


Statement of Purpose and Function

Address: Padre Pio Nursing Home
Churchtown
Mallow
Co. Cork

Telephone: 022 23789
022 23811

Registration Period 20th February 2018 – 19th February 2021

Registration Number: REG-0032417


Health Information and Quality Authority
An tUdairas Um Fhaisnéis agus Cáilíocht Sláinte

Certificate of Registration
Section 50 of the Health Act 2007

Name of designated centre: Padre Pio House
Telephone number: 022 23 789
Address: Churchtown, Mallow, Cork
Registered provider: Inishan Nursing Homes and Company Limited
Companies registration office number: 222736
Telephone number: 022 23 789
Address: Padre Pio House, Churchtown, Mallow, Cork
Centre ID: OSV-0000266
Date of Registration: 20 February 2018
Registration Number: REG-0032417
Expiry Date: 19 February 2021

This to certify that **Padre Pio House** is registered with the Office of the Chief Inspector of Social Services as a designated centre for the period noted above, with **Inishan Nursing Homes and Company Limited** as its registered provider and subject to the conditions of registration, specified below.

Management of the centre:
Person(s) in charge name and telephone number:
Mary McCabe - 022 23 789

Name and telephone number of each person participating in management:
Elaine Murphy - 087 982 0988

The maximum number of residents that can be accommodated at the centre is 52.

Conditions of registration:

Condition 1
The designated centre shall be operated at all times in compliance with the Health Act 2007 as amended from time to time.

Condition 2
The designated centre shall be operated at all times in compliance with the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 and the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2015 (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 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 replaced 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 shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it.

Condition 5
Subject to any prohibitions or restrictions contained in any other condition(s), the designated centre shall be operated at all times in accordance with and shall provide only the services set out in, its Statement of Purpose dated March 2016, as delivered and amended from time to time in accordance with Regulation 3 of the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 (S.I. No. 415 of 2013) (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 at any time.

Condition 7
The maximum number of persons that can be accommodated at the designated centre is : 52

Pursuant to Section 56 of the Health Act 2007, the Registered Provider must ensure that this Certificate is affixed in a conspicuous place at the centre.

Issued by the:
Office of the Chief Inspector
Health Information and Quality Authority
Unit 1301, City Gate, Mahon, Cork, T12 Y2XT.
Telephone: 021 240 9300
www.hiqa.ie

1. Mission Statement

To create a happy, warm, friendly, caring atmosphere while respecting the individuality, dignity, privacy, choice and independence of all our residents and with consideration for all who work here and respecting and valuing their skills, experience and willingness to contribute.

2. Aims and Objectives

It is our objective that those residents who live in the home should do so with dignity, have the respect of those who support them and be entitled to live a full and active life, given the fundamental right to self-determination and individuality and to achieve their full potential.

This is best achieved by sensitive recognition and nurturing of that potential in each individual and understanding that this may change with time.

In order to ensure that this happens; each resident's care will be planned individually. The care in the home will not be institutionalised by the requirements of the staff. These basic rights are accorded to all residents in our care without discrimination between one resident group and another.

Programmes of activities will be provided to encourage mental alertness, self-esteem, and social interaction with other residents.

In terms of risk assessment, those residents who are judged competent to judge risks themselves are free to make their own decisions as long as they do not threaten the safety of themselves or others.

Staff will respect personal rights and privacy, and will be responsive to individual needs. The staff will be sensitive to the residents' ever-changing needs which may be medical / therapeutic (for physical and mental welfare), psychological, spiritual, emotional or social.

Our home is dedicated to the provision of the finest care for our residents.

Accordingly, the Home has been established to continually improve the quality of the service offered to our residents.

3. Service and Facilities

The home seeks to offer a high standard of care, both clinically and socially. We have facilities for 52 permanent residents. Both Male and Female residents generally over 60 are accepted.

4. Facilities Provided at the Home

4.1 Building and the Gardens

The home is purpose built on one level and provides:

TYPE OF ROOM	NUMBER	SIZE OF ROOM
Single Ensuite	18	9.50 m ²
Single Ensuite	10	14.5 m ²
Single Ensuite	14	13.6 m ²
Double Ensuite	5	15 m ²
Back Atrium/Sanctuary		9.6 m ²
Green Room		15.36 m ²
Reed Room		23 m ²
Rose Room		37 m ²
Front Atrium		23 m ²
Sun Room		31 m ²
Garden Room		32 m ²
Treatment Room		18 m ²
Dining Room		59.8 m ²
Prayer Room		2.9 m ²
Hairdressing Room		7.5 m ²
Smoking Room		5.7 m ²

- There are five sitting rooms. One is reserved for residents to meet visitors.
- There are two casual sitting areas.
- There is one dining room.
- There is a room for the hairdressers.
- There is a smoking room.
- There is a small oratory.
- The home is equipped with an addressable Fire Alarm System and a wireless Call Bell System.
- There are five toilets which can be accessed by wheelchairs.
- There is one hoist toilet.
- All laundry will be collected from the resident's room each day and returned to them within 48 hours washed and ironed.
- All clothing will be labelled with the resident's name.
- The garden is 1/2 acre in size, accessible to residents. There is one enclosed garden. Ramps are provided for the use of wheelchairs.

Bedroom Number	Bedroom Type
St Ellen's	
1,2,3	Double Room E-Suite (Toilet & Shower)
4,5,6,7	Single Room E-Suite (Toilet & Shower)
St Bridget's	
9	Double Room E-Suite (Toilet & Shower)
10,11,12,13,14,15,16	Single Room E-Suite (Toilet & Shower)
St Mary's	
17, 18, 19, 20, 21, 22, 23	Single Room E-Suite (Toilet & Shower)
24	Double Room E-Suite (Toilet & Shower)
St Catherine's	
25, 26, 27, 28, 29, 30, 31, 32, 33, 34	Single Room E-Suite (Toilet & Shower)
Susan's	
35 ,36, 37 38, 39, 40, 41, 42, 43, 44, 45, 46, 47,48	Single Room E-Suite (Toilet & Shower)
Toilets	
Atrium	Two Communal Toilets
Alongside Dining Room	Two Communal Toilets
Susan's	One Communal Toilet
St Catherine's	Visitors Toilets (One Male and One Female)

4.2 Equipment

- The Home has three mobile hoists plus other aids to mobility to help in the safe and comfortable moving and handling of Residents who have been assessed as needing this assistance.
- There are 6 bedrooms with ceiling hoists
- All rooms have adjustable/ high/low fully profiling beds.
- The home has pressure-relieving equipment. This is used when a Residents Assessment indicates its need.

5. Staffing Arrangements

5.1 Staffing Levels for 52 residents

POSITION	Whole Time Equivalent
Nursing	8.6
ADoN	1
Director of Nursing	1
Clinical Nurse Manager	0.75
Care Assistants	19
Housekeeping	2.7
Cook	1.6
Kitchen Assistant	1
Administrator	1
Activities	1.7
Maintenance	1

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

5.2 The Registered Providers

The registered provider is Inishan Nursing Home and Co. Ltd.
The Directors of which are Mary and Shane Mc Cabe

Mary Mc Cabe is a Registered General Nurse with 10 years experience in Oncology care. Mary has been involved in the Private Nursing Home sector since 1994 and became Director of Nursing in Padre Pio House in 2001.

Mary is Director of Nursing . Contact Details: Padre Pio House, Churchtown, Mallow, Co. Cork Tel 022 23789. Email mary@padrepiohouse.ie

Shane Mc Cabe has a business background both in Ireland and abroad and has been involved in the Private Nursing Home sector since 1994.

Shane is the Registered Provider Nominee and is responsible for HR and Finance. Contact Details: Padre Pio House, Churchtown, Mallow, Co. Cork Tel 022 23789. Email shane@padrepiohouse.ie

5.3 Assistant Director of Nursing

Elaine Murphy RPN, DIP, MSC is a Registered Psychiatric Nurse.

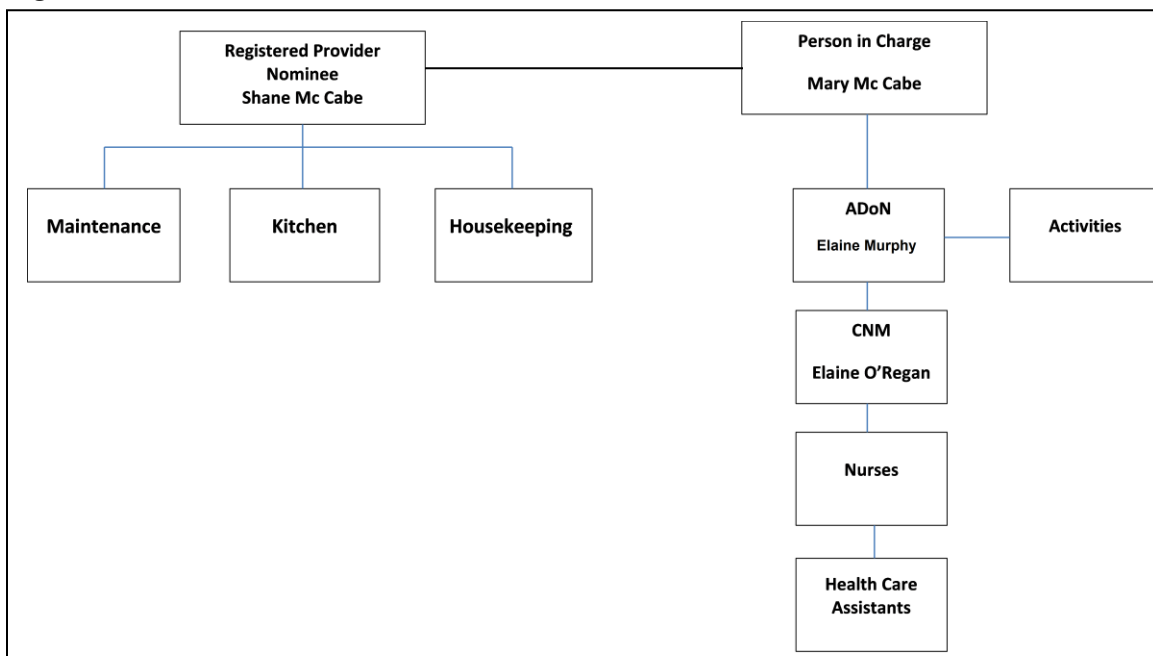
Elaine has previous experience at Senior Nursing and Clinical Nurse Management Levels. She has a Diploma in Gerontology Nursing a Masters Degree in Nursing from UCC and a Diploma in Health Services Management.

Contact Details: Padre Pio House, Churchtown, Mallow, Co. Cork Tel 022 23789. Email elaine.murphy@padrepiohouse.ie

5.3b Elaine O'Regan is a Registered General Nurse. Having worked in Padre Pio House since 2000. Elaine took up the position of CNM in July 2017. She has completed the LEO programme and has a QQI Level 6 Nursing Home Management Qualification.

Contact Details: Padre Pio House, Churchtown, Mallow, Co. Cork Tel 022 23789. Email elaine@padrepiohouse.ie

5.4 Organisational Structure



5.5 Staff Training

1. All staff members complete an induction programme on joining the care team.
2. All Care Assistants are recruited with a FETAC level 5 qualifications or equivalent or commence training to this level within two years of starting.

Padre Pio House caters for 52 residents both male and female who require long term Nursing or Personal Care due to being physically frail or suffering from dementia, usually over the age of 60. We also provide short term care and or convalescence care if we have availability.

We employ Registered Nurses and Care Assistants in numbers based on the dependency levels of our residents so we can therefore provide care for Low, Medium, High and Maximum Dependency residents.

6. Occupancy / Resident Profile

Definitions of these dependency levels are based on the Annual Survey Of Long Stay Units and are as follows.

Low Dependency: Persons 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: Persons whose independence is impaired to the extent that he/she requires residential care because the appropriate support and nursing care required cannot be provided in 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: 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

7. Medical

Residents can keep their own G.P. or transfer to the House G.P. Dr. Michael Kennedy. Dr. Kennedy sits twice weekly in the Home and is on call outside these hours.

8. Visiting

There is an open friendly policy regarding visiting hours but we would request that visitors recognise meal times. Visitors can sit with residents in the sitting room or in the private residents' room. We ask that all visitors sign in and out on entering and leaving.

9. Criteria used for admission to the nursing home, including the nursing home's policy and procedures for emergency admissions:

- An assessment of needs will be carried out by Mary Mc Cabe, Elaine Murphy or Elaine O'Regan. If the needs identified by the assessment can be met by the facilities and services on offer at the home a placement will be offered. This decision will be made after consideration of all available sources of information
- After making an offer of a place the resident and their family are invited to visit the Nursing Home if they have not already been.
- The Contract of Care will be discussed and a copy given to the resident or their family
- Emergency admission. An emergency admission can be accepted providing the person or agency referring the service user is able to provide sufficient information for the Director of Nursing or CNM to determine that the prospective resident has needs that can be met by the services and facilities offered at the home. The emergency agreement will state that the admission is short term and the placement could only become long term after a full assessment and review.

10. The arrangements for residents to engage in social activities, leisure pursuits and hobbies.

There is a full activities programme in the home based upon the interests of the residents currently living in the home. Where necessary, external professionals are engaged to complement the skills available in-house.

A programme is published and accessible to all residents. The administrator in consultation with Director of Nursing and Assistant Director of Nursing devises this programmer.

Service/ Activity	Frequency	Accessibility
Activity	Monday	No restrictions
Activity	Tuesday	No restrictions
Hairdresser	Wednesday & Thursday	By Appointment €10
Sonas	Wednesday	No restrictions
Mass + Activity	Thursday	No restrictions
Activity	Friday	No restrictions
Activity	Saturday	
Music	Monday Evening	No restrictions
Music	Every Second Tuesday	
Physiotherapist	As Required	By Appointment €50
Chiropodist	Once a month	By Appointment €25
Reflexology	As Required	By Appointment €50

Padre Pio House is situated in the village of Churchtown therefore the Nursing Home is serviced by a nearby restaurant, public houses and community hall. Whilst there are occasional organised day trips for residents the nursing home will assist you to participate in external activities outside of these arrangements, where possible. Additional costs may be incurred.

11. The arrangements made for consultation with residents about the operation of the home

1. We operate a resident council every 5 weeks in the Dining Room. 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. The meeting is minuted and shared with all residents. In addition comments are discussed with the management of the home to address issues raised/ formulate an action plan.
2. If you have individual comments/ concerns which you do not wish to raise at the resident's council 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 hall

12. The fire precautions and associated emergency procedures in the home.

A Fire Risk Assessment has been carried out and a Fire Procedure developed. Both the assessment and the policies are reviewed and updated regularly. There is an appropriate recording system maintained. The fire alarm is tested every Thursday at 11:25am. This test will consist of the bell being sounded and all fire doors checked for closure.

13. The arrangements made for the residents to attend religious services of their choice.

Residents are free to follow the religion of their choice. A Catholic Mass is conducted in the home every week. We have contacts with ministers from various denominations. We can therefore support residents from different denominations. The Priest who visits once weekly will provide spiritual guidance to residents and staff as required.

Every resident has the right to continue to attend their preferred place of worship while they are physically able to do so.

Considerable comfort is often gained from faith in declining years, even with people who have had little to do with their faith since their childhood. It is an important part of the life and routine of the home and many residents benefit from conversation with people connected with religious organisations.

The home will facilitate the observance of those religious festivals that are appropriate to the faith of the Residents living in the home.

The observance of religious rituals to be carried out prior and post death is assured.

14. Care plan

Your care plan will be developed with your participation within 48 hours of admission. This will be individualised to set out your personal care needs and will provide direction to staff members caring for you.

A review of your care plan will be prompted following your feedback, any changes in your personal needs/ circumstances and will be updated no less frequently than at three-monthly intervals.

To ensure we have your full participation in this process we will formally communicate to you when a review is required and will then set a mutually convenient time to complete the review process.

15. Contract of Care

By agreeing to take up residency within Padre Pio House 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. Copy of contract attached.

16. Privacy and Dignity

We would like you to think of Padre Pio House 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

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

18. COMPLAINTS

Padre Pio House is committed to dealing effectively with any complaints you may have about our service. If we got something wrong we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

WHEN TO USE THIS POLICY

When you complain to us, we will usually respond in the way we explain below. Sometimes, you might be concerned about matters that are not decided by us (e.g. financial assistance under the Nursing Homes Support Scheme) and we will then advise you about how to make your concerns known.

INFORMAL RESOLUTION

If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. He or she will try to resolve it for you there and then. However, they may need time to look into it. This could be up to 5 working days.

If there are any lessons to learn from addressing your complaint, the member of staff will draw them to our attention. If the member of staff can't help, they will explain why and you can then ask for your complaint to be formally investigated.

HOW TO COMPLAIN FORMALLY

You can make a complaint in any of the ways below:

- You can ask for a copy of our complaint form F 15 from the person with whom you are already in contact. Tell them that you want us to investigate your complaint.
- You can get in touch with our Nominated Complaints Officer, Elaine Murphy AdoN, on 022 23789 if you want to make your complaint over the phone.
- You can e mail us at elaine.murphy@padrepiohouse.ie
- You can write a letter to us at the following address: Padre Pio House, Churchtown, Mallow, Co. Cork.

Complaint forms are available from the Nurses Office

Copies of this policy and the complaint form are available in large print.

WHAT SHOULD YOU INCLUDE IN YOUR COMPLAINT

- Remember to state your name, address and telephone number (email if applicable) and whether you are acting on behalf of someone else
- Briefly describe what your complaint is about stating relevant dates and times, if

applicable

- List your specific concerns starting with the most important concern
- Be clear about what you are hoping to achieve (for example an apology, explanation, etc.)
- State your preferred method of communication.

It will assist the Complaints Officer if extra information and/or copies of relevant documents are attached to your complaint.

DEALING WITH YOUR COMPLAINT

We will formally acknowledge your complaint within 5 working days and let you know how we intend to deal with it.

We will ask you to tell us how you would like us to communicate with you.

We will deal with your complaint in an open and honest way.

We will make sure that your dealings with us in the future do not suffer just because you have made a complaint.

If you are making a complaint on behalf of somebody else, we will need their agreement to you acting on their behalf.

INVESTIGATION

We will tell you who we have asked to investigate your complaint. If your complaint is straightforward, we will usually ask somebody from the Nursing Home to look into it and get back to you. If it is more serious, we may ask someone from outside the nursing home to investigate.

We will set out to you our understanding of your complaint and ask you to confirm that we have got it right. We will also ask you to tell us what outcome you are hoping for.

The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you don't want this to happen, it is important that you tell us.

If there is a simple solution to your problem, we may ask you if you are happy to accept this.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 30 working days.

If your complaint is more complex we will:

- Let you know within this time why we think it may take longer to investigate.
- Tell you how long we expect it to take.
- Give you updates every 2 weeks on any progress made.

The person who is investigating your concerns will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised

are. In complex cases, we will draw up an investigation plan.

In some instances, we may ask to meet you to discuss your complaint. Occasionally, we might suggest mediation or another method to try to resolve disputes.

When investigating your complaint, we will look at relevant evidence. This could include files, notes of conversations, letters, emails or whatever may be relevant to your complaint. If necessary, we will talk to the staff or others involved and look at our policies and any guidance.

OUTCOME

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication.

This could be by letter or email. If necessary, we will produce a longer report. We will explain how and why we came to our conclusions.

If we find that we got it wrong, we will tell you what and why it happened. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

If we got it wrong, we will always apologise.

PUTTING THINGS RIGHT

If we didn't do something well, we will aim to put it right. If you have lost out as a result of a mistake on our part we will try to put you back in the position you would have been in if we had got it right.

INDEPENDENT REFEREE UNRESOLVED

If you are unhappy with the response from the person investigating the complaint, you can refer your complaint to a second member of staff, known as the independent referee, Shane Mc Cabe, will review and investigate the complaint following the above steps. Contact Shane at shane@padrepiohouse.ie or Padre Pio House, Churchtown, Mallow, Co Cork. 022 23789

OMBUDSMAN

If we do not succeed in resolving your complaint, you may complain to the Ombudsman. The Ombudsman is independent and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- Have been treated unfairly or received a bad service through some failure on our part
- Have been disadvantaged personally by a service failure.

The Ombudsman expects you to bring your complaint to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

- Telephone: 01 6395600 Lo-Call: 1890223030
- Email: ombudsman@ombudsman.gov.ie
- The Website: www.ombudsman.gov.ie
- Writing to: The Office of the Ombudsman

18 Lower Leeson Street
Dublin 2

LEARNING LESSONS

We take your complaints seriously and try to learn from any mistakes we have made.

Our senior management team considers a summary of all complaints monthly as well as details of any serious complaints.

Where there is a need for change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it by. We will let you know when changes we have promised have been made.

WHAT IF YOU NEED HELP

Our staff will aim to help you make your complaint known to us. If you need extra assistance, we will try to put you in touch with someone who can help.

You may wish to contact Sage Support and Advocacy Service 1850 7194 00 who may be able to assist you.

WHO TO CONTACT

The following are the contact details should you require any information or assistance:

Person in Charge/Director of Nursing: Ms. Mary Mc Cabe

Complaints Officer: Ms. Elaine Murphy ADoN

Independent Referee: Mr. Shane Mc Cabe

For further information about complaints please visit:

www.hiqa.ie/get-touch/report-concern-or-give-feedback

www.ombudsman.gov.ie

19. 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

http://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

Other policies that we adhere to include

Health Act 2000/ 2007

Infection Control Guidelines

Responding to Allegations of Elder Abuse

Medication Management

C: REFERENCES:

Complaint Form: Form F- 15

Complaints Log Book