



Residents' Guide

We would like to extend a warm welcome to you.

We recognize that coming into a care home can be a difficult and stressful time for you and your family. We will do everything we can to make your arrival welcoming, and we aim to help you settle into your new home as smoothly as possible.

This guide provides you with lots of information about the home but should you have any concerns or queries please do not hesitate to speak to Mary, Shane or any member of the team, at any time.

Mary & Shane Mc Cabe

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Mallow
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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.

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, 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.

Some questions you may have:

My Room

What can I bring with me?

You should bring several changes of day and night clothes and footwear, toiletries (toothbrush, toothpaste, brush, razor/make-up) and any walking aids, prostheses and accessories such as glasses, hearing aids that you normally use. Everything will be discreetly labelled with your name.

Am I allowed to put paintings/pictures on the wall?

Of course. Just say it to a member of staff on the floor and we will get Billy to hang them for you.

What type of furniture can I bring into my room?

Some Residents bring in items such as desks, mirrors, statues etc. You will be limited by the space in the room. However, we will endeavour to do our best to make your room homely. If you bring in electrical items, they will need to be PAT tested.

Do I have a TV?

Yes, a TV is provided in your room with several TV channels. You are also welcome to bring in your own TV. It must be secure and not at risk of falling but we will check that.

Are pets allowed to visit?

Yes. We have a very pet friendly home.

Catering

The menu is prepared by our Head Chef and is served on a rotational basis. The menu changes in accordance with the seasons, availability of products and taking into account feedback including from the Residents' Forum.

All individual dietary requirements are catered for – coeliac, diabetic, soft diet and special requests can be pre-ordered.

Where do I take my meals?

Main meals are served in the Dining Room or in a place of your choice. Breakfast is served in your room or the Dining Room. If you wish to dine in your own room please advise a member of staff and meals will be delivered to your room.

Lunch is served between 12.30 and 1.30

Supper between 16.30 and 17.30

Can I order something that is not on the menu?

There is no problem requesting something outside of the menu. Please speak to our Chef or a member of staff with regard to what you like and it will be organised for you.

Laundry

Who does my laundry?

Laundry is managed by Liz in housekeeping. All items of clothing will be labelled discreetly. Woollens will be machine washed. They can be washed by family or friends if you prefer.

We are quite happy to send laundry out to a dry cleaner on your behalf. This service is invoiced with the monthly fees.

Who collects it?

A member of staff will collect your laundry from your room.

Why do I need to label my clothes?

It is important that your clothes are labelled so that the laundered items can be identified as yours and returned to your wardrobe in a timely manner.

Newspapers

Newspapers and Magazines can be ordered for you. Please let your us know which newspaper or magazine you prefer and we will organise them for you.

Description of Care Provided

The home seeks to offer a high standard of nursing care, both clinically and socially. We have facilities for 52 permanent residents.

We provide care for Low, Medium, High and Maximum dependency residents. We also cater for residents who require Respite care.

Staffing

The first staff you will meet will be:

Mary Mc Cabe Director of Nursing

Elaine Murphy Assistant Director of Nursing

Elaine O'Regan Clinical Nurse Manager

Staffing numbers is as follows:

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

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

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 11:45am. This test will consist of the bell being sounded and all fire doors checked for closure.

Social Activities

Padre Pio House is situated in the village of Churchtown therefore the Nursing Home is serviced by a nearby restaurant, two pubs, community hall and church.

The nursing home will assist you to participate in external activities outside of these arrangements, where possible.

There is a computer and iPad available to residents and this has access to the internet and Skype.

Free WiFi is available throughout the house. Staff will be more than happy to get you started if there is a relative you would like to speak to.

The Coffee dock beside the sunroom has tea and coffee facilities.

The Home also has a wheelchair accessible minivan. This is free for outings but charges apply if you would like to use it instead of a taxi for appointments. Please speak with reception.

There is a full activities programme in the home based upon the interests of the residents currently living in the home. The following are scheduled events but please read this in conjunction with the daily activities board.

Service/ Activity	Frequency	Accessibility
Activities with Maureen & Siobhan Evening Music 45's with Irene	Monday	No restrictions
Activities with Maureen & Siobhan. Afternoon Music. 45's with Irene	Tuesday	No restrictions
Hair Salon open 9 - 4	Wednesday & Thursday	Cost incurred
Activities with Maureen & Siobhan. 45's with Teresa	Wednesday	No restrictions
Mass & Activities with Maureen. 45's with Irene	Thursday	No restrictions
Activities with Maureen & Siobhan 45's with Irene	Friday	No restrictions
Activities with Antoinette	Saturday	No restrictions
Physiotherapist	By Appointment	By Appointment Cost incurred
Chiropodist	Once every 6 weeks	Cost incurred 25

Spiritual Services

We welcome people of all denominations, faiths and beliefs. Mass is celebrated in-house every Thursday. In addition to hearing confessions and anointing people on a regular basis, individual spiritual care is also catered for. We have a dedicated prayer room which can be used by the residents at any time.

Healthcare services:

Doctor

You can stay with your own GP or switch over to our local GP.

We would ask that you check whether he or she is prepared to travel. If you are changing GP we ask you complete a change of doctor form.

Our GP visits on Monday and Thursday morning and if required outside of those scheduled visits. Out of hours GP service is provided by Southdoc.

Pharmacist and Medication

You should bring any medication that you are currently taking and any prescriptions, a list of medicines that you usually take, as well as paperwork from your Doctor or hospital relevant to your condition. If you are being discharged from hospital, we will order medications which will be packed by our pharmacist.

Payment and Rate

The room rate includes full nursing care, all meals and laundry service. The simplest payment method is by Direct Debit. The invoice is sent out monthly in arrears.

Fair Deal

This is also known as the Nursing Home Support Scheme. This is where assistance is provided by the State to contribute towards the cost of nursing home care. Applications are made to The HSE, Áras Sláinte, Wilton Road, Cork.

Telephone: 021 4923536/37/38/39/40/41/42

Additional costs

Some services such as hairdressing, physiotherapy, newspapers are extra. The prices of these vary depending on the service itself.

Other additional costs would be non-GMS items (items not covered by your medical card such as vitamins, dressings). There is also a government levy on all GMS items.

Building and Gardens

The home is purpose built on one level and provides

TYPE OF ROOM	NUMBER	SIZE OF ROOM
Single Ensuite	42	9.50 - 14.5 m ²
Double Ensuite	5	15 m ²

Residents are encouraged to bring personal items with them to personalize their room. In addition there are:

- Five sitting rooms. One is reserved for residents to meet visitors.
- Two casual sitting areas.
- One dining room.
- A hairdressing Salon.
- There is a small oratory.
- 5 toilets are wheelchair accessible.
- The gardens are accessible to residents and are landscaped and enclosed.
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Arrangements for Visiting

Potential Residents

We understand that the decision to move into long-term care can be a stressful time. At Padre Pio House we want to make your transition as smooth as possible. Mary or Elaine will be happy to meet with you and your family to give you a tour of the home 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. We operate an open visiting policy within Padre Pio House however to protect our residents we ask that all visitors sign in and out on entering and leaving. Padre Pio House 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.

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: www.hiqa.ie/
Further information from HIQA can be obtained by:

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

Confidence in our Ability/ Complaints and Advocacy

Padre Pio House strives to provide a high-quality service to all residents.

There is a structured process for receiving and acting upon comments, compliments and complaints.

This process is open, honest and strictly confidential and we would urge you to direct your comments to the Director of Nursing in the first instance.

We encourage family participation in your care and therefore welcome comments from anyone acting on your behalf. We will of course check that they have your permission.

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.

Contract of Care

Please see appendix 1 attached

PERSONAL INFORMATION

What happens to my personal information and who protects it?

Data Protection is the safeguarding of the privacy rights of individuals in relation to the processing of personal data. Haven Bay Care Centre aims to protect people's privacy by ensuring that unauthorised or inappropriate access to or use of personal data is prevented. People have a right to expect that any data held about them is protected and held securely.

We aim to:

- collect high quality data
- maintain privacy and confidentiality of service users
- ensure the security of data
- have appropriate safeguard in place for the secondary use of information

In conclusion:

We are delighted that you have chosen Padre Pio House 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 24 hour 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 speak with the Director of Nursing Mary Mc Cabe

Mary Mc Cabe

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