



Billis, Drumalee, Cavan, Co. Cavan

Tel: 049 4327100

Statement of Purpose **and Function** **Information Booklet**

Registration Number: 11/03/0123

Date of Registration: 21st December 2011

Date of expiry: 20th December 2014

Conditions of Registration: Located within Booklet.

Signed: _____

Nominated person on behalf of Provider

Date: _____

Making Our Home Your Home

Contents:

No:	Title:	Page No:
	Introduction	2
1	Mission Statement / Aims/Objectives/Ethos	3
2	Corporate Structure / Governance / Management	4
3	Staffing	5
4	Organisational Structure	6
5	Membership of Nursing Homes Ireland	7
6	Environment	7
7	Occupancy / Residents Profile	8
8	Admission Criteria	9
9	Visiting Arrangements	9/10
10	Consultation & Participation	11
11	Internal Services/Facilities/Activities	11
12	External Facilities / Activities	12
13	Comments / Compliments & Complaints	12
14 / 15 /16	Care Plan / Contract of Care / Safety	13
17	Privacy and Dignity	14
18	Policies that Endorse our Practice	14
19	References	15
20	Appendix 1 - Complaints Procedure	16
21	Conditions of Registration & Inspection Report	17

Introduction

This booklet is designed to complement your residents guide. The details provided below will give you information on the governance and management of Castlemanor 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”.

1. Our Mission / Mission Statement

Castlemanor Nursing Home is committed to providing the highest level of person centred care, in a dignified and respectful manner for its residents and endeavours to foster an ethos of independence and choice where each resident achieves their maximum potential and self worth while living in the home.

Castlemanor Nursing Home strives to deliver the highest standard of nursing and medical care according to their individualised assessments, while providing privacy, dignity and confidentiality to the resident.

Aims:

The aim of the management and staff of Castlemanor Nursing Home is to create an environment which supports the residents to live as independently as their physical and mental health allows. Each resident is supported and encouraged according to their individual routines and preferences.

Castlemanor Nursing Home aims to enhance the life of each resident in the home by fulfilling their expectations and ensuring they are content in their life within the home.

Objectives:

- To carry out a comprehensive pre-assessment where possible, and full assessment on admission for each resident to Castlemanor Nursing Home.
- To develop a multidisciplinary care plan, ensuring that all decisions reflect a partnership between the staff and resident ensuring they are central and paramount in all decision making, to meet their mental, physical and spiritual needs.
- To support residents to live as independently as possible with privacy and dignity.
- To ensure care is evidence based as indicated by the Health Act 2007 (Care and Welfare of residents in Designated Centres for older People) Regulations 2009 and HIQA National Quality Standards for Residents in Care Settings for Older People in Ireland.
- To provide security and stability for all residents in our care.
- To ensure that staff are qualified and trained in delivering care in a professional manner at all times.

Ethos:

To provide a “Home from Home” environment where, people find peace and harmony.

2. Corporate Structure

Castlemanor Nursing Home is a seventy one bedded nursing home established in 2007, situated at Billis, Drumalee, Cavan, Co. Cavan.

Governance/ Management team:

The management and governance of Castlemanor is directed by a team of dedicated and committed members of staff where continuous improvement governs our standards of care.

Management team contacts are:

Name	Position	Contact Details	Professional Registration or relevant qualifications/ experience
Castlemanor Nursing Home Ltd.	Provider	Castlemanor Nursing Home, Billis, Drumalee, Cavan 049 4327100	Limited Company No: 435147
Dermot O' Reilly	Nominated person on behalf of the provider. Company Director & Shareholder	Castlemanor Nursing Home, Billis, Drumalee, Cavan 049 4327100 or Tonylion, Kilnaleck, Co. Cavan	Bachelors Science Certificate in Agriculture. Members Institute Accountancy Technicians of Ireland Experience gained over the past number of years in Care of the Older persons.
Mary Margaret Wright	Director of Care	Castlemanor Nursing Home, Billis, Drumalee, Cavan 049 4327100	Registered General Nurse State Certified Midwife Gerontology FETAC Level 6 More than ten years experience of working in Care of the Older person.
Carmel Frances Hopkins	Deputy Director of Care	Castlemanor Nursing Home, Billis, Drumalee, Cavan 049 4327100	Registered General Nurse Gerontology FETAC Level 6 Ten years experience of working in Care of the Older person.
Ann Kilker	General Manager	Castlemanor Nursing Home, Billis, Drumalee, Cavan 049 4327100 0870606273	Masters Business Administration Management Over twenty years experience of working in care environments.

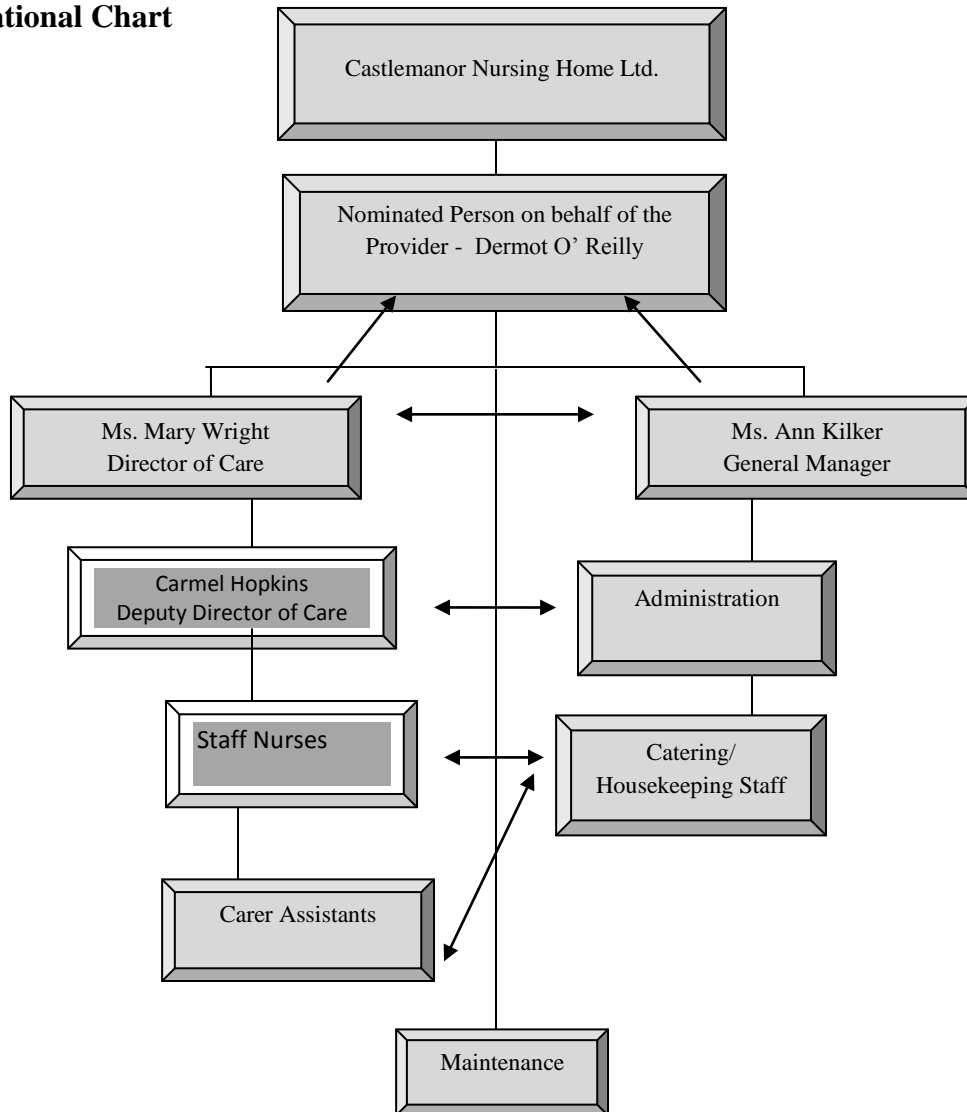
3. Staffing:

Castlemanor Nursing Home employs over 80 staff. The following gives a breakdown time of our staff complement by grade, number employed and whole time equivalent numbers:

Position	Grade	No: Employed	No. Of Whole Time Equivalents
Management	Registered General Nurse/ State Certified Midwife / Masters Business Management	2.5	2.5
Nursing	Registered General Nurse	17	11
Care Assistants	FETAC Level 4/5/6 Nursing studies/ Care of the Older Person	44	38.5
Recreation staff	FETAC LEVEL 5 Care of the Older Person	3	1.5
Cooks	City & Guilds of London Institute 706/1 & 706/2 Professional Cookery National Tourism Certification Mandatory Training Food Hygiene/Manual Handling/Health & Safety/ Fire Training	3	1.5
Kitchen Assistants	Mandatory Training Food Hygiene/Manual Handling/Health & Safety/ fire Training	6	3.6
Laundry	Mandatory Training Manual Handling/Health & Safety / Infection Control/ Fire Training	2	1.4
Housekeeping	Mandatory Training Manual Handling/Health & Safety/ Infection Control/ Fire Training	7	4
Admin	Mandatory Training	.5	.5

4. CASTLEMANOR NURSING HOME

Organisational Chart



Director of Care:

The Deputy Director of Care, Nursing Staff and Care Assistants, report to the Director of Care. In the absence of, the Director of Care, Nursing Staff and Care Assistants report to the Deputy Director of Care.

General Manager:

Administration, Catering and Housekeeping Staff, report to the General Manager.

All staff must report initially to their head of department and if the problem is not resolved at this level they proceed to the Director of Care, Deputy Director of Care or General Manager.

Maintenance is managed by the nominated person on behalf of the provider.

5. 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.

6. Environment:

Castlemanor is a two storied purpose built user friendly Nursing Home, it can accommodate up to seventy one residents and therefore the maximum number who can be accommodated by registration will be seventy one.

Type of Room:	No:	Dimensions Average metres	Type of Room:	No:	Dimensions in metres
Ensuite Single Bedrooms	69	18 sq M	Laundry	2	26.5 sq M 5.84 sq M
Ensuite Double / Twin Room	1	28.5sq m	Oratory	1	93.7 sq M
Sitting Rooms	4	Ave 36 sq M	Visitors Room	1	11.4 sq M
Dining Rooms by 4 Areas	Lough Inchin-110.8 sq M Lough Rann-11.2 sq M Lough Oughter- 40 sq M Lough Sheelin- 69 sq M		Staff Room	1	16.7 sq M
Multi Sensory	1	6.6 sq M	Staff Changing Rooms	3	7.68 sq M
Reception	1	20.4 sq M	Clinical rooms	2	6.63 sq M
Visitors toilets	1	4.15 sq M	Kitchen	1	60.5 sq M
Nurses Stations	4	14 sq M	Housekeeping	4	5.3 sq M
Hair Salon	1	16.5 sq M	Assisted bathrooms	4	19 sq M
Storage	6	8.5 sq M	Director of Care Office	1	20 sq M
Sluice rooms	4	9.2 sq M	Residents Assisted Toilets	5	4.3 sq M
Recreation/Functions	2	102.3 sq M 11.7 sq M			

7. Occupancy/ Resident profile:

The maximum number of residents accommodated by registration in Castlemanor is 71, ageing from eighteen years upwards. We have sixty nine single bed rooms and one double bed room that can accommodate a couple or anyone who wishes to share a room registered.

We accommodate both female and male residents with the following care needs: General Nursing care, Acquired Brain Injury, Respite care, Convalescence, Palliative Care, Dementia Care, Intellectual, Physical and Sensory Care.

Nursing Care:

General Nursing care is provided according to the following dependency levels:

Low Dependency: This Category refers to people who need support in the community and are 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.

Dementia Specific Unit:

The Dementia Specific unit is located on the ground floor of the nursing home and accommodates thirteen residents, each with their own bedroom and ensuite, a communal sitting room, a multisensory room and access to their own garden. Activities are provided daily in the unit which are targeted at enhancing the lives of its residents. The unit is staffed with a registered staff nurse twenty four hours a day to ensure the safety of the residents.

Nursing Staff are trained in the following areas to deal with the dependency levels of residents:

- Medication Management
- Palliative Care
- Peg feeding
- Catheter and Stoma Care
- Wound care
- Infection Control
- Dementia Care / Challenging Behaviour
- Elder Abuse
- Administering Oxygen

Twenty four hour nursing care is provided.

8. Admission Criteria:

Admissions to Castlemanor may come from acute hospital settings, day hospitals, other long-term care facilities, community healthcare services or through private application.

Except in the case of emergency, all admissions to Castlemanor Nursing Home will have a planned pre-admission assessment whereby the Director of Care or person in Charge will meet with the prospective resident in the home or other referring facility to carry out a full assessment to identify and determine the suitability of the facility to meet their needs.

The families and prospective residents are encouraged to visit the nursing home prior to admission, where possible or view our website on line. (www.castlemanor.ie).

Exclusion Criteria Include:

Those requiring Tracheotomy Care, or residents with extreme Challenging Behaviours.

Management of Emergency Admissions:

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:

- The resident should be accompanied by a chaperone, relative or family friend. A transfer letter, from their GP, or from the Hospital Doctor should accompany the resident or be provided to the nursing home as early as possible.
- The resident must provide his / her PPSN and medical card details if applicable.
- The resident should bring current medication and most recent prescription from their GP or hospital.
- Contact details of the residents next Kin must also be provided and a full admission procedure conducted by nursing staff as per the nursing home admissions policy.

9. Visiting Arrangements:

Potential Residents

The decision to move into long-term care can be a stressful time and the Director of Care will be happy to meet with potential residents and their family or representative to provide a guided tour of the facility and discuss any individual needs and expectations.

Existing Residents

We operate an open visiting policy within Castlemanor Nursing Home, however to protect our residents we ask that all visitors sign in and out on entering and leaving the building. Visitors maybe requested to wait in the designated visitors' area to enable staff to announce their arrival and we ask that they partake in precautionary infection control measures as appropriate.

Castlemanor Nursing Home 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.

Residents who request a family or friend to assist with meals in the dining room are facilitated.

We have a security system in operation to gain entry to the nursing home and a code password is provided to gain access or a member of staff will facilitate entry and out. To gain access to the designated dementia unit visitors must be buzzed in by a member of staff.

Accompanying family or next of kin must sign the visitor's book on arriving and leaving the Nursing Home.

Facilities provided for visiting include:

- Residents individual bed Rooms
- Designated sitting room in each area
- Visitors room
- Coffee dock
- Lobby upstairs and Downstairs
- Grounds and Gardens
- Multi Sensory Room.

Access to telephone is provided in each room, Skype, post, emails and internet/computer facility and facilitator provided.

Social participation is promoted with the involvement of relatives, friends, and advocates with the provision of seasonal occasions, events, birthday parties, religious services and outings to the local community with our own transport.

Telephone Numbers

Castlemanor Phone Number is: 049 4327100

Castlemanor Fax Number is: 049 4327188

Residents may have their own telephone in their room whereby they can receive and make telephone calls. Although the phone line is free, phone calls made from this phone will be charged to the resident.

10. Consultation and Participation

Castlemanor Nursing Home promotes the participation and contribution of its residents in achieving the highest standards according to best practice and our ethos of continuous improvement is reflected in this regard. Feed back is actively sought through the resident, family, resident's committee, advocacy service and staff members. Management respond to issues raised and formulate an action plan.

11. Internal Services and facilities/ Activities:

In order to enhance the care provided and enable residents to fulfil their personal, social and psychological needs the following services and activities are available within Castlemanor Nursing Home.

Service/ Facility/ Activity	Frequency	Accessibility
Hairdresser X 2	Weekly on Wednesday 9-5pm. Weekly on Thursday 1.30pm -5.	Appointment required Cost incurred
Mass	Weekly on Tuesday & Friday 3pm	No restrictions
Religious Services	Notified in Advance	No restrictions
Pastoral Care	Daily	No restrictions
Activities	Daily in designated rooms	No restrictions
Residents Outings	Monday & Thursday	Availability of Bus
Resident Survey/Suggestion box	Discussed in Care Plan Suggestion box available Annual Survey Residents Committee	No restrictions

Therapeutic:

Due to limited access to HSE services, Castlemanor Nursing Home has contract services from professionally registered and supervised therapists to enhance rehabilitation potential. The following therapy services are provided:

Service	Frequency	Accessibility
Physiotherapy	As arranged	Assessment required Cost incurred
Chiropody	First Wednesday of each Month or on request	Appointment required Cost incurred
Optician	On Request & 2 yearly reviews	Domiciliary / No Cost
Psychiatry of Old Age	On Request	Appointment Required
Disability Services	On Request	Appointment Required
Speech Therapist/ SALT Assessment	On Request	Appointment required
Palliative Care	On Request	No Restrictions
Orthotics / Specialised Footwear	On Request	Private or Public
Dietician	On request	No cost
Stoma Care	On Request	No Cost
Occupational Therapy	On request	Appointment required Private or Public

Complementary therapy services are also provided. All therapists are professional in their delivery of Service and are asked to report to a member of our Management team prior to carrying out their service. This is to ensure there is no breach of our health and safety regulations. The following services are provided:

Service	Frequency	Accessibility
Reflexology	On Request	Appointment required Cost incurred
Beautician	On Request	Appointment Required Cost Required
Advocacy	On Request / two hours each week	No restrictions
Computer Training	Mon/Wed/Fri After Lunch	No cost
Literacy Training	On request	No cost

12.External Facilities/ Activities:

Castlemanor Nursing Home is situated in the thriving/ bustling region of Cavan therefore the Nursing Home is serviced by nearby restaurants/ public houses/ libraries/ community halls/ etc. Whilst there are organised day trips for residents, the nursing home will assist participation in external activities outside of these arrangements. Additional costs may be incurred for travelling when our own transport is not available. Families are encouraged to take residents out on excursions and home visits.

13.Comments/Compliments/Complaints:

Castlemanor nursing home 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 Care – Mary Wright, in the first instance or in her absence the Nurse in charge. We encourage family participation and welcome comments from anyone acting on a resident's behalf.

Residents have the option of posting their suggestions or comments in the suggestion box provided in the main lobby.

Advocacy Service is available for two hours each week.

If a resident is dissatisfied with any aspect of the care or service they receive, they must follow the complaints procedure that is in place. All complaints are documented and made available for inspection by Health Information and Quality Standards Authority. See **Appendix 1**. - Full Complaints procedure.

14.Care plan:

Residents care plan will be developed with their participation within 48 hours of admission. This will be individualised to set out personal care, social/recreation and spiritual needs and will provide direction to staff members involved in the delivery of care. A review of care plans will be prompted following feedback, any changes in personal needs/ circumstances and will be updated no less frequently than at three-monthly intervals. To ensure we have full participation in this process we formally communicate with the resident when a review is required and will then set a mutually convenient time to complete the review process. An advocate will be appointed on a resident's behalf where assistance may be required in this area.

15.Contract of Care:

By agreeing to take up residency within Castlemanor Nursing Home residents will have signed a contract of care which ensures a legally binding assurance of high quality care standards and that we have an acknowledgement of the residents commitment to our terms and conditions. A Contract of Care will be issued to each resident and should be returned to Castlemanor Nursing home within the first month of admission.

16.Safety:

The safety of anyone, either residing, visiting or working in Castlemanor nursing home is of paramount importance to us and our policies and procedures reflect best practice in this area.

Fire:

- We operate a test fire alarm every Friday at 4.30pm.
- All fire exits are checked daily at 7.30pm and recorded.
- All staff are trained in fire safety with annual retraining.
- All fire equipment is checked once a month.
- Fire evacuation drills are conducted quarterly.
- Floor plans are provided in each area

Infection Control:

In the event of infection entering the nursing home, measures will be put in place as early as possible to prevent the spread of same. These will be communicated both to residents and visitors. The general public are required to adhere to infection control measures in accordance with our Health and Safety policies.

17. Privacy and Dignity:

We would like you to think of Castlemanor 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.
- asking your permission before any other personnel enters your room.
- Permission to take your photograph.
- Maintaining confidentiality in all matters relating to you.

If you feel your privacy and dignity is being compromised then please inform a member of staff and appropriate action will be taken.

18. Policies that Endorse the Practice in Castlemanor

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:

- The prevention, detection and response to abuse
- Residents personal property and possessions
- Communication
- End of life care
- Recruitment, selection and vetting of staff
- Nutritional needs
- Provision of information for residents
- Maintaining records and confidentiality
- Health and Safety for residents, staff and visitors
- Risk management
- Medications management
- Complaints procedure
- Missing persons, temporary absence and discharge of residents.
- Emergencies procedure
- Behaviour management
- Admissions procedure
- Wound Management
- Infection Control

19. References:

- Health Act 2007 (Care and Welfare of residents in Designated Centre for Older People) Regulations 2010 (as amended)
- National Quality Standards for Residential Care Settings for Older People in Ireland.
- Infection Control Guidelines

20: Complaints Procedure:

Appendix 1



Tel: 049 4327100 Fax: 049 4327188

Email: info@castlemanor.ie. Website: <http://www.castlemanor.ie>

COMPLAINTS PROCEDURE

To Whom It May Concern

If you have a complaint, concern or issue with regards to the care or safety of a resident in Castlemanor, please apply the following procedure:

Contact: - Complaints Officers

1. **Mary Wright - Director of Care – 049 4327100 or the -**
2. **Ann Kilker - General Manager – 049 4327100 or the -**
3. **Staff Nurse on duty, who will inform the Director of Care or General Manager.**

If your complaint is not resolved at this level you can put it in writing to any of the following: -

Ms. Mary Brady
Residents Advocacy Service
Castlemanor Nursing Home, Billis, Drumalee, Co. Cavan
Tel: 0494327100 / 0495552151

Office of the Ombudsman
18 Lower Leeson Street, Dublin 2
Tel : 01 6395600

Signed: _____
Director of Care

General Manager