



# Summerville Healthcare

## Information Booklet/ Resident Guide

Revised Date: 11<sup>th</sup> January 2017

## **Welcome:**

Welcome to Summerville Healthcare. 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 Summerville Healthcare. 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.

## **Mission Statement:**

Our aim is to lead the way in healthcare innovation and provide the highest level of professional healthcare services. Using the principles of a client-centred and holistic approach in a friendly and caring environment through expert staff who practice excellence and passionately care about our customer's needs.

Summerville Healthcare is committed to:

- Providing the highest possible quality care at all times based upon individual needs.
- Treating each resident with dignity and respect.
- 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 comfortable, holistic and safe environment conducive to residents needs.
- Ensuring that the privacy and dignity of residents is respected.
- Ensuring all members of the health care team are kept informed on all aspects of care.
- Ensuring the needs of the residents are served with dedication and care in an atmosphere of warmth and friendliness.
- Ensuring residents are encouraged to meet their full potential for psychological independence through medical care, socialization and stimulating activity.
- Promoting Quality Of Life and Independence through Friendly, Professional Service.

Summerville Healthcare endeavours to:

- Continue to provide the highest quality of care through promoting best practice in both the clinical and non-clinical service and focus on the continued professional development of our staff.
- Evaluating all our services on a regular basis to ensure the highest level of care for our residents are being achieved through continuous improvement.
- To take leadership in identifying and exceeding the expectations of our community in meeting the needs of our residents through innovative, creative and dynamic approaches to care.
- To provide an environment that allows our residents to maintain their independence and dignity while meeting their social and spiritual needs.
- Empowering Residents and providing the knowledge to make them active partners responsible for maintaining their health and making decisions about their care and treatment.
- Embrace residents and families as partners in the care process.
- Treat all people with compassion.
- Attend to the mind and the spirit as well as the body.
- Preserve privacy and confidentiality.
- Continually strive to advance and broaden the knowledge and skills of each employee by encouraging them to participate in education and professional activities.

Summerville Healthcare will:

- Ensure that all residents and/or their representatives are dealt with honestly and with integrity.
- Respond to feedback from any avenue regarding our service to residents, in order to deliver a superior service.
- Endeavour that staff will be honest, friendly, courteous and always treat residents and/or their representatives with respect.
- Listen to residents and the public, develop and offer services, programmes and care which focus on prevention and wellness, and to providing quality medical care.
- To maintain ongoing evaluation and monitoring of all activities, ensuring excellence of service.
- Deliver a service of the highest quality that will improve and sustain the resident's overall quality of life.
- Maintain ongoing evaluation and monitoring of all activities, ensuring excellence of service.
- Provide new services where appropriate.

Summerville Healthcare provides:

- A relaxed homely environment to residents and their families and/or representatives with Management, so as to allow a free flow of information.
- Assessing every individual on admission to our Nursing Home as to their Health, Social and Cultural needs.
- Offer a wide range of services to residents to encourage optimal resident participation in activities.
- Facilitating residents and or their representatives to participate in decision making processes i.e.
- Resident/Representative Meetings on request
- Suggestion Box
- Foster community relationships and encourage more, so as they become an integral part of the local community.

### **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

## **Description of care provided:**

Summerville Healthcare can accommodate up to 45 residents. We employ Registered Nurses and Care Assistant in numbers based on the dependency levels of our residents so therefore we can provide care for low dependency, medium dependency, high dependency and maximum dependency residents. The dependency levels are described 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)*

We provide 24 hours nursing care and accommodate low to maximum dependencies in both female and male residents predominately in the older age group of over 65 years who maybe compromised by age related chronic illnesses related to advancing years . However, we may provide care for person under 65 years after consultation with the family and the support multidisciplinary team.

We may also provide respite or convalescent care for those of a similar age bracket who request respite or convalescence usually for a period of 1-2 weeks or as the needs of the person and family dictates, depending on bed availability at the time.

No person under 18 years of age will be accommodated.

## 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 Summerville Healthcare:

Service/ Facility/ Activity	Frequency	Accessibility
Mobile Library	Mondays at 11:30am	No restrictions
Board & Card Games	Monday at 2:30pm	No restrictions
Art & Crafts	Tuesday at 11:30am	No restrictions
Keep Fit	Tuesdays 2:15pm	No restrictions
Legion of Mary	Tuesdays 3pm	No restrictions
Knitting	Wednesdays at 11:30am	No restrictions
Baking & Social Afternoon	Wednesday at 2:30pm	No restrictions
Sonas	Thursday at 11:30am	No restrictions
Keep Fit & Bowling	Thursdays at 2pm	No restrictions
Hairdresser	Fridays 10am - 4:30pm	Appointment required Cost incurred
Beauty Morning	Friday 11:30am	
Bingo	Fridays 3pm	No restrictions
Mass	Saturday 4:15pm	No restrictions
Sunday Movies	Sunday at TBA	No restrictions
Sunday Sports	Sunday TBA	No restrictions
Music Entertainment	Quarterly & special occasions	No restrictions
Wi-Fi & Internet access	Every day	No restrictions

*Timetable is subject to change*

We welcome and would accommodate in so far as is practicable any activity suggested by a resident.

## Civil, political and religious rights

For those residents who cannot leave Summerville to attend for voting, they can be placed on the special voters list. Application forms for this are available for each resident and must also be signed by a GP to state they are unable to attend due to physical illness or disability.

## Religious services

Mass is said every Saturday in the Oratory at 4:15pm and the Legion of Mary attends every Tuesday at 2pm for Roman Catholic residents. The Church of Ireland Minister

celebrates mass on the first Tuesday of every month and visits frequently. Families are welcome to invite their own local Priest or Ministers to visit the residents. Residents of other denominations are also catered for and Ministers from their church are also organized to visit.

### **External Facilities/ Activities:**

Summerville Healthcare is situated on 9 acres nestled between Knocknarea Mountain and Strandhill Beach with breathtaking views. Summerville Healthcare is 8km from the thriving/ bustling town of Sligo therefore the Nursing Home is serviced by nearby restaurants/ public houses/ libraries/ community halls/ etc. The nursing home will assist you to participate in external activities where possible. Additional costs may be incurred e.g. travelling expenses, admission fees, etc.

There is a purpose built walking path surrounding the nursing home, we take residents out walking and encourage all to participate to enjoy what is a particularly scenic area and easily accessible.

### **Environmental Facilities:**

Summerville Healthcare is made up of **Environmental Facilities:**

- Summerville Healthcare is made up of:
- 30 single bedrooms with full ensuite (18 sqmtr min to 25sqmtr max)
- 6 single bedrooms with toilet & sink (13 + 4.5 sqmtr min to 15.5 + 5.5 sqmtr max)
- 7 single bedrooms – Ensuite located outside their rooms. (13 + 4.5 sqmtr min to 15.5 + 5.5 sqmtr max)
- 2 single bedrooms with shared bathroom (15.04 + 6.72 sqmtr min to 19.5 + 6.72 sqmtr max)
- 1 double room with full ensuite (25sqmtrs)
- 10 additional toilets of which 7 are wheelchair accessible,
- a kitchen and dining area,
- a physiotherapy department
- 2 day rooms
- a recreation room
- a library
- an Oratory
- a beauty salon
- a smoking room
- a designated private visitor's area
- 2 offices
- 1 nurse's station

## **Confidence in our ability/ Complaints and Advocacy:**

Summerville Healthcare 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 any member of staff 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.

Summerville Healthcare holds a bi-monthly residents meeting for consultation and improvement on all matters affecting you and your stay in Summerville Healthcare. This meeting will be facilitated by our in-house residents' representative Nora Redmond. Nora can be contacted at Summerville Healthcare or on 00353 719128430.

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.

### **Complaints Procedure**

Complaints may be made by any resident, family member/representative or visitor to the residential home to any member of staff. Complaints may be made verbally or in writing.

When a complaint is made we will resolve the complaint immediately and locally where possible and document same.

Where the complaint is not resolved locally the complaint will be put forward in writing to the person in charge – Sherin Anup (0719128430, DON@summervillehealthcare.com.)

The complaint will then be reviewed by assistant manager and or proprietor.

A letter of acknowledgement will be sent to the complainant within five days.

An investigation will be carried out and completed within 30 days. However if the investigation takes longer than said time this will be discussed with the complainant.

When the investigation is complete we will then determine if the complaint has been verified, if the complaint is verified than we will raise a non conformance. The outcome shall be documented and communicated to the complainant.

If the complainant is satisfied the outcome will be documented

Where the complainant is not satisfied, we will advised the complainant regarding the appeals process.

## **Arrangements for Visiting**

### **Potential Residents**

We understand that the decision to move into long-term care can be a stressful time. At Summerville Healthcare we want to make your transition as smooth as possible. We 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**

In order to protect our residents we ask that all visitors sign in and out on entering and leaving; wait in the lobby to enable staff to announce their arrival and partake in precautionary infection control measures as appropriate. Summerville Healthcare reserves the right to impose restrictions on visiting arrangements where the visit or time of communal is deemed to pose a risk or where the resident requests restrictions.

### **Visitors**

To ensure privacy and dignity of our residents Summerville operate a visiting schedule;

Monday to Sunday

10:30AM - 12:30PM

2PM - 4:30PM

6PM - 9:30PM

Resident can meet in the privacy of their own rooms or any of the communal areas. A private meeting room is available to you if you require privacy other than your own bedroom.

### **Local Health Service Executive Contacts:**

Your local HSE office may be able to guide you on options for financing your care.  
Contact: Services for Older People, Markievicz House, Barrack Street, Sligo. 00353 71 91 55100

### **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](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](mailto: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 Summerville Healthcare 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 the Person in Charge: Sherin Anup 00353 7191 28430,  
DON@summervillehealthcare.com

Or

Registered Provider: Mary Gilmartin 00353 71 9128430,  
info@summervillehealthcare.com

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 <a href="http://www.ageaction.ie">www.ageaction.ie</a>	01 475 6989	01 475 6011		<a href="mailto:info@ageaction.ie">info@ageaction.ie</a>	Age Action Ireland Ltd, 30/31 Lower Camden Street, Dublin 2
Citizens Information Board (formerly Comhairle)	01 605 9000	01 605 9099	Helen Lahert Manager Advocacy and Accessibility	<a href="mailto:helen.lahert@ciboard.ie">helen.lahert@ciboard.ie</a>	Citizen's Information Board, 7 <sup>th</sup> Floor, Hume House, Ballsbridge, Dublin 4
Equality Authority <a href="http://www.equality.ie">www.equality.ie</a>	Lo call 1890 245 545	01 417 3331		<a href="mailto:info@equality.ie">info@equality.ie</a>	The Equality Authority, 2 Clonmel Street, Dublin 2
Irish Advocacy Network	047 389 18 (087 754 0763)		Colette Nolan	<a href="mailto:admin@irishadvocacynetwork.com">admin@irishadvocacynetwork.com</a>	Irish Advocacy Network, c/o Health Care Unit, Rooskey, Monaghan
Irish Cancer Society <a href="http://www.cancer.ie">www.cancer.ie</a> Prostate Cancer Information Service: Action Breast Cancer	01 231 0500 1800 200 700 (Mon – Thurs 9am- 7pm and Fri 9am-5pm) 1800 380 380 1800 309 040	01 231 0555		<a href="mailto:helpline@irishcancer.ie">helpline@irishcancer.ie</a> <a href="mailto:prostate@irishcancer.ie">prostate@irishcancer.ie</a> <a href="mailto:abc@irishcancer.ie">abc@irishcancer.ie</a>	Irish Cancer Society, 43/45 Northumberland Road, Dublin 4
Irish Heart Foundation <a href="http://www.irishheart.ie">www.irishheart.ie</a>	01 668 50 01	01 668 5896	Caroline Cullen	<a href="mailto:info@irishheart.ie">info@irishheart.ie</a>	Irish Heart Foundation, 4 Clyde Road, Ballsbridge, Dublin 4
Irish Patients Association <a href="http://www.irishpatients.ie">www.irishpatients.ie</a>	01 272 2555	01 272 2506	Stephen Mc Mahon	<a href="mailto:stephenmcmahon@eircom.net">stephenmcmahon@eircom.net</a> <a href="mailto:info@irishpatients.ie">info@irishpatients.ie</a>	Irish Patients Association, Unit 2, 24 Church Road, Ballybrack, County Dublin
Mental Health Ireland <a href="http://www.mentalhealthireland.ie">www.mentalhealthireland.ie</a>	01 284 1166	01 284 1736	Ted Tierney	<a href="mailto:ted@mentalhealthireland.ie">ted@mentalhealthireland.ie</a>	Mental Health Ireland, Mensana House, 6 Adelaide Street, Dun Laoghaire County Dublin
McDermot Cread & Martian Solicitors	071 9142449		Tom Martin		McDermot Cread & Martian Solicitors Constitutional Buildings Stephens Street, Sligo
Peter Martin Solicitors	(071)9143186		Peter Martin		Peter Martin Solicitors Teeling street, Sligo
Mullaney Solicitors	0719142529		Mark Mullaney		Mullaney Solicitors Thomas Street, Sligo
Patient Focus	01 885 1611 01 885 1617 01 885 1633		Cathriona Molloy Shelia O' Connor Jim Reilly	<a href="mailto:support@patientfocus.ie">support@patientfocus.ie</a>	Patient Focus, Unit 9A Sky Business Centre, Plato Business Park, Damastown, Dublin 15