

2011

BishopsCourt

BishopsCourt Residential Care
Ltd

Statement of Purpose and
Function Information Booklet



Background

This booklet is designed to compliment your resident's guide/ information booklet. The details provided below will give you information on the governance and management of the Nursing Home and it will also meet the requirements set out in the 'National Quality Standards for Residential Care Settings for Older People in Ireland' and the 'Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009'.

Our Mission

BishopsCourt's purpose is to provide the very best possible care to our resident's in a homely environment. To provide security and peace of mind. To respect the rights of each resident to be treated with dignity and respect. We will achieve this by:

1. Allowing residents the right to participate in the planning and implementation of their care
2. Providing the best possible staff and providing them with continuous training
3. Facilitating Resident's individual choices as far as possible
4. Providing a varied and interesting menu using good fresh produce
5. Providing a wide range of social and recreational activities
6. Creating a work environment which encourages staff to excel
7. Providing a modern comfortable and safe facility
8. Regular and ongoing best practice and auditing of our services
9. Offering as much advice and support as requested or needed by families and friends of our residents

Care Centre, Nursing & Care Plans

At BishopsCourt we recognise that each older person is of worth and value. We aim to provide our residents with the best quality service available in a nursing home in the community. As part of our commitment we will endeavour to provide a high standard, where care practices reflect a person centred approach to all our resident's, in which care, wellbeing and comfort are of prime importance. Carers will strive to preserve and maintain the dignity, individuality and privacy of all our residents within a warm and homely environment and in doing so will be sensitive to the resident's ever changing health and social care needs.



Our nursing home is a secure unit with 24 hour nursing care. The nursing home caters for all levels of care from Low, Medium, High to Maximum dependency thus allowing for residents care needs to be met.

We accommodate both female and male residents with the following care needs: General Medical and Physical Needs over and under 65 years, Neurological Conditions, Convalescent and Respite care, other, etc.

As older people will continue to be, the major users of health and social care (Garavan *et al* 2001) a comprehensive person-centred nursing care is provided by nurses who are knowledgeable, skilled, vigilant, proactive and positively motivated about caring for the older person. We are committed to ensuring that our policies and procedures are in line with An Bord Altranais, HSE Guidelines and HIQA standards and regulations enshrined in the Health Act 2007.

Our nurses have been provided with training in many areas such as challenging behaviours, assessment and use of restraints, elder abuse, nutrition & MUST training tool, falls & falls prevention to name but a few. This training will continue and any new training identified provided as needed to help with the care of our resident. We will also liaise with HSE qualified personnel to provide training for any new skills required (e.g. peg feeding, palliative and end of life care). BishopsCourt is located very close to the Cork University Hospital and staff on previous occasions have visited residents with new requirements and received training on their care from CUH staff. We will continue to liaise with these trained professionals to ensure that suitable care is given to our residents.

Therefore with access to the knowledge and skills, we can overcome the barriers and difficulties in communicating with our residents with intellectual disability and others who show behaviour that challenges due to changes in physical, sensory or cognitive status due to mental health problems or organic brain disease.

Our Activities Coordinator organizes the activities which are fixed with one activity tightly secured by the next through collaborating with the residents regarding their care environment, including the patterning of their day, thereby ensuring choice, dignity and respect.

Residents care plan will be developed and agreed with the resident or a representative within 72 hours of admission. This will be individualised to set out a personal care plans and will provide direction to staff members for care. A review of the care plan will be prompted if there are any changes in personal needs / circumstances and will be agreed with the resident or representative.



The care plan will be formally reviewed at three-monthly intervals and changes to the care plan will be made known to the resident. To ensure we have full participation in this process we will formally communicate with the resident when a review is required and will then set a mutually convenient time to complete the review process.

Governance / Team:

The management and governance of BishopsCourt Residential Care is directed by a team of dedicated and committed members of staff who continually strive to raise standards of care. Your management team contacts are:

Name	Position Held	Contact Details (address)	Professional Registration or relevant quals / experience
BishopsCourt Residential Care Limited	Registered Provider	info@bishopscourt.ie	
Sheila O'Reilly	Person in Charge	Director-of- nursing@bishopscourt.ie	PHN, HDIP Health Care Management MA Gerontology
Paul Vassallo	General Manager	paulv@bishopscourt.ie	CIMA



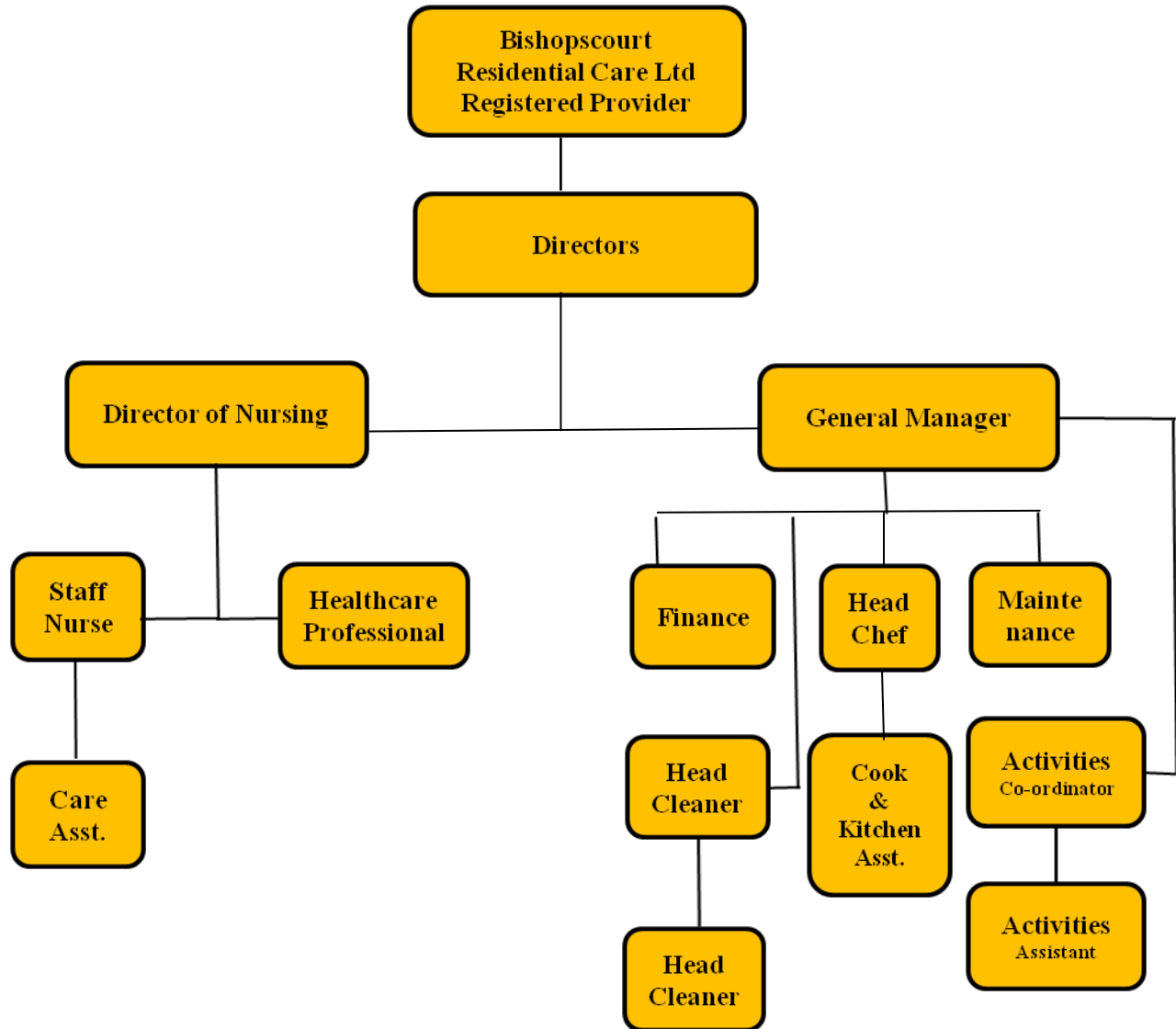
Staffing:

Bishopscourt employs 49 staff. The following gives a break down of the staff complement by grade and whole time equivalent numbers:

Position	Grade	No. Of Whole Time Equivalents
Management		2
Nursing		10.31
Care Assistants		20
Cleaning, Kitchen etc		6.64
Maintenance		1.62
Admin		1.41

NB. Whole Time Equivalent is the number of staff who would be employed if all staff were employed full-time

Organisational Structure:





Environment:

Bishopscourt Residential Care is a purpose built nursing home which can accommodate 60 residents, all on ground level with 3 acres of garden and plenty of parking.

Type of Room	Number	Size of room/ Ranges
Ensuite single bedrooms	36	Range from 11.5 square metres to 15.5 square metres
Twin rooms	12	Range from 23 square metres to 26.2 Square metres
Living Space	8	Range from 11.55 square metres to 62.45 square metres

Admission Criteria:

Potential residents are invited to visit the nursing home with family members, they will be given a tour of the home, a brochure, activities booklet and residents guide outlining details on the day to day workings of the home, any questions can be asked at this time. When a residents decides that they would like to stay at Bishopscourt our Director of Nursing visits them in their home and conducts a pre-admission assessment of their needs, this is to ensure that we have all the necessary skills, knowledge and equipment to meet their care needs, etc . Also at this time she will discuss with the resident any concerns they may have and answer any questions.

We understand that in exceptional cases, where there is no alternative available, emergency admissions are necessary to promote the safety of the resident. In this instance the following policy/ procedures apply:

Emergency admissions

When emergency admissions do occur, we will do a brief telephone assessment with the residents general practitioner to determine if Bishopscourt is a suitable environment. A full and comprehensive assessment shall be undertaken immediately upon arrival to determine the resident's requirements for care and all relevant information shall be provided to the resident at that time. Our activities co-ordinator (who acts as an advocate for resident) will be made available to discuss all of the residents options with them.



Visiting Arrangements:

Here at BishopsCourt we encourage families, friends and / or carers to visit and interact with their residents in our care. In order for this interaction to be beneficial we provide

- Telephones in all the rooms for families etc. to call or for residents to call their friends and families.
- A family room for privacy when visiting, this also has tea and coffee making facilities.
- Landscaped gardens to walk in. There is also an enclosed garden with seating so families can sit outside.
- Social events for residents, friends and families examples of this would be birthdays, live music, Christmas party and many more.
- Communication cards for residents with speech impairments to communicate with family, friends & Carers.
- Refreshments for families and friends on request.

Potential Residents

We understand that the decision to move into long-term care can be a stressful time. At BishopsCourt Residential Care 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.

Existing Residents

We operate an open visiting policy within BishopsCourt Residential Care however to protect our residents we ask that all visitors sign in and out on entering and leaving. BishopsCourt Residential Care 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.



Contract of Care:

By agreeing to take up residency within BishopsCourt Residential Care you will have signed a contract of care which ensures that you have a legally binding assurance of high quality care standards and that we have an acknowledgement of your commitment to our terms and conditions which are as follows:

During temporary absences from the nursing home fees will be charged at the regular weekly rate, no reduction in fees will be facilitated.

The following services are not covered by the weekly rate:

Medicine, Hairdresser, Chiropodist, Physiotherapy, social programme, dressings, incontinence wear, papers and telephone. Medicine is usually covered by the medical card however, if a resident is not entitled to a medical card they will be charged for all medication. It is also the responsibility of the resident to ensure that they are entitled to a medical card.

Some medication and dressings are not available under the Medical Card scheme and these will be charged for. However, at the nursing home we will endeavour to avoid the use of the above by consulting the General Practitioner.

While we do provide some equipment for Residents, specialized items will not be provided for.

Also two weeks notice is required by permanent residents when discharging from the home. unless an alternative is agreed with management.



Internal 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 BishopsCourt Residential Care.

Service/ Facility/ Activity	Frequency	Accessibility
Hairdresser	Weekly on Tuesday 2-6pm	Appointment required Cost incurred
Mass/ religious services	Roman Catholic Weekly Mass	No restrictions
Notice Board	Daily activities	No restrictions
Social Program	Specific Activities	No restrictions
Chiropodist	Weekly	Appointment required Cost incurred
Residents Group	Monthly	No Restrictions
Relatives Support Group	Two Monthly	No Restrictions
Holistic Therapy / Hand Massage	Weekly on a Monday	No restrictions

Services and facilities available in the Community

BishopsCourt is situated in the parish of Ballinhassig which has a thriving community. Residents have and can attend dinner dances and tour's organized in the community. It is also located only 4 miles from Bishopstown and 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, dinner dance tickets, tour fees, etc.

In Ballinhassig there is a local Social and Active Retirement Association and they have regular events throughout the year. Available in our nursing home is a local directory of activities the development of which was sponsored by BishopsCourt Residential Care. The Social and Active Retirement Association will always welcome participants from BishopsCourt. Residents must organize their own transport to same.

Taxi Service: Wilton Cabs 021-4346666

ABC cabs 021-4961961 this company have a wheelchair taxi but it must be ordered in advance.



Catholic Church is located at Goggins Hill Mass time is 7:30 pm on Saturday and 11:30 am on Sunday (Ministers of the Eucharist attend the Nursing Home after Mass every Sunday)

Church Of Ireland is located at Carrigrohane and Service is every Sunday at 9:00 am. Any details can be found on www.carrigrohaneunionofparishes.ie

Should you wish to go shopping and require a companion there are two numbers you can ring to organize same: Comfort Keepers 021-4341961 or Home Instead 021-5002190. These companies have no affiliation with BishopsCourt and any payment is between the resident and the company.

Should you need someone to go to a medical appointment or the hospital with you there is a company called Cara Medic Taxis who will facilitate this. They can be reached at 1890-600999. This company has no affiliation with BishopsCourt and any payment is between the resident and the company.

Social Activities, Hobbies and Leisure interests

Informative Talks

We have Information Evenings on subjects of interest to the residents, such as the history of the local area and the benefits of exercise to people of all ages.

The Residents Group

The Residents Group meets once a month and is a forum for residents to give their opinion and have a say in the running of BishopsCourt.

OUR SPIRITUAL PROGRAMME

We are a non denominational home and will cater for all religious denominations upon request. Spiritual Advisors of the different denominations are informed when a resident enters the home. Rooms are made available for residents should they wish to conduct a service with their spiritual advisor. We also discuss the end of care spiritual needs of our residents of different denominations, to ensure that they are adequately met, when required.

As part of our spiritual programme we have Mass every week, visits from the Legion of Mary, and we are soon starting a morning prayer group.



THERAPY DOG VISITS

Every week, Millie is brought by her handler Mary to visit the residents.

SPECIAL EVENTS

We are always looking for new events to interest and entertain the residents.

For example we were visited by The Irish Great War Society, have live musicals by the Butterfly Company, run a lottery for the Grand National and many more.

The following is a list of activities:

1. Our MANY live music events.
2. A Snoezelen Room
3. Life Books
4. A Sonas Programme
5. Reminiscence
6. Newspaper Reading
7. Gramophone Recitals
8. Holistic Health Afternoons
9. Manicures and hand massages.
10. Three Exercise Programmes
11. Flower Arranging
12. A Drinks Trolley and other social activities such as afternoon tea and parties to celebrate special events.
13. Bingo
14. Table Quizzes, board games, cards and puzzles
15. Arts and Crafts
16. Informative Talks
17. A Residents Group
18. A Spiritual Programme
19. Therapy Dog visits.
20. Special Events
21. Internal glass walkway lined with plants & flowers

This list is not exhaustive and is continuously being changed and developed, as the needs of our residents evolve. Residents families are welcome to participate in all activities, we also welcome families to volunteer within the home.

Therapeutic Techniques

Refers to therapies provided by both external therapists (appropriately qualified and vetted) and therapies provided by in-house staff:

1. **Chiropodist:**
2. **Speech Therapy :** A qualified speech therapist calls to the centre when required. Residents are assisted with their Speech Therapy Exercises by a member of staff. Each session is recorded on the residents computerized medical records (Epiccare) and any improvement or deterioration noted and also reported to nursing staff. There is direct contact between the centre and the speech therapist.
3. **Physiotherapy:** After attending a qualified physiotherapist off-site, residents are assisted in doing the exercises outlined by the physiotherapist by a member of staff. The staff member has direct contact with the physiotherapist and consults nursing staff before commencing. Each session is recorded on the residents computerized medical records (Epiccare) and any improvement or deterioration noted and also reported to nursing staff.
4. **Exercise Programme:** We run a seated exercise programme which is facilitated by a member of staff, using the instructional DVD "Le Cheile" made by the Lusk Community Unit. Each session is recorded on our computerized medical records system (Epiccare) and any unusual behavior or physical symptoms recorded and reported to nursing staff.
5. **Sonas Programme:** This is run by a member of staff who has undergone a training course on the subject. For group sessions (no more than eight residents), she is assisted by a volunteer, who she has trained.
6. **Snoezelen Room:** Group sessions (up to seven residents) are supervised by a member of staff and one volunteer. Individual sessions are supervised by a member of staff. The sessions are recorded on our computerized medical records system (Epiccare) and any unusual behavior or physical symptoms recorded and reported to nursing staff.
7. **Dexterity Exercises:** These are very low impact hand exercises using "stress balls". Each resident is supervised on a one-to-one basis by a member of staff.
8. **Intellectual Stimulation:** These are enjoyable quizzes and puzzles done individually or part of a group. They are supervised and facilitated by a member of staff and come in various levels of difficulty so as not to dishearten residents with cognitive difficulties.

Holistic Health/ Reflexology: This is performed by a qualified and Garda vetted professional. She works from a list provided by the Activities Coordinator in consultation with nursing staff. The therapist also consults nursing staff when necessary. No essential oils are used apart from Lavender oil, occasionally. The therapist reports any behavior or physical symptoms unusual to that resident to the Activities Coordinator who reports it to nursing staff.



Safety:

Your safety is of paramount importance to us. If you need assistance please ask a member of staff or alternatively use your call bell to seek assistance.

Fire:

BishopsCourt is fitted with a fire alarm system and the building is designed to be compartmentalized in the event of a fire. This allows us to evacuate one area of the home without requiring all of the building to be evacuated. In an emergency all staff will congregate in the area that the fire alarm is indicating and they will assist residents either out of the building or into a fire zone that is not affected. All doors and cross corridor doors are linked to the fire alarm system, so when the alarm goes off all bedroom, living room and cross corridor doors will close, however they can be opened by hand. Also all our fire exit doors are connected to the fire alarm system and these will automatically release in an emergency allowing them to be opened.

All staff have regular fire evacuation and fire extinguisher training.

Other Emergencies:

If you discover other scenarios/ circumstances which pose a risk to residents / staff, please inform your nearest staff member immediately.

Privacy and Dignity:

We would like you to think of BishopsCourt Residential Care as your home from home. Our staff will do their utmost to protect your privacy and dignity by

- knocking before entering your room
- asking your permission prior to any personal / nursing interventions
- asking your permission for staff undergoing training and development, members of the opposite sex or others to be involved in your care
- etc, etc



If you feel your privacy and dignity is being compromised then please inform a member of staff that you feel comfortable with.

Policies that inform our practice

As a provider of high quality nursing care we welcome the 'National Quality Standards for Residential Care Settings for Older People in Ireland'. These standards will help to consolidate existing good practice whilst also identifying areas for development. A copy of the standards can be obtained either online at

www.hiqa.ie/media/pdfs/HIQA_Residential_Care_Standards_2008.pdf or in writing to: Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork

'Health Act 2000/ 2007'

Infection Control Guidelines

'Responding to Allegations of Elder Abuse'

Plus many policies written and adapted specifically for BishopsCourt.

Comments and Compliments:

We are interested in your feedback to ensure that our service is continually reviewed and refined in line with best practice and resident choice. There are a number of ways in which you can share your views / participate in the consultation process:

1. A Resident Group meet every month. All residents are invited to participate. This is a structured meeting which allows for open and honest communication about any comments or concerns you may have in the running and operation of the nursing home. The meeting is minuted and shared with all residents. In addition comments are discussed with the management of the home to address issues raised and formulate an action plan.
2. If you have individual comments / concerns which you do not wish to raise at the resident's group meeting then please feel free to speak to any member of staff.



Alternatively you may prefer to write these comments out and insert into our comments box located in the reception area

3. You may also nominate a family member, friend or advocate to act on your behalf. We will of course check that they have your permission.
4. We also have a Relatives Support Group which meets every two months to give the families of the Residents an opportunity to voice any concerns and make any suggestions in relation to the running and operation of the nursing home.
5. We take all comments seriously and will aim to respond to your query as soon as possible. If you are not satisfied with our initial response then you may contact our Director of Nursing.

Complaints:

All complaints, concerns, criticisms or suggestions, whether oral or written shall be recorded and taken seriously, handled appropriately and sensitively.

The residential home commits to safeguarding the rights and dignity of the service user and staff members in the implementation of the complaints process.

Procedure:

- Complaints must be made to the Director of Nursing and in her absence the nurse on duty or any member of staff and can be made in writing or verbally.
- The nurse on duty must record the complaint on the complaints form in Epiccare the nursing system used by the nursing home.
- If the complaint can be resolved immediately and locally at the time the nurse on duty must record that fact in Epiccare.
- If the complaint cannot be resolved locally the nurse on duty will record that fact and set a review date no later than 7 days after the complaint. The complaint will be referred to the complaints officer for the nursing home. The Complaints officer for the nursing home is Ligimol George and can be contacted on 021 488 5833 or at info@bishopscourt.ie.
- If the complaint is not resolved within the 7 days the Complaints Officer will carry out an investigation within 20 days. The Complaints Officer will determine if the



complaint is verified and if so inform the complainant of the decision. Likewise if the complaint is not verified then the complainant will be informed in writing.

- In the event of a complaint not been verified the complainant may appeal the decision to our Appeals officer the Director of Nursing..
- Should the complainant continue to be unsatisfied with the outcome they shall be directed to the Ombudsman at 18 Lower Lesson Street Dublin 2 1890 22 30 30 or the Manger of complaints, HSE, Dublin.

If you have serious concerns about the operation of the Nursing home you may contact the Inspectorate 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