheny.

Accommodation

There are one hundred beds in the Community Unit, providing residential care for men and women over the sixty five year age group in the Dublin North area. Within the Community Nursing Unit

there are four smaller units with twenty five beds in each comprising of one four-bedded room, two rooms with 2 beds and seventeen single rooms overlooking and surrounding two secure landscaped courtyards, where residents and their families are encouraged to enjoy outdoor activities when weather permits.

Each unit has a conservatory where residents may take their family members for a quiet chat.

Central dining rooms are provided for residents. A ward pantry is available for the serving of snacks and drinks to the residents out of hours.

Each floor has a day room.

Person in Charge:

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|----------------------------|--|
| Person in Charge: | Ms. Marguerite Kilduff 01 8505 614. |
| Professional Registration: | An Bord Altranais 05202 |
| Relevant Qualifications: | Registered General Nurse (1987) Registered Nurse N.Y. USA 1990 Postgraduate Diploma in Gerontological Nursing Degree in Nursing Management Degree in Community Health |

Marguerite Kilduff, RGN, has been dedicated to nursing older adults for the past 10 years.

Staffing Arrangements

Nursing Care is provided by Registered Staff Nurses and Healthcare Assistants. Each resident has a care team consisting of a staff nurse and Healthcare assistant allocated to their care on a daily basis. There is a Clinical Nurse Manager rostered 12 hours a day. A senior Nurse in Charge on nights and both have access to the Nurse Management team 24hrs a day.

Other staff includes:
Administrative staff
Catering staff
Cleaning staff
Activities Personnel
Security

Range of Needs catered for in the Unit:

Raheny Community Nursing Unit provides care for individuals requiring long term nursing care, who are either male or female and who are over 65 years of age.

Type of Nursing Care provided at the Unit:

Nursing care is provided twenty four hours per day, seven days per week. On admission the Nursing staff will carry out an individualised assessment in consultation with each resident using the “Roper, Logan and Tierney” Activities of Living assessment tool.

The nursing service will facilitate the care of individuals with the following care needs: PEG tubes; catheter care; stoma care; palliative care; dementia care; intravenous and subcutaneous fluids; tracheostomy care; oxygen therapy and end of life care.

Admission Criteria and Process:

Residents may be admitted from acute care or from a community setting. All prospective residents are required to be accepted under the Nursing Home Support Scheme (Fair Deal) prior to admission.

Admissions to Raheny Community Nursing Unit are arranged by appointment following pre-assessment of needs. This assessment

will be completed by the Assistant Director of Nursing or their deputy and is carried out to ensure Raheny Community Nursing Unit is equipped to provide the care required by the resident.

Contract of Care:

On admission to the unit, residents will be given a contract of care which will outline details of services available to the residents of the Unit. This should be read carefully and returned signed within one week of admission.

Nursing Care Planning:

In consultation with the resident, an assessment identifying their needs, likes, dislikes and wishes is undertaken within forty eight hours of admission. This assessment will assist the Unit team to develop an individualised care plan which will be implemented by the nursing and health care staff. Care plans are reviewed on an ongoing basis and otherwise on a three monthly basis. Each resident will be allocated a qualified nurse who is responsible for the ongoing assessment and evaluation of specific resident's needs and progress when on duty. The nurse has a responsibility to request appropriate referrals and liaise with all members of the interdisciplinary team and family on an ongoing basis. With resident's agreement (where possible), the family will be encouraged to participate in the care planning process. When a review of the care plan is required, resident's participation will be sought.

Resident's social activities, hobbies and interests:

Activities available in the unit may include:

Floor Basket Ball, needle work, Gardening, Card Making, Bingo, Quiz, Group Discussions, Reminiscence/Videos/Slides/Books, Jigsaws, Basket Making, Board Games, and Card Games, flower arranging.

Social activities such as birthdays, Christmas, Easter, St. Patricks Day and Halloween are celebrated in the Unit.

TV is available in all rooms for residents' enjoyment. We welcome singers, musicians, dancers and other entertainers to the Unit to provide entertainment for the residents. A newspaper delivery service is available also.

Families are encouraged to arrange their own private social events which the unit will assist in accommodating.

Available in the local community are the following activities:

Restaurants,

Cafes,

Library

Parks

Citizen's information Office

Resident's Forum:

A resident's Forum is available to you and you are welcome to participate, the purpose of this is to ensure that residents have an opportunity to advice on the operation of the unit. All matters discussed at the forum will be circulated to all residents. A relatives Forum is also available. This is being facilitated by a Representative from Age Action.

Fire and Emergencies

There is a critical emergency plan for the unit. This includes a plan in the event of a fire. All staff receives ongoing training in fire prevention and evacuation. Robust responses for other emergencies such as water shortage are established also.

Spiritual and Pastoral Care:

Religious services and other pastoral needs are facilitated in the unit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.

Communication and Visiting

Visitors, family, friends and children are always welcomed, as their contribution to the happiness and well-being of the residents is recognized and acknowledged. Good practice in the delivery of care to our residents may necessitate some regulation of visiting. Visiting is between 11.00hrs and 22.00 hrs. For Security and Fire Safety reasons, all visitors must sign in and out in the visitor's book on each occasion which is maintained at the reception desk. Outside these hours is by arrangement with unit staff. Visitors and family are normally expected to leave the facility by 21.00hrs.

Car Parking for Visitors

The main gates on Harmonstown Road are locked at 10 pm every evening.

Visitors are requested to use the car park in St. Joseph's Hospital if visiting the Raheny Community Nursing Unit after this time.

Access to the unit after 10 pm

The Main door of the Raheny Community Nursing Unit is locked at 10 pm each evening.

Security staff in St. Joseph's Hospital will arrange access to the unit after this time.

You may also gain access by contacting the nursing staff in the unit by phoning Clover Unit at 8505610 or Heather Unit at 8505620.

Visitors are welcome to use the sitting room on each unit as well as the large day room on each floor. Visitors are also welcome to visit resident's bedrooms with their permission. Visitors are encouraged to take their relative to the outdoor courtyards for walks, on outings and visits to their home where possible.

Families of residents can ring the Unit at any time, however we would request that families would ring preferably between 11.00hrs and 21.00hrs each day as this will not distract staff from providing vital care to the residents.

To facilitate ongoing communication with friends and family each resident has access to an extension phone enabling calls in private. Residents may bring and take responsibility for their own mobile phones.

Visiting Rooms

Relatives of residents who are very ill may avail of facilities to stay overnight. The Clinical Nurse Manager or Nurse in charge should be asked about the use of these facilities. Staff is always available to answer queries and to provide support in times of worry or crisis regarding a relative resident in the Unit.

Comments, Complaints and Compliments

Residents, service users, relatives or visitors of residents in Raheny Community Nursing Unit who wish to provide comment or to complain or seek more information about making a complaint are encouraged to do so by speaking with Clinical Nurse Manager/ Nurse in Charge on the unit at that time. The local Manager with responsibility for investigating complaints is:

Ms Marguerite Kilduff, person in charge, email: margueritekilduff@beaumont.ie. Tel: 01 85 05 614. Complaints will be periodically reviewed independently.

You may also make comments to the Office of the Ombudsman:

The Office of the Ombudsman:
18 Lr. Leeson St.,
Dublin 2.
Tel: 01 6395600
1-890-223030 (from outside 01 area)
Fax: +353 1 6395674

E-mail: ombudsman@ombudsman.gov.ie

The chief Inspector of Health Information and Quality Authority (HIQA) is legally responsible for registration and inspection of this facility. In the event of a matter not being resolved to the complainant's satisfaction, he/she may contact HIQA to inform them of their concerns.

Contact: Chief Inspector,
Dublin Regional Office,
Georges Court,
Georges Lane,
Dublin 7.
Telephone No: (01) 8147400,
info@hiqa.ie

Comments Boxes:

There are comments boxes located in each unit and at the main entrance.

Therapeutic Facilities within the Unit:

A consultant Geriatrician will attend the unit twice weekly. This consultant will oversee the medical care of the residents in the unit. The consultant's directions will be implemented by the nursing staff and by a senior member of the geriatric medical team.

Alternatively, residents may wish to have medical care provided by their own General Practitioner. In this instance, it is the resident's responsibility to seek agreement with their GP to provide this care. Further to this, A GP practice in Raheny Village is providing medical service to the unit and residents may avail of this also.

Emergency medical care at night and at weekends will be provided by the medical officers from St. Joseph's Hospital.

Residents also have access as required to the following healthcare professionals:

- Dental Care

- Dietetics
- Opticians
- Pharmacy.
- Physiotherapy.
- Podiatry / Chiropody.
- Occupational Therapy.
- Speech & Language Therapy.

Any programmes or interventions recommended by a therapist will be agreed with the resident and incorporated into their Care Plan.

Privacy and Dignity:

Promotion of privacy and dignity will underpin all activities affecting residents in the Raheny Community Nursing Unit.

Staff will do their utmost to protect the privacy and dignity of residents in all activities. This may include: knocking before entering a resident's room, asking permission prior to any personal/nursing interventions, respecting individual resident's requests and wishes.

Furthermore, resident's permission will be sought, where possible, prior to sharing information regarding their care needs with family members.

Advocacy Services:

Agencies providing Advocacy Services for older adults:
Age Action: 01 4756989

Local Health Services contact Details:

Coolock Health Centre, Cromcastle Road, Dublin 5 Tel 01 816420

Smoking:

In compliance with smoking regulations, Raheny Community Nursing Unit is a smoke-free environment. There are designated areas for smoking on the grounds of the unit. We ask you discuss this with staff prior to your admission if this affects you.

Administration Office

The Office is open from 9.00hrs – 17.00hrs Monday to Friday. It is not open during lunch hour, 13.00hrs -14.00hrs. All queries relating to residents' accounts and bed charges should be directed to Resident Accounts Officer.

Charges

Charges for stay are based upon the NURSING HOMES SUPPORT SCHEME ACT 2009, a legal framework and a financial assessment (Fair Deal) and will be arranged prior to the admission of a resident. Charges also apply for other services, such as medication dispensing fee of 1.50 cent per item, newspapers, hairdressing.

Valuables

Raheny Community Nursing Unit aims to provide a homely environment and to achieve this residents are welcome to bring in some personal belongings such as pictures and throws. Space is limited so large items cannot be accommodated. Use of personal electrical equipment must be checked onsite for safety reasons. Residents may bring items such as mobiles phones. Raheny Community Nursing Unit cannot accept responsibility for loss, damage or theft of personal items, including money, jewellery or clothing.

All Personal clothing must be labelled prior to using the laundry services provided by the Unit.

Items to bring with you on admission

An adequate supply of day clothing, night clothing, footwear, under garments etc

Glasses (if used)

Hearing aids (if used)

Walking stick or frame (if used)

An adequate supply of personal care items such as soaps/cleansers, shampoo, creams and moisturisers, razors,

shaving foam, cosmetics. Check list provided at the back of this booklet.

Hairdressing

A fee is charged for hairdressing services. There is a designated hairdressing facility on site.

Quality and Accreditation

Quality and Risk

The staff of Raheny Community Nursing Unit strive for the highest standards. Internally there are committees established to support the implementation of quality initiatives. The Residential Care Standards and Hygiene Standards are monitored by the Health Information and Quality Authority (HIQA) which is an independent body.

Independence and Risk

Residents are encouraged to be as independent as possible within the limits of any disability. This might include such activities as dressing, going to the bathroom alone or using a wheelchair or other mobility aids. These activities are not without risk as there is always a danger of falls, slips and trips. Falls among older people are common and are a major cause of injury among elderly and debilitated residents. While falls can never be fully prevented, the risk can be reduced. Prevention of falls is a priority for the Unit. On admission, residents will have a falls risk assessment completed and measures to reduce the risk of falls will be discussed with the resident for their agreement.

Hygiene and Infections

Staff strive to maintain a clean homely environment. However in the event of a serious infectious outbreak in the Unit, visiting may be restricted in order to protect both visitors and residents.

Health and Safety

The health and safety of residents, visitors and staff is of paramount importance. We would request that everybody is vigilant when within the facility and report any concerns to a staff member. Children or vulnerable persons should not be left unsupervised during visiting times.

Transportation:

The Unit is convenient to several bus routes and a short walk from Raheny DART Station. Please contact the Hospital ((01) 877 4900) for directions if you are unsure of the route. See map.

Buses:

17A. 42B run from Eden Quay. The estimated bus time to Raheny Village is 20 minutes.

Trains:

The DART runs to Raheny Village and the unit is a short walk from the station.

Google Map



Parking:

Parking for residents and visitors is available on the Raheny Community Nursing Unit grounds. The entrance to the unit is on the Harmonstown Road. Cars are parked at owner's own risk

Check List: Items to bring with you on admission:

- Day Clothing ☐
- Night Clothing ☐
- Footwear ☐
- Under Garments, Socks etc ☐
- Glasses (if used) ☐
- Hearing aids (if used) ☐
- Walking stick or frame (if used) ☐
- Soaps/cleansers ☐
- Shampoo ☐
- Creams & Moisturisers ☐
- Razors ☐
- Shaving foam ☐
- Cosmetics ☐
- Medications ☐