

# ST. PAPPINS NURSING HOME

## Resident Information Guide

### Residential Care Setting

#### *St. Pappins Nursing Home*

Ballymun Road  
Ballymun  
Dublin 9  
D09 DX39

**Tel:** 01 842 3474  
**Email:** [mcahill@silverstream.ie](mailto:mcahill@silverstream.ie)  
**Web:** [www.silverstream.ie](http://www.silverstream.ie)

### The Health Information and Quality Authority Centre Registration

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### Resident Information Guide

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Every effort has been made to ensure that the information contained in this guide is accurate and accessible, in a format and language that meets your communication requirements. If you have any difficulty reading or understanding the information contained please let a member of your care team know.



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## **A Word From Our CEO**

Our vision is to ensure that our residents come first and that all of our resources are directed towards enhancing their quality of life, in an environment which supports person centred care. Our goal is to reflect best practice and promote innovation in everything we do. Above all we want our residents to be happy.

*Kevin Beary*

**CEO  
Silver Stream Healthcare Group**

## **Welcome**

**We recognise and appreciate that making a transition to residential care can be a challenging time for you and your family, but often knowing what to expect can help you through the first few days, and help you to feel more comfortable in your new surroundings.**

This guide has been prepared to introduce you to your new home. The guide contains information regarding your care, including your health and social care needs. It provides an overview of the care environment and how the nursing home is governed and managed. It will also provide you with a comprehensive introduction to the services and the activities of daily living within the nursing home environment.

As each day passes and you become more familiar with the home, you can use this guide as a reference. We have included space for note taking at the back and if your family members are interested in learning more about the way of life in the nursing home, we can provide additional guides.

Our aim is to make your stay with us as happy and comfortable as possible. We hope that you find the information in this guide useful and that it enables you to quickly settle into your new surroundings.

If you have any questions or would like more information then please let a member of your Care Team know.

Kindest Regards,

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**Person In Charge  
St. Pappins Nursing Home**

## Our Mission

*Silver Stream* is committed to delivering peace of mind to you and your family.

Working in partnership with the wider community, we commit all of our efforts to addressing each individual resident's cognitive, sensory, social, spiritual and physical activities each and every day. We seek to promote and encourage a healthy and happy lifestyle.

In pursuing excellence we take a robust approach to clinical governance and safeguarding, underpinned by national and international standards and legal and regulatory frameworks. We seek to be honest, transparent and fully accountable in all matters.

In our eyes quality of care and quality of life are synonymous. We invest significant resources towards professional development to enable and empower our staff to take ownership of the care *Silver Stream* provides. We want our staff to be happy and believe that care team longevity and tenure is paramount to ensuring that a genuine relationship is established between staff and residents, thus allowing for care planning to be person centred and natural.

**We endeavour to enhance wellbeing through care, comfort and community; and are committed to delivering quality outcomes, providing peace of mind for you and your family.**

## Our Values

As a group we benefit from a shared community and we encourage our residents, staff, family and friends, advocates and representatives, and visitors to communicate and support each other.

We promote an environment that is conducive to all community members being able to access information, raise issues and make suggestions and complaints in the spirit of openness and partnership.

We also place emphasis on communication, consultation and participation between our community members, and the wider community of healthcare professionals, charitable organisations and groups involved with care of the older person. Working together as a group ensures that we are continually exploring new ways to adapt and evolve in order to deliver quality assurance, innovation and continuous improvement.

Choosing residential care is a life changing decision but it can be a hugely positive one. We hope that when you choose *Silver Stream* that you will have a sense of being at home, and know that your family are now joining our family.

## Our Philosophy

Silver Stream's central philosophy is to provide quality person centred care pathways, where residents are offered choice in their way of life and are consulted and participate in decisions regarding their care.

Our vision is to create a community environment where residents are supported and encouraged to retain their highest level of ability, autonomy and independence.

# About St. Pappins Nursing Home

**St. Pappins Nursing Home** is set in the heart of Ballymun, and is home to fifty four residents.

The home has a rich tapestry of history as the building was originally a Catholic Church servicing the local Ballymun Community. The home has retained much of the architecture and features of the original building including the stain glass windows, door ways and ornate stone structures.

Accommodation is configured to address the needs of all potential residents and includes superior single, companion and shared accommodation, with assisted bath and shower rooms.

The home is comfortably furnished with lots of private enclaves and seating areas for residents and visitors. The dining room is bright and spacious and there are a number of smaller lounges and reading areas for residents to enjoy. The mezzanine provides a large recreational space which residents use for many different purposes, from celebrations to arts and crafts classes.

The large enclosed garden offers residents the opportunity to enjoy outdoor pursuits in a safe and secure environment. The landscaped gardens and grounds flourish during the summer months and residents enjoy hosting a programme of outdoor events and activities.

## Find Us

### St. Pappins Nursing Home

Ballymun Road

Ballymun

Dublin 9

D09 DX39

GPS 53.399604, -6.263273

## Get In Touch

**T.** 01 842 3474

**F.** 01 842 0026

**E.** [mcahill@silverstream.ie](mailto:mcahill@silverstream.ie)

**W.** [www.silverstream.ie](http://www.silverstream.ie)



# The Health Information and Quality Authority

The Health Information and Quality Authority (HIQA) is an independent authority established to drive high quality and safe care for people using health and social care services in Ireland.

HIQA's role is to develop standards, inspect and review health and social care services, and support informed decisions on how services are delivered.

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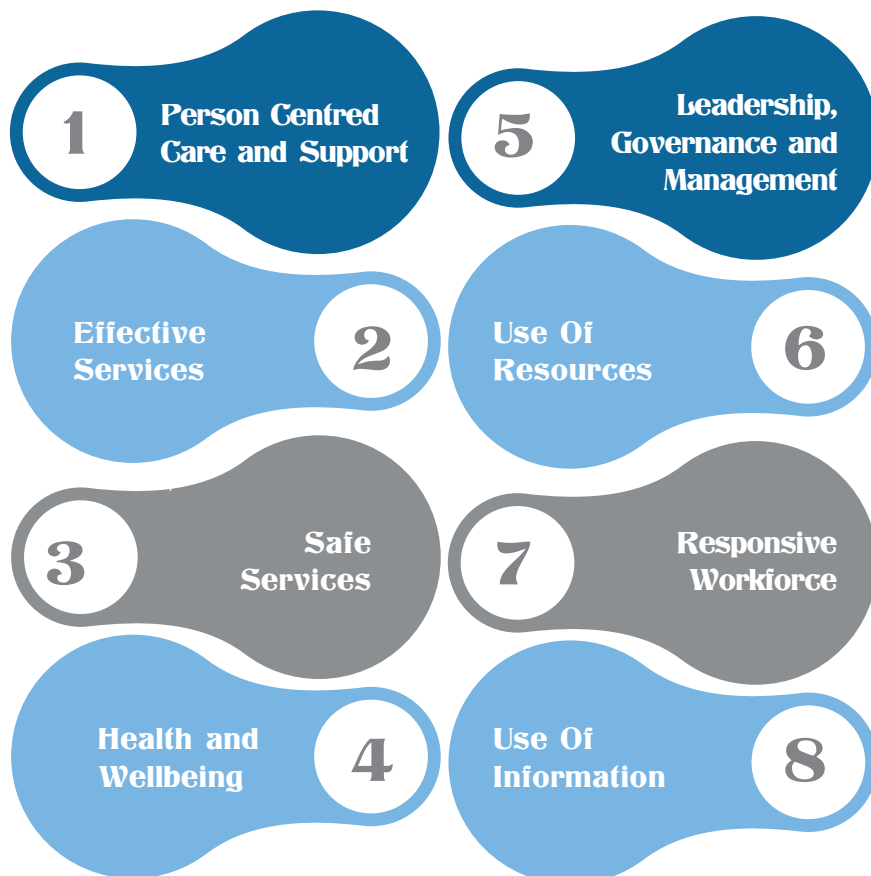
## The Health Act

The Health Act 2007 (as amended) provides the legislative basis for the monitoring, inspection and registration of residential services.

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## National Standards For Residential Care Settings

The National Standards For Residential Care Settings For Older People In Ireland provide guidelines to providers for service provision and management.



*National Standards For Residential Care Settings For Older People Themes*



# HIQA Registration

The Chief Inspector of Social Services, as part of the Health Information and Quality Authority (HIQA), is responsible for the registration of designated residential care centres.

Registration is for three years after which time registered providers must renew the registration of their designated centres.

All designated centres for older people, including all public, private and voluntary centres must be registered with HIQA. Services are only allowed to operate if they are registered and are inspected regularly to ensure a high level of care.

## Statement of Purpose

The Statement of Purpose is a document that describes the purpose and function of a designated residential centre. It helps to ensure that people who use the service, families and all stakeholders have a common understanding of the nature of the service. Standard 5.3.1

The Statement of Purpose sets out the scope and limits of operation of the centre and the provider must at all times operate the centre strictly in accordance with the Statement.

The Statement of Purpose is available publicly and you are welcome to read it at the **Resident's Notice Board** and **Relative's Notice Board**. Standard 5.3.3

## Inspection and Compliance

HIQA's Older People's Inspection Team are legally responsible for the monitoring, inspection and registration of designated nursing homes in Ireland.

The inspection team are from a variety of backgrounds such as nursing, social work, legal, pharmacy and environmental health. All inspectors have been trained to carry out inspections in nursing homes.

The inspectors, usually one or two people, will visit the home and check that an appropriate level of care is being provided. They will do this by measuring the nursing home against the National Quality Standards For Residential Care Settings.

The inspection team will often speak to staff, residents and their relatives and friends to check that everyone is happy with the level of care being provided. They will review documentation including records and audits, care plans, policies and procedures, employee files and health and safety documentation.

Once the inspection is complete the inspection team will prepare a report. The management team of the nursing home will have an opportunity to view and respond to the report before it is published.

Inspection Reports are available at [www.hiqa.ie](http://www.hiqa.ie).

## Person Centred Care and Support **Standard 1**

Person-centred care and support places each resident at the centre of all that **St. Pappins Nursing Home** does. It provides the right support at the right time to enable residents to lead their lives in as fulfilling a way as possible.

A key principle of **St. Pappins Nursing Home** is that residents in receipt of services are central in all aspects of planning, delivery and review of their care. The experience of person-centred services for those living in **St. Pappins Nursing Home** involves a collaborative multidisciplinary partnership between all those involved in the delivery of care and support. Residents and their relatives, with the residents' permission, are central to this partnership.

Residents are actively involved in determining the services they receive and are empowered to exercise their human and individual rights including the right to be treated equally in the allocation of services and supports, the right to refuse a service or some element of a service and the right to exit a particular service or be transferred to another service. Residents make their own choices, participate in the running of services and contribute to the life of the community, in accordance with their wishes. **St. Pappins Nursing Home** ensures that cultural difference is acknowledged and respected in the delivery of care for residents.

**St. Pappins Nursing Home** is cognizant of the capabilities of residents in reaching informed decisions, in addition to our duty of care. When a resident has difficulty in communicating their wishes, **St. Pappins Nursing Home** provides the necessary supports to help them.

Where residents have difficulty in making informed decisions, we will work in close collaboration with the resident and their advocate to try and ascertain the resident's wishes.

At **St. Pappins Nursing Home** we use formal and informal feedback mechanisms, and independent advocacy services, to gain the views of those living in our care, and their relatives will provide residential services with essential information about the service we provide and opportunities for improvement.

## Resident's Rights

At *St. Pappins Nursing Home* the rights of each resident are protected in line with national and international legislation.

Each resident is treated with dignity, respect and kindness. Their equality is promoted and respected in relation to each resident's age, gender, sexual orientation, disability, family status, civil status, race and religious beliefs.<sup>1.1.3</sup>

Each resident receives the appropriate assistance and support they may require to uphold their right to recognition before the law and to exercise their legal capacity. This includes assistance to access legal advice and representation in any forum where their rights are being determined. <sup>Standard 1.1.4</sup>

At *St. Pappins Nursing Home* we endeavour to treat residents equally and different levels of support are provided in accordance with the needs and preferences of each resident.<sup>1.1.6</sup>

Each resident's right to decline care and treatment is respected by the residential service. The reasons for declining care and treatment will be discussed fully with the resident and documented in your care plan. <sup>Standard 1.1.7</sup>

Each resident, where appropriate, is facilitated to make informed decisions, has access to an advocate and their consent is obtained in accordance with legislation and current evidence-based guidelines. <sup>Standard 1.6</sup>

## Privacy Notice or Statement For Residents

At *St. Pappins Nursing Home* we make protection of your Personal Data a high priority, taking all appropriate measures to ensure your rights and data are protected. Our Privacy Notice or Statement For Residents sets out what information we may keep on you, why we need it and how it is used, stored and destroyed when no longer required. Furthermore, within this notice we set out contact details should you want further information or have any concerns.

Information (data) about you is required, to enable us to understand and assess your individual needs and preferences and to assist us to provide the full range of nursing and care services you require.

You have certain rights in relation to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.

If you would like to see the information held on you by our Nursing Home or receive a copy of your personal data please make a Subject Access Request in writing to the Person In Charge.

## **Privacy and Dignity** Standard 1.2

At *St. Pappins Nursing Home* we endeavour to respect the privacy and dignity of our residents at all times. <sup>Standard 1.2.1</sup>

Each resident has an opportunity to be alone, with due regard to their safety. <sup>S 1.2.2</sup>

Privacy and dignity are respected at all times, and particularly in relation to:

- receiving visitors
- personal communications
- expressions of intimacy and sexuality
- personal consultations
- personal examinations
- the provision of intimate and personal care and support
- circumstances where confidential and or sensitive information is being discussed
- access to bedrooms, toilets and bathrooms.

**It is understood that lapses are unacceptable, even when staff are working under pressure.**

**If you feel your privacy and dignity is being compromised then it is important that you let a member of your Care Team, or someone you feel comfortable with, know. Our open door policy is conducive to ensuring that your issues are recognised and responded to within the shortest possible time frame.**

## **Choice** Standard 1.3

At *St. Pappins Nursing Home* each resident has a right to exercise choice and to have their needs and preferences taken into account in the planning, design and delivery of services. The activities of daily life are designed to vary according our resident's needs and preferences, taking into account the different levels of functioning, ability, and interests. <sup>S 1.3.1</sup>

## Your Community

Community is central to **St. Pappins Nursing Homes** mission, vision and values and we welcome you, and your family and friends, to join the **St. Pappins Nursing Home** community. <sup>S 1.4</sup>

You can do so by completing a Community Member form. This form is included in your Admission Pack and should be completed and returned to your Activity Coordinator. You can add as many contacts as you wish and, once you become a community member, you will receive regular communications to keep you informed and up to date on home matters.

All residents are encouraged to join and integrate into our community and your Activity Coordinator is proactive in identifying and facilitating initiatives for participation in the wider community, developing friendships and involvement in local social, educational and professional networks. <sup>S 1.4.2</sup>

## Open Door Policy

We are always on hand to offer support and advice to you and your family. If you are ever experiencing difficulties or have any issues or concerns please speak to a member of your Care Team.

The Person In Charge will be happy to meet with you should you wish to discuss any aspect of your care. If the Person In Charge is unavailable, an appointment can be arranged at Reception.

As a resident you will have a unique perspective on the daily activities of the nursing home environment and with that you will see things differently to any staff, management, volunteers or inspectors visiting the home. If you have any observations, issues or notice anything that you think could be better managed or implemented then please let a member of your Care Team know. Our focus is to continually evolve and improve so your views and comments are always welcome.

## Advocacy

At **St. Pappins Nursing Home** we provide a dedicated Advocacy Services Manager to assist and facilitate residents in accessing advocacy services <sup>1.1.5.</sup>

In the residential care context, advocacy empowers residents to speak out about the things which impact upon their lives and prevent them from realizing their full potential. By working under the direction, and with the consent of residents, the advocate can enable these barriers to be overcome. The advocacy service works through a number of mediums, including the Residents Committee, Relative's Support Group and visitation and companionship.

*If you would like to learn more about Advocacy Services please let a member of your Care Team know, or you may wish to contact our Advocacy Services Manager directly, contact details in [Page 46](#).*



**Resident's  
Committee**



**Relative's  
Committee**



**Visitation and  
Companionship**



## Relative's Information and Support Group Meeting

**St. Pappins Nursing Home** hosts a regular **Relative's Information and Support Group**. The group works in partnership with the nursing home to maintain and improve the quality of life for the residents in the home.

The group meets on a quarterly basis at an agreed date and time, depending on the wishes of the members; and facilitates a close working partnership with residents, relatives, management and staff of the nursing home. The group aims to contribute to, and oversee, effective changes in the nursing home. We also aim to identify opportunities and encourage initiatives to enhance the environment of the home.

We occasionally host information and education seminars at these meetings on topics of interest. All relatives and friends are welcome to attend and we encourage participation as the meetings are a positive and beneficial attribute for both relatives and residents of the nursing home.

The dates and times of upcoming meetings are posted to the **Relative's Notice Board** and on our website; [www.silverstream.ie](http://www.silverstream.ie).



## Volunteer Programme

**St. Pappins Nursing Home** accepts volunteers through the **Silver Stream Volunteer Programme**.

We welcome all relatives, friends and visitors to the home to become a volunteer. Any contribution, no matter how great or small is appreciated by residents. Volunteering can be as simple as reading a newspaper to a group of residents, to teaching a class on flower arranging.

If a member of your family would like to become a volunteer, or you would like to receive a volunteer visit please let your Care Team know.

All volunteers are subject to Garda Vetting and must comply with **Silver Stream Healthcare Group's Volunteer Programme Policy and Guidelines**.



## Residents Committee <sup>1.3.10</sup>

**St. Pappins Nursing Home** has a vibrant and active **Resident's Committee**.

The **Resident's Committee** is a representative group that meets regularly, facilitated by the Advocacy Services Manager, for feedback, consultation and improvement on all matters shaping the activities of daily living within the home.

Issues raised by the **Resident's Committee** are recorded and the Advocacy Services Manager makes representations to the Person In Charge and **Silver Stream Management Team** on behalf of the committee.

Issues raised by the residents' representative group are acknowledged, responded to and recorded, including the actions taken in response to issues raised.

All residents are welcome to join the committee. The dates and times of upcoming meetings are posted to the **Resident's Notice Board**.

If for any reason you are unable to attend the meeting or have difficulty communicating in the committee please speak to your Advocacy Service Manager or Care Team member who will be happy to provide assistance or make a representation on your behalf. <sup>S 1.3.11</sup>



## Feedback

*In addition to the forums listed in this section, **St. Pappins Nursing Home** occasionally asks for your cooperation with:*

- **Suggestions and Comments**
- **Satisfaction Surveys**
- **Feedback Forms**

*Participation is entirely at your discretion and we respect your right to abstain from providing feedback.*



## **Visiting Policy** Standard 1.4

At Silver Steam Nursing Home we encourage residents to develop and maintain personal relationships and links with the community.<sup>1.4.1</sup> Your family and friends are welcome to participate in the activities of daily life within your care environment.<sup>1.4.3</sup>

We operate an open visiting policy within *St. Pappins Nursing Home*, however, to protect our residents we reserve the right to impose restrictions on visiting arrangements where the visit, or time of visit, is deemed to pose a risk or where you, the resident, requests restrictions.<sup>1.4.4</sup>

We also ask that your family refrain from visiting at mealtimes unless providing assistance.

You are welcome to meet with visitors in your room, or in the seating areas of the nursing home including the main lounges and living room.

If you wish to celebrate a special occasion you are welcome to speak with the Person In Charge who will endeavour to accommodate your wishes.

We ask that all visitors to the home be respectful of residents, staff and other visitors. We strive to promote a friendly and homely atmosphere and ask that your family members greet other residents when visiting.

## **Coronavirus / Covid-19 Restrictions 9th March 2020**

Due to the Covid-19 pandemic we are restricting all visits to the home at this time. The PIC will take any queries or arrange an emergency visit in very exceptional circumstances.

## **Car Parking**

There are a number of car parking spaces in the grounds of the nursing home which you are welcome to use. The company accepts no liability for damage to cars parked on site or their contents and we ask that you be careful not to leave any valuables in your car.

We also ask that you adhere to the parking restrictions at the entrance to the nursing home. Violation of these parking restrictions can inhibit the emergency services access to the nursing home so we ask that you are vigilant not to park, or allow others to park in these areas.

## Communications

At *St. Pappins Nursing Home* we recognise that residents may wish to communicate with family and friends online. WiFi is now available throughout the home. <sup>S 1.4.5</sup>

## Television and Home Entertainment

There are televisions in the main lounge areas of the nursing home. Your room is also furnished with a television set and all sets are maintained by the nursing home.

If you wish to bring your own television or home entertainment system you are welcome to do so. Please speak with the Person In Charge to ensure that we have the appropriate facilities in place.

## Internet Access

*St. Pappins Nursing Home* now has WiFi which can be accessed on the 'GUEST' network. The password for connecting to the network is: SILVERSTREAM

## Telephones

You are welcome to have a private telephone line installed in your room should you wish. You are also welcome to use your personal mobile phone in the nursing home but we ask that consideration be given to others in the home.

## Postal Service

There is a daily postal delivery to and from the home. If you are a new resident you should ensure to notify the post office of your change of address. All post should be marked with your name and the address **St. Pappins Nursing Home | Ballymun Road | Ballymun | Dublin 9 | D09 DX39**. All post received will be distributed directly to your room.

If you wish to post an item please give the item to Reception. Postage stamps are also available from Reception.

## Library

*St. Pappins Nursing Home* has an small library of books, which residents are welcome to read at any time. There are lots of private reading areas throughout the home. A selection of reading materials, including daily newspapers, is available from reception.

If you would like a particular book sourced please ask your **Activity Coordinator**.



## Your Information

At *St. Pappins Nursing Home* we endeavour to provide our residents with information in a format that is appropriate to the information and communications abilities of each resident.

Standard 1.5

We provide all residents with access to information in both digital and published documentation. Across you will find a list of all of the mediums through which you can access information and a member of your Care Team will be happy to help should you require further assistance.

## Website

*St. Pappins Nursing Home* website [www.silverstream.ie](http://www.silverstream.ie) has all of the latest news and up to date information on the happenings across the group. You will find practical information such as meeting notes and times, events and activities information, as well as contact names and details.

We regularly post all of the latest news and developments to our news section and its a great way to link in with our community.

### *Publishing*

Resident Notice Board  
Relative's Notice Board  
Statement of Purpose  
National Standards  
Resident Information Guide  
Policies and Procedures  
The Health Act  
Silver Stream Brochure  
Information Guides

### *Online*

[www.silverstream.ie](http://www.silverstream.ie)  
Community Area  
Email  
Text Message  
Social Media  
Facebook  
Twitter  
Linked In  
Instagram

## Social Media

*St. Pappins Nursing Home* engages in social media including **Facebook** and **Twitter**. Please visit our website [www.silverstream.ie](http://www.silverstream.ie) and click on the social media links on our home page, they will direct you to our social media sites where you can add us as a friend or follow us.

Using the website and social media is the easiest way to keep up to date with all of the latest developments across the group.

If you have anything you would like to add, post or share on the company website or social media then please let a member of your Care Team know.

All *St. Pappins Nursing Home* residents have a right to privacy. We ask that visitors to the home refrain from posting any information or photography to personal social media accounts, that may infringe on the residents privacy.

## Photography

Occasionally at events and activities we take photographs of residents and your relatives and friends. We sometimes wish to use these photographs in our newsletter, social media posts etc.

If we wish to use a photograph we will ask for your consent or that of your Next Of Kin or nominated representative. No resident's photograph will be published without prior consent. All photography will be cross referenced with the nursing home and you will be contacted should a request for use of photography arise. Permission to use photography is completely at your discretion.

# Making A Complaint

At *St. Pappins Nursing Home* each resident's complaints and concerns are listened to and acted upon in a timely, supportive and effective manner. Standard 1.7

Our complaint's procedure is guided by legislation and regulations, local and national policy and takes account of best practice guidelines. Standard 1.7.1

We encourage and support you to express any concerns safely and reassure residents and their family and representatives, that there are no adverse consequences for raising an issue of concern, whether informally or through the formal complaints procedure. Standard 1.7.2

We encourage a culture of openness and transparency that welcomes feedback, the raising of concerns and the making of suggestions and complaints. These are seen as a valuable source of information and are used to make improvements in the service provided.

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In the first instance concerns should be reported immediately to the Staff Nurse on Duty. These concerns are addressed and recorded immediately at local level and, where appropriate, without recourse to the formal complaints procedure, unless the resident wishes otherwise. Standard 1.7.5

With recourse to a formal complaint, all complaints or concerns should be reported to the Staff Nurse on Duty. The complaint is recorded and forwarded to the Person In Charge. The Person In Charge is responsible for the management of all complaints.

*Caitriona Hayden | Person In Charge | St. Pappins Nursing Home <sup>(1)</sup>*

Upon receipt, the complaint will be acknowledged and the Person In Charge will explain the stages and timescales of the process. Depending of the nature of the complaint the Person In Charge may have to follow differing routes of investigation so timescales may vary, but we ensure complaints will be taken seriously and resolution will be sought in a timely manner. Standard 1.7.6

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## Confidentiality

A register of complaints is maintained in the nursing home that includes all details of investigations and outcomes. All information is confidential and protected under the Data Protection Act.

## Appealing a Complaint

Where resolution of the complaint with the Person In Charge is not possible, or if you are unhappy with the outcome, the complainant has recourse to bring the complaint to the Appeals Officer.

*Bláthnaid Hart | Appeals Officer | Silver Stream Healthcare Group <sup>(3)</sup>*

## Assistance With Complaints

St. Pappins Nursing Home provides a dedicated Advocacy Services Manager, who is available to give support and offer assistance when making a complaint or reporting a concern. Standard 1.7.3

Martin Bray  
Advocacy Services Manager



A letter of appeal should be directed to the Appeals officer and all information and documentation should be included. A meeting may be arranged with the Appeals Officer to discuss the complaint and the outcomes from the previous investigation.

The complaint will be reviewed and independently investigated within the requirements of current legislation, relevant regulations and national guidelines. A formal report will be prepared, the outcome of which will be conveyed to the complainant in writing and the complainant may be invited to attend a meeting to discuss the outcome.

## Outcomes

The Person In Charge ensures that complaints and comments are raised at team meetings for feedback and future learning. Measures required for improvement are put in place. Staff receive education in relation to management of complaints and annual audits of complaints are carried out to determine compliance.

Once the complaint has been investigated and the Person In Charge will contact the complainant to convey the outcomes. The outcome of the complaint will be conveyed in writing.

## Referral Of Complaints

If at any stage you are unhappy with the process of investigation you are welcome to refer your complaint to the bodies below:

**Office of The Ombudsman** | 18 Lower Leeson Street • Dublin 2 • D02 HE97

T. 01 639 5600 | F. 01 639 5674 | E. [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

### **Health Service Executive**

If you wish to make a complaint to the Health Service Executive you can do so through their online comments service. <http://www.hse.ie/eng/services/yourhealthservice>.

### **The Health Information and Quality Authority**

HIQA welcome information about designated centres, or any concerns people may have about the health or social care services they are receiving. While HIQA do not have the legal power to investigate individual complaints, they do review all information or concerns about services they receive and assess them against the regulations and the standards.

If there is a serious risk to the health and welfare of service users, the Authority may decide to take appropriate action in relation to that service. The Authority may also undertake, or be required by the Minister of Health to undertake, an investigation into the safety, quality and standard of healthcare services.

Concerns About Services | Health Information and Quality Authority

George's Court | George's Lane | Smithfield | Dublin 7

T. 021 240 9646 | E. [concerns@hiqa.ie](mailto:concerns@hiqa.ie)

**If you have any concerns or wish to raise any issues directly with Silver Stream Healthcare Group Management Team then please visit [www.silverstream.ie](http://www.silverstream.ie).**

## Admission, Discharge and Transfer

Prior to your admission you will have visited the home and received a comprehensive care needs assessment. The assessment has gathered comprehensive information on your medical, social, spiritual and psychological needs to ensure that we have a clear understanding of your needs.

To ensure continuity of care we will ask for information from your G.P. or previous healthcare provider, and others who have been involved in your care prior to your admission.

Your Care Team will prepare for your admission and you will have an opportunity to meet your Care Team members during your first few days in the home.

**St. Pappins Nursing Home** has a policy for admission, discharge and transfer of residents. <sup>S 2.8.1</sup> which residents are welcome to view.

*\* If a resident is absent from the home, their bed will not be made available to other individuals in need of respite or short term care.* <sup>1.2.5</sup>



At **St. Pappins Nursing Home** each resident is encouraged to work out a structure to their daily lives that best reflects their goals, activities, needs and preferences and are assisted in doing so, if required. <sup>Standard 1.3.3</sup>

The activities of daily living, including mealtimes, provide opportunities for social interaction. Social, religious and cultural beliefs and values are respected and valued in the everyday activities of the residential service. <sup>Standard 1.3.4</sup>

Each resident's preferences are taken into account in relation to their daily living activities. <sup>Standard 1.3.5</sup>

Each resident's preferences, their dietary requirements and cultural and religious beliefs, are taken into account in relation to mealtimes and food provided. <sup>Standard 1.3.6</sup>



There are no set times for getting up in the mornings or going to bed. Our staff are here to suit your preferred living arrangements.

However we do encourage all residents to be as active as possible and to participate in the daily life of the home, once of course you feel you are able to do so. <sup>Standard 1.3.6</sup>



## Personal Appearance

Each resident's preferences to personal appearance is respected. Standard 1.2.8

### Hair and Beauty

A professional hairdresser visits the home on Tuesdays. Appointments can be arranged directly with the service provider or through Reception.

A comprehensive list of services, including prices, is available at Reception.

Fees will be included in your monthly invoice.



### Your Name and Title Preference

Each resident's wishes with regard to how they would like to be addressed is ascertained and respected. Standard 1.2.10



### Pets and Animals

Family pets are welcome to visit but its best to check with the Person In Charge before bringing them along. If you wish for your pet to accompany you to live in the home, please consult with the Person In Charge who will provide you with details of the policies and procedures in place.

The home has visiting dogs through Irish Therapy Dogs.



### Gardens and Grounds

The garden is an integral part of our tranquil environment and we encourage you to use the garden as much as possible, weather permitting. For health and safety reasons it is always a good idea to let a member of staff know that you are going to the garden.

If you wish to partake in outdoor activities please speak to your Activity Coordinator. Standard 1.3.8

## Menu and Mealtimes Standards 1.3.6

## Dietary Requirements Standards 1.3.6

Meals and beverages are prepared on site and home cooked to the highest standards by our in house chefs. Menus are posted in the dining room and changed daily with a choice available at each sitting. There are three main meals each day and there are always healthy and nutritious snacks and drinks available. A choice of menu is provided at each setting. We aim to provide a variety of foods and place emphasis on traditional, homely meals.

Meal times are important communal occasions so we encourage you to use the dining room, although meals can be served by tray service to your own room if preferred.

We ask that your family and friends refrain from visiting during mealtimes, unless assisting.

The catering department will be happy to address any specific dietary choices or food preferences you may have, and if you have any favourites or suggestions then please share the with a member of your Care Team or bring them along to the ***Resident's Committee Meeting***.

Menus are displayed on the ***Resident's Notice Board***. Standard 2.2.3

At ***St. Pappins Nursing Home*** there is a clear pathway for referral to the nutrition and dietetics service and speech and language services following the assessment of a resident's nutrition and hydration requirements (where necessary) and which is agreed with the resident. A nutritional treatment plan is developed which takes account of your preferences and recommendations from relevant health professionals, and this plan is communicated to all staff. S 2.2.11

A blue shield-shaped graphic with a white oval at the top containing the word 'Mealtimes' in a cursive font. Below the oval is a table listing mealtimes and their durations, separated by horizontal lines.

Breakfast	8.00am - 9.30am
Morning Tea	10.30am
Lunch	12.30pm to 1.30pm
Afternoon Tea	2.30pm
Evening Meal	4.30pm - 5.30pm
Evening Tea	7.30pm - 8.30pm

## Clothing and Laundry

All clothing is provided by you or your family. All residents choose how to dress and what to wear.

If you require full time assistance with dressing this information will be included in your Care Plan and your Care Team will provide assistance.

If you are attending a special event and wish to have a special outfit prepared, we ask that you let staff know in advance so that we can have everything ready for you.

The nursing home has a dedicated laundry team who provide laundry services for residents. All soiled laundry is collected from your room, and returned in a timely manner.

We kindly ask that all items of clothing are clearly marked with your name before they are brought to the home. A record of your clothing is kept in your care plan so we would ask that you offer us the opportunity to record any new items of clothing.

We ask that you ensure that all name tags are maintained and in the event that the resident or carer notice that an item is missing, that it is reported immediately to the Staff Nurse On Duty.

All laundry charges will appear on your monthly invoice, where not included in your care fees.

## Transport

*St. Pappins Nursing Home* have a close working relationship with local taxi services. If you need to arrange transport then please speak with your Administrator at Reception, who will be happy to organise for you.

Hospital transfers, where not provided by the HSE, will be arranged by your Care Team in consultation with you and your family members.

On group trips or outings, taxis or buses are arranged by the Activities Coordinator. We also have access to the Silver Stream Group Minibus which can carry up to nine people and can accommodate two wheelchairs.



## Effective Services **Standard 2**

Effective services ensure that the appropriate support mechanisms are in place to enable and support residents to lead a fulfilling life. Residents' participation in the care planning process is central to supporting you to identify your goals, needs and preferences and what supports need to be put in place by **St. Pappins Nursing Home** to ensure that these needs are met.

Individual care plans are based on holistic ongoing assessments which identify personal, health, social and recreational goals, where appropriate. Actions in the Care Plan encourage the resident to take an active role in deciding what contributes to quality of life at the various life stages.

Residents can also expect that the individual care plan will change as your circumstances and or need for support changes. The cognitive ability of residents is assessed and they receive the necessary care and supports to maintain a good quality of life. Good, nutritious food and drink are important in supporting and improving the health of residents. Individual choices of food and drink vary, as do dietary needs. Enjoying food and having needs and choices met are an important part of the quality of day-to-day life for residents.

The physical environment in the residential care service is as comfortable and homely as possible for residents. Spaces are clearly signed and arranged to minimise confusion or distress for residents with dementia. Residents are able to spend meaningful time outdoors if they so wish.

When residents require palliative care or end-of-life care, it is delivered with skilled and interdisciplinary attention to pain and other distressing symptoms. Emotional, spiritual and practical support and assistance with complex medical decision-making is provided in a respectful and dignified manner. The goal is to assist with the care needs of residents and their families to achieve the best possible quality of life in accordance with their values, preferences, and beliefs.

Residents who are nearing the end of life will receive timely assistance and support if they want or need it, to discuss and plan for the end of life. Advance care planning provides residents with the opportunity to plan ahead for changes in circumstances, deteriorating health and preferred care. Our end-of-life care encompasses high-quality care, support, choice and control.

## Care Planning

An individual pre-admission assessment is completed before you come to live in *St. Pappins Nursing Home*. Standard 2.1.1

Individual care plans informed by comprehensive assessments are developed with each resident as soon as practicable after their admission. Standard 2.1.2

Each resident is consulted with, and participates in, the development of their individual care plan with the multidisciplinary team. The care plan is reviewed with each Next Of Kin and/or resident and this discussion is noted in the care plan. Standard 2.1.3

Each resident has a care plan that takes account of all aspects of their physical and mental health, personal and social care needs and any supports required to meet those needs, as identified in ongoing assessment. Standard 2.1.4

Referral arrangements are in place to obtain rehabilitative services from health and social care services including: physiotherapy, occupational therapy, specialist nursing, speech and language therapy and other services as required by the resident to help them achieve optimal physical function and independence. Standard 2.1.5

Each resident has access to a copy of their individual care plan in an accessible format. Standard 2.1.6

Each resident's care plan is formally reviewed in accordance with the regulations or more frequently if there is a change in needs or circumstances. The review of the individual care plan is multidisciplinary and is conducted in a manner that ensures the maximum participation of each resident and is agreed with the resident. Issues raised by the resident during the care plan review are followed up by staff and feedback is provided to the resident.

Standard 2.1.7

The review of the individual care plan assesses its effectiveness and takes into account changes in circumstances, new developments and outcomes achieved. It names those responsible for pursuing objectives in the plan within agreed timescales. The review process is recorded and the rationale for any changes documented. Standard 2.1.8

Where a resident declines to engage in the individual care planning process, the Person In Charge ensures that arrangements are made to address their assessed needs and to include their aspirations and wishes insofar as these can be ascertained.

The nutritional status of each resident is assessed on admission, and regularly thereafter, using a validated nutritional screening assessment tool. This is documented in the care plan, so that staff are aware of the nutritional status and therapeutic dietary requirement of each resident. S 2.2.9

## Your Healthcare

### Nursing Care

Upon your arrival at **St. Pappins Nursing Home** you will be assigned a Care Team. An individual Care Plan is completed and it is the responsibility of the Care Team to provide your care based on the information set out in the care plan.

### G.P. Care

A full range of medical services are available through the visiting G.P. Appointments and visits can be arranged through your Care Team. You may also retain the services of your own G.P. if such arrangements can be made prior to admission.

### Physiotherapy

Physiotherapy is provided upon request or in the event that it is recommended by a professional healthcare provider. Appointments can be arranged through your Care Team.

## Specialist and Therapeutic Care

As a resident you will have access to a panel of specialist and ancillary services. You may be referred by your Care Team depending on your care needs, or you may wish to book an appointment. All appointments can be scheduled through your Care Team.

The cost of these services, where not supplied by the HSE or covered under your medical card entitlements, is not included in your fee and will appear on your monthly invoice.

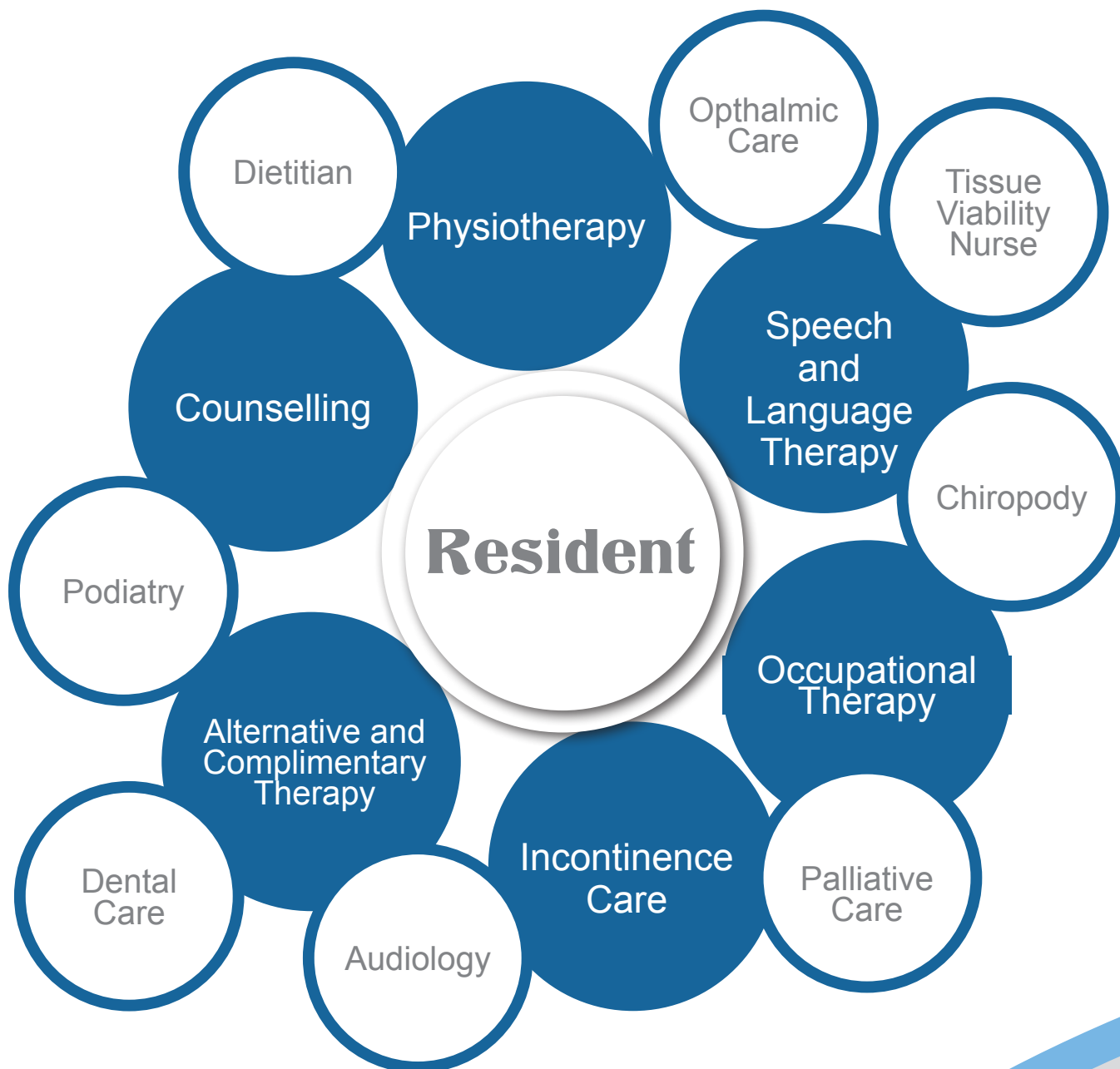
## Continuing Care Options

At **St. Pappins Nursing Home** we provide focused care options for individual care needs and will work in consultation with you to ensure that you make the right care choices for you, or your loved one. All care options are inclusive of continuing care options, and your choices will be continually reviewed and adapted as your care needs change or advance.

Each resident will continue to receive care at the end of their life which respects their dignity and autonomy and meets their physical, emotional, social and spiritual needs. Standard 2.5

- Physiotherapy
- Occupational Therapy
- Speech and Language Therapy
- Chiropody
- Ophthalmic
- Dental
- Dietician
- Podiatry
- Audiology
- Alternative and Complementary Therapies
- Tissue Viability Nurse
- Incontinence Nurse
- Counselling
- Palliative Community Care Team
- Psychiatry Of Older Age

## A Multidisciplinary Approach To Care



## **Your Care Environment** <sup>s 2.7</sup>

*St. Pappins Nursing Home* is carefully designed to combine comfort, care and community, <sup>Standard 2.6</sup> providing a care focused design, where residents are comfortable and feel at home while still having access to nursing and safety features.

All accommodation is designed to meet the privacy and dignity of residents and to enhance wellbeing.

Each resident's access to residential services is determined on the basis of fair and transparent criteria. <sup>Standard 2.8</sup>

We ensure that the design and delivery of the home maintains and promotes physical and psychological wellbeing for those who are cognitively impaired while achieving best health and social care outcomes.

The design and layout of the residential service is suitable for its stated purpose. All areas in the premises meet the privacy, dignity and wellbeing of each resident. <sup>Standard 2.7</sup>

## Management and Administration

Reception	Ground Floor
Person In Charge Office	Ground Floor
Assistant Person In Charge Office	Ground Floor
Nursing Station	Ground Floor
Nursing Station	First Floor

## Resident Communal

Dining Room	Ground Floor
Lounge	Ground Floor
Smoking Room	Ground Floor
Oratory	Ground Floor
Garden Area	Ground Floor
Lounge	First Floor
Mezzanine	First Floor

## Resident Bedrooms

Resident Bedroom	35
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## Safe Services **Standard 4**

In *St. Pappins Nursing Home*, a focus on safety and quality improvement becomes part of a service-wide culture and is embedded in our daily practices and processes.

We promote the safety of residents through the assessment of risk, learning from adverse events, near misses and complaints and the implementation of policies and procedures designed to protect you the resident.

Each resident makes decisions about their own life, support services and care in the home and feel safe and secure while living there.

At *St. Pappins Nursing Home* we ensure that residents maintain as much autonomy and independence as possible. This is achieved by ensuring there is a balance between managing the reasonable risks of normal living and ensuring the wellbeing of the resident and others living in our care.

We aim to protect residents from abuse or neglect that cause them harm, distress or violation of their rights. Where abuse is suspected or occurs, the home follows policies and procedures in reporting any concerns of abuse to the relevant authorities.

The personal property and finances of residents are managed in accordance with their wishes. We comply with the Health Information and Quality Authority's standards for the prevention and control of healthcare associated infections and have clear policies and procedures in place for the prevention and control of infection.

Residents take medications to support and improve their health conditions. Many residents are able to manage and take their medications independently. Others require some form of assistance or support.

Medication management covers a number of tasks including assessing, supplying, prescribing, dispensing, administering, reviewing and assisting people with their medications. The home has an overall responsibility to ensure that residents receive effective and safe support to manage their medications when such assistance is required.

Written policies and procedures detail the conditions under which restraint procedures are assessed and used. The use of restraint adheres to international human rights instruments, legislation, regulation, national policy and evidence-based guidelines. It takes the least restrictive effective approach to management, is clearly documented and is subject to review by the appropriate professionals involved in the assessment and interventions with the resident. Any use of restraint is used for the least amount of time possible and if required on more than one occasion is incorporated in the residents' individual care plan with goals and time lines identified to reduce and or discontinue its use, where appropriate. *St. Pappins Nursing Home* is open, transparent and accountable and have effective arrangements in place to manage risk and protect residents from the risk of harm.

We also report on adverse events in accordance with regulations, legislation and national policy. Adverse events are investigated and reviewed in a timely manner and the learning from such events is shared internally with staff in a culture of open disclosure.

## Safeguarding and Protection Standard 3.1

At *St. Pappins Nursing Home* each resident is safeguarded from abuse and neglect and their safety and welfare is promoted.

You have the right to be protected from abuse and we take all reasonable measures to safeguard residents from all forms of abuse and neglect, and there are policies and procedures in place to support this, in line with regulatory requirements. Standard 3.1.1

We endeavour to assist and support our community members to identify and recognise abusive and neglectful behaviour and to develop the knowledge, self-awareness, understanding and skills needed for their own self-care and protection. Standard 3.1.2

All allegations of abuse are reported immediately to the *Person In Charge*, who is the designated *Safeguarding and Protection Officer*.

The *Safeguarding and Protection Officer* is then responsible for the management of the *Safeguarding and Protection* guidelines as set out in the policy. All allegations of abuse are investigated in an effective manner, in accordance with legislative requirements and policies and procedures. S 3.1.5

### *Safeguarding and Protection Team*

The HSE provides Safeguarding and Protection Teams to take reports of elder abuse and provide assistance. The contact details are:

Ms. Mary McNutt | St Mary's Hospital | Phoenix Park | Dublin 20

Tel: 01 6250447 Email: [Safeguarding.cho9@hse.ie](mailto:Safeguarding.cho9@hse.ie)

HSE Information Line | Call Save: 1850 24 1850 | Email: [info@hse.ie](mailto:info@hse.ie)

**If you have any concerns, or think that someone you know is affected by elder abuse issues, then please speak with the Person In Charge or a member of staff you trust.**

(\*Where the person accused of abuse is the Person in Charge or service provider, an independent person is nominated to investigate the matter.) S 3.1.10

### **Risk**

At *St. Pappins Nursing Home* a balanced approach is taken when managing risk-taking and promoting independence, taking the resident's preferences into account. S 1.3.2

### **Restraint**

Arrangements are in place to protect residents from harm, promote bodily integrity, personal liberty and a restraint-free environment in accordance with national policy\*. Standard 3.5



## Policies and Procedures

*St. Pappins Nursing Home* has comprehensive policies and procedures in place to effectively manage and govern the nursing home. You are welcome to view and read our policies and procedures at any time, please ask a member of your Care Team.

## Hospital Visits

If you are ill or require diagnostic tests you may require admission to hospital. Usually this is determined by your Care Team, in consultation with your G.P., where possible. Your Care Team will alert the hospital and coordinate your transfer, including ensuring that the appropriate information is provided. The transfer will be discussed with you, and your Next of Kin will be contacted to inform them, where appropriate.

We understand that requiring admission to hospital can be traumatic and unsettling for an older person.

You are welcome to make provisions in your Care Plan regarding your care choices in the event that you are admitted to hospital, such as who to contact and who you would like to escort you. Advanced care planning, and knowing what to expect, can often reassure you during stressful times.

## Fire Procedures

In the unlikely event of a fire, instructions are located in strategic positions throughout the home. The home is divided into manageable compartments to contain any fire within a small area.

Phoenix Fire provide fire training and management for *Silver Stream Healthcare Group*, and are experienced providers in the nursing home sector. In the event of a fire we ask that you calmly make your way to the nearest fire exit and assemble in the designated safety area. **We ask that you refrain from using the lifts.**

All staff are trained in emergency evacuation, management of internal emergencies and fire safety and will assist you in making a safe evacuation should the need arise.

The fire alarms are tested weekly, every Thursday at approximately 3pm and fire exits are regularly checked. If you hear a continuous alarm at any time of the day or night, this is not a test and you must proceed to the fire exit.

## Medication Management

Residents take medications to support and improve their health conditions. Many residents are able to manage and take their medications independently. Others require some form of assistance or support. Medicines management covers a number of tasks including assessing, supplying, prescribing, dispensing, administering, reviewing and assisting people with their medications. Residential services have an overall responsibility to ensure that residents receive effective and safe support to manage their medications when such assistance is required. Policies and procedures outlining the parameters of the assistance that can be provided should be in place to support this. If you have a medical card entitlement you will be subject to the normal terms and conditions of such, including prescription levy charges.

If you do not have a medical card you may wish to apply for the Drugs Payment Scheme. Under the Drugs Payment Scheme all prescription medication expenses will be capped at a specific amount. All medical card and drug payment scheme applications are at the discretion of the resident or the nominated representative.

Certain prescription levies, drug payment schemes and medical payments are now capped per household rather than per individual. In the event that you are a resident and your spouse or partner remains in the family home, you will need to contact your local HSE office to have a provision included in your entitlements.



**State provided entitlements and eligibility may vary and are sometimes subject to change without notification. If you experience a change in circumstances, regarding your care needs or your finances you may wish to arrange an consultation with the Person In Charge who will offer support and advice regarding who to contact.**

## Infection Prevention and Control

The home is anxious to ensure that the threat of infection to residents, visitors and staff is minimised at all times. We would ask everyone coming to the home to use the hand dispensers provided to disinfect hands thoroughly before entering, and to follow the same procedure before leaving the home. This should be in addition to regular and thorough hand washing which we also strongly recommend.

In the event of an infection outbreak, visiting restrictions will be put in place temporarily to minimise infection. We would ask that anyone who has recently been in contact with residents and suffered an illness to notify us so that we can minimise the risk of infection.

## Your Safety and Security

The safety and security of our residents is of the utmost priority to us.

Access to and from the home is controlled using security devices. Visitors are asked to enter through the front entrance. All visitors are required to sign in the Visitor Book at Reception upon entering and exiting the home.

Depending on your Care Plan you may be free to enter and leave the home as you please. You are required to sign out when leaving the nursing home to ensure that a member of staff knows that you are not on the premises. Depending upon your care needs it may be necessary however to be accompanied by a relative or member of staff.

If you are leaving the nursing home please remember to ensure that you secure the door upon your exit. We also ask that you refrain from holding the door open for others to pass through, as this increases the risk of a resident accidentally absconding from the care environment. If ever in doubt don't hesitate to contact a member of staff and they will be happy to help.

## Personal Property, Belongings and Finances

Personal possessions are respected. The importance of particular items of significance is recognised and residents are facilitated to keep their personal belongings where possible. <sup>S 1.2.7</sup>

We encourage you to bring with you some personal effects and memorabilia such as pictures, family photos, ornaments and plants. Bringing your personal effects can help with the transition to nursing home care, as they help to make surroundings more familiar. We recommend that these are marked with your name and recorded to ensure the security of the items.

Please take special care of spectacles, dentures and other important items which you constantly use. All items should be kept in individual storage when not in use, marked clearly with your name.

We endeavour to ensure that resident's personal property and finances are managed and protected. <sup>Standard 3.6</sup>

We recommend that valuable items such as jewellery, cash or documents are held safely by your relatives or in a specialist storage facility. We would also suggest that additional insurance be obtained by your relatives for high value items which you may wish to keep with you in the home.

No liability, for whatever reason, will be accepted by the home for any loss or damage which may be caused to valuables and personal effects which are brought into the home by the resident, relative or carer.

# Financing Your Healthcare

## Your Care Fees

At *Silver Stream Healthcare Group* care fees are based on the nursing home, care option and accommodation type you choose.

Your schedule of fees and payment method will be discussed and agreed with you prior to your admission, including any additional or ancillary service fees.

Residents are encouraged to manage their own finances but in the event that you are unable to, the Person In Charge will agree a nominated representative to manage your account prior to your admission. All information regarding financial matters will be recorded in your Contract of Care.

## Additional and Ancillary Service Fees

At *St. Pappins Nursing Home* you will have access to health, social and personal care programmes; including a range of ancillary and specialist services.

All additional fees and service charges will be discussed and agreed with you in advance. Where these fees are not covered by your entitlements, or included in your care fees, the fee will appear on your monthly invoice.

## Tax Relief and Allowances

If you are paying your own residential care fees privately, or are paying for another person's care, you may be entitled to claim tax allowances or rebate. You may claim relief for nursing home fees expenditure under the general scheme for tax relief on medical expenses at your highest rate of tax (either 20% or 41%.)

A long stay resident who pays tax under PAYE can apply to have the expenses allowed in their tax credit certificate. We advise you to contact the Revenue Commissioners to check your entitlements prior to, or upon commencement of paying your fees, as the tax allowances can be applied to the current tax year.

For more information about your entitlements and how to apply please visit [www.revenue.ie](http://www.revenue.ie).

## Your Contract Of Care

Prior to admission a Contract of Care will be agreed between you and *St. Pappins Nursing Home*. This contract sets out the terms that are to govern your care and welfare, and will include information regarding your schedule of fees.

Your Contract of Care is issued prior to your admission to *St. Pappins Nursing Home*. The contract must be completed and signed by both the resident, or nominated representative; and the Person In Charge, or nominated representative, prior to admission.

The Person In Charge is available to discuss your Contract of Care with you, and your relatives or nominated representative, where appropriate. If there is any aspect of the contract that you do not understand or would like further clarification on then please do not hesitate to get in touch.

## Your Account Management

*St. Pappins Nursing Home* accounts are managed centrally at *Silver Stream Healthcare Group* Head Office by our Finance Management Team. All bills and statements are issued in advance, on the first of the month.

As per the Contract of Care you must pay within the first week of each month. It is preferable that all fees be collected by monthly direct debit.

Services and goods received during the month, are billed at the next billing period. These goods and services are itemised on each bill.

Should you require clarification on any of the items included in your monthly invoice, please contact the Administrator at Reception the first instance.

## Health and Wellbeing **Standard 4**

**St. Pappins Nursing Home** supports residents so that they continue to enjoy a good quality of life and live their lives in keeping with their own social, cultural and religious beliefs. We strive to create a dynamic environment and conditions where residents can achieve their potential to enjoy complete physical, mental and social wellbeing, as set out in the Healthy Ireland framework.

The quality of life for residents is important in areas including health, physical and cognitive wellbeing, social and emotional development, relationships with family, staff and community, and material wellbeing.

The health needs of each resident is reviewed and they have access to the full range of health and social care services in order to maintain and improve their health status and wellbeing.

Residents' daily lives are meaningful and activities promote engagement and fulfilment and a good quality of life. Each resident has opportunities for new experiences, social participation, recreation, education and lifelong learning. A varied programme of appropriate indoor and outdoor recreational and stimulating activities is offered to residents, which meets their needs and preferences.

**St. Pappins Nursing Home** constantly looks for ways and opportunities to enhance the health and development of residents. Best possible health and wellbeing in all aspects of residents' lives can be achieved through the provision of accessible services based on need and narrowing the gap in health and social care outcomes for those who are more vulnerable.

### **Healthcare**

You will find a comprehensive guide to **Your Healthcare** on [Page 27](#).

## Social Care Programme **Standard 4.2**

Activities are an integral part of the life of each resident, and at **St. Pappins Nursing Home** we provide a broad range of meaningful activities that promote physical health, mental health and wellbeing and opportunities for residents to socialise. <sup>S 4.2.1</sup>

Activities are based on each resident's preferences, interests, past activities and are informed by and recorded in individual care plans. The activity programme takes account of the age, gender and different levels of functioning and ability of each resident and provides for highly dependent residents and those with cognitive and or sensory impairments. <sup>S 4.2.2</sup>

We provide a dedicated Activity Coordinator who is trained to support the activity programme and assist other staff to provide care based activity <sup>S 4.2.3</sup>, focusing on individualised, meaningful activities, occupation and engagement as well as fun and interactive group sessions. <sup>S 4.2.5</sup>

Residents enjoy outdoor recreational activities in the garden and grounds <sup>S 4.2.7</sup> and often take group outings and day trips to places of interest. <sup>S 2.4.6</sup>

The Residents Committee regularly discuss the social care programme and actively participate in the design and planning of the social care programme. Family, friends and volunteers often accompany residents on trips. <sup>S 4.2.9</sup>

All events and activities are posted to the **Resident's Notice Board** and the **Relative's Notice Board**.

***Silver Stream Healthcare Group also has an Activity Coordinator Creative Exchange Programme. Your Activity Coordinator will meet with you shortly after your admission to welcome you to the home and discuss your preferences. A sample activities guide can be found in your Welcome Pack.***

## Spiritual Care

Each Resident is facilitated to observe or abstain from religious practice in accordance with their wishes.<sup>S1.1.8</sup> Religious practice and preference is entirely a matter of personal choice and the nursing home respects your wishes in all spiritual matters.

The home is visited by representatives of different denominations and religious ceremonies are celebrated in the home. Residents who wish to attend religious services may attend their own place of worship with relatives and friends, or residents can discuss alternative options with your Activity Coordinator.

Arrangements for all religious services are posted to the **Resident's Notice Board**.

## Leadership, Governance and Management **Standard 5**

Effective governance in *St. Pappins Nursing Home* is guided by provisions made in Irish and European legislation and national policy documents. It is accomplished by directing and managing activities using good business practices, including the assurance that adequate funds are available to run the business (as monitored via financial audits), objectivity, accountability and integrity.

In an effective governance structure, overall accountability for the delivery of residential services is clearly defined and there are clear lines of accountability at individual, team and service levels so that all people working in *St. Pappins Nursing Home* are aware of their responsibilities and to whom they are accountable.

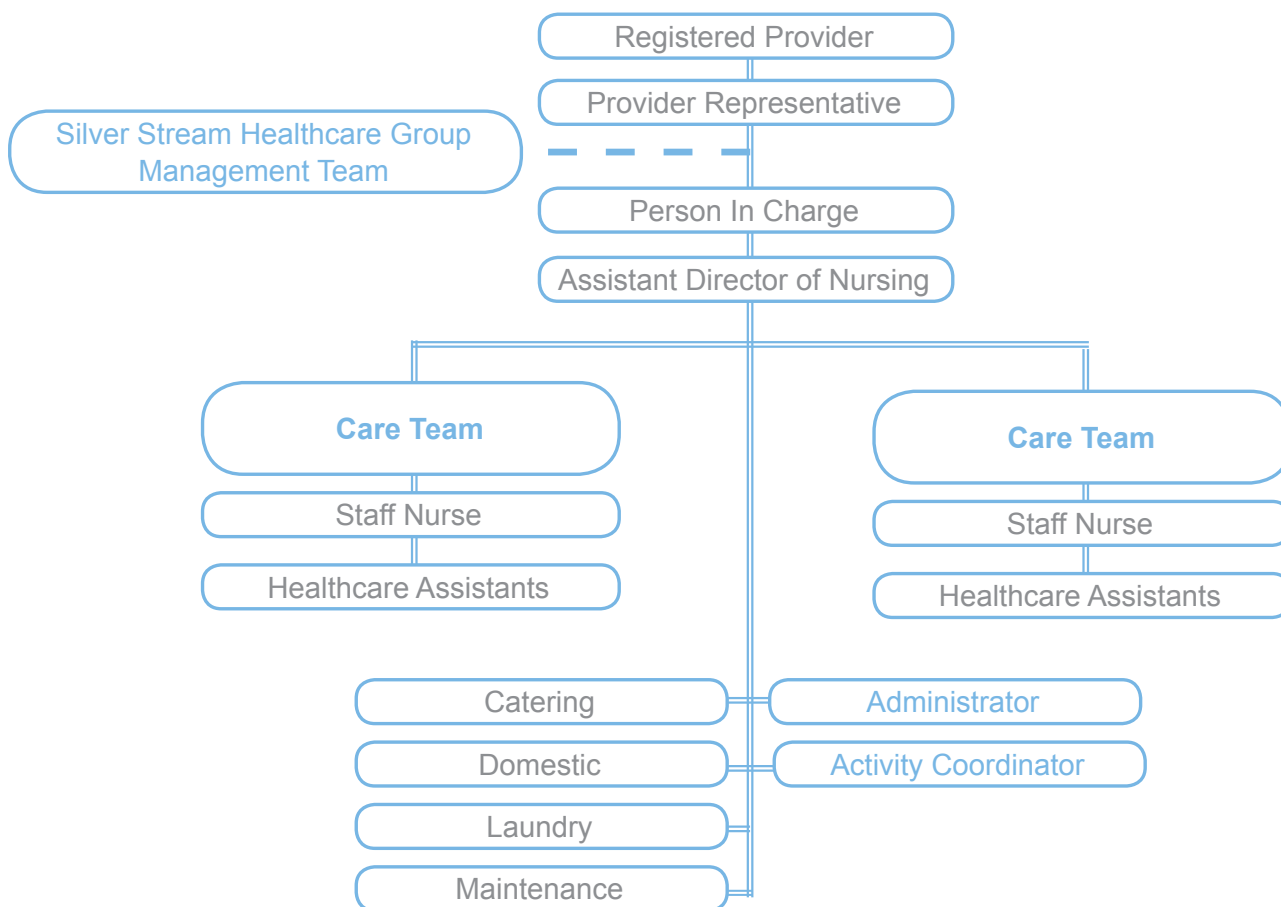
The statement of purpose promotes transparency and responsiveness by accurately describing our aims, objectives and the services provided, including how and where they are provided. Governance systems ensure that service delivery is safe and effective through the ongoing audit and monitoring of our performance.

Effective leadership and management ensure that a service fulfils its statement of purpose and achieves its objectives. The deployment of necessary resources through informed decisions and actions facilitates the delivery of high-quality, effective and safe residential services, supports and care to residents.

The effectiveness of services sourced externally is monitored through formalised agreements. The safety of residential services provided is assured by monitoring compliance with legislation and acting on national policy, standards and recommendations.

At *St. Pappins Nursing Home* we monitor performance to ensure care and support provided is of consistent high quality with minimal variation.

## Leadership, Governance and Management Standard 5



### Meet Your Care Team

*Your Care Team information is included at part of your Welcome Pack.  
For contact details please see Page 46*



## Use Of Resources **Standard 6**

The effective management and use of available financial and human resources is fundamental to delivering person-centred, safe and effective residential services and supports that meet the needs of residents and respect their dignity and wishes.

*St. Pappins Nursing Home* uses resources effectively and seeks opportunities to provide a sustainable and improved service, which achieves better outcomes for residents. Resource decisions take account of the views and needs of residents and the levels of demand on the service. Staff who make decisions on the use of resources are accountable for the decisions made and ensure these decisions are well informed.

S 6.1

## **Responsive Workforce** Standard 7

Each staff member has a key role to play in delivering person-centred, effective and safe residential services and supports to residents. At *St. Pappins Nursing Home* we organise and manage the workforce to ensure that staff have the required skills, experience and competencies to respond to the needs of residents.

Safe recruitment practices ensure that staff have the required qualities, skills, competencies and experience to undertake duties associated with their roles and responsibilities. All staff receive support and supervision to ensure that they perform their job to the best of their ability. The performance of staff is appraised at regular specified intervals.

Staff are registered with their professional body, where relevant, to assure our community that they are competent to deliver safe services to residents. Staff are supported to work as part of a multidisciplinary team in the provision of person-centred, safe and effective care.

Providing residential services for people can be complex and challenging for the staff involved. At *Silver Stream* we listen and respond to the views of staff and protect our workforce from the risk of work-related stress, bullying and harassment. As aspects of service provision change and develop over time, we support staff to continuously update and maintain their knowledge and skills. The training needs of the workforce are monitored on an ongoing basis and identified training needs are addressed to ensure the delivery of high-quality, safe and effective services for residents.

All staff receive specific training in the protection of vulnerable people to ensure that they are well equipped with the knowledge and skills to treat each resident with dignity and respect and to recognise the signs of abuse and or neglect and the action(s) required to protect them from significant harm.

## Recruitment

Safe and effective recruitment practices are in place to recruit staff. Standard 7.1

All of our recruitment and human resources procedures are based on current legislation and best practice. All staff are required to have all of the documentation across to gain employment.

All staff receive a Contract of Employment and a copy of their job description.

Volunteers roles and responsibilities are set out in a written agreement named Volunteer Policy and Guidelines. This document is signed by the volunteer and the Person in Charge.

- Satisfactory Garda Vetting
- Two References
- Confirmation of Identity
- Confirmation of Registration
- Validation of Status
- Verification of Qualifications
- Fitness To Work Certificate

## Training and Professional Development

Staff have the required competencies to manage and deliver person-centred, effective and safe services to all residents. Standard 7.2

Staff are supported and supervised to carry out their duties to protect and promote the care and welfare of all residents. Standard 7.3

Standard 7.4 Training is provided to staff to improve outcomes for all residents. Standard 7.4

We invest a significant amount of resources in on-going staff training and development so that our Care Teams can implement international best practice and have access to the latest developments in gerontology and residential care of the elderly services. We place emphasis on staff training and support so that we can continue to provide high quality care, by staff experienced in care of the older person.

All staff receive mandatory training in the following:

### Healthcare Assistants

- Manual Lifting and Handling
- Fire and Safety
- Health and Safety
- Infection Control
- Responsive Behaviour
- Safeguarding

### Nursing Staff

- Manual Lifting and Handling
- Fire and Safety
- Health and Safety
- Infection Control
- Responsive Behaviour
- Safeguarding
- CPR
- Medication Management
- Dementia Care
- Wound Care
- Palliative Care

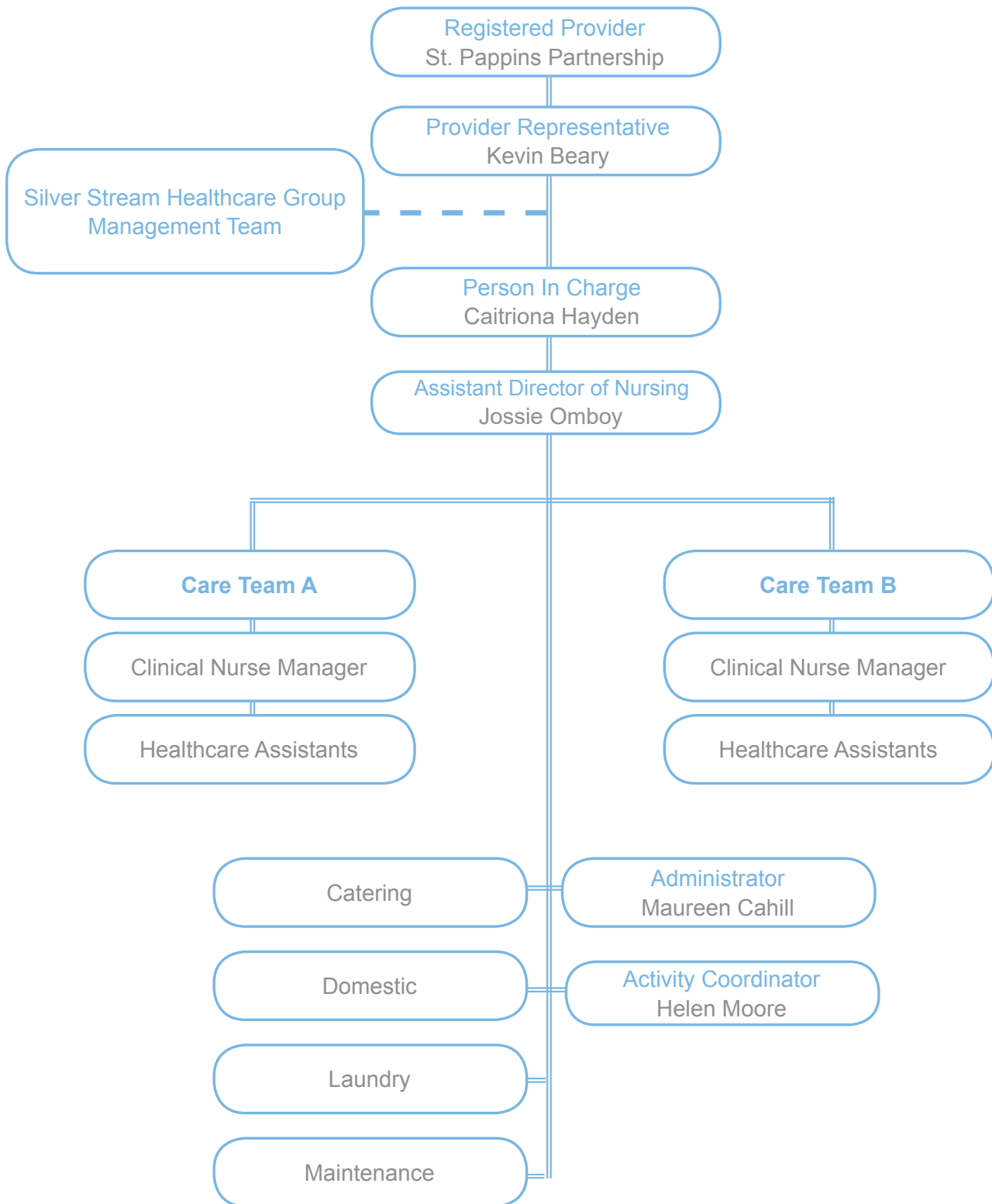
## Use of Information **Standard 8**

Quality information and effective information systems are central to improving the quality of residential services for residents. Quality information, which is accurate, complete, legible, relevant, reliable, timely and valid, is an important resource for **St. Pappins Nursing Home** in planning, managing, delivering and monitoring residential services.

To effectively use the multiple sources of information available, we have systems, including information and communications technology, to ensure the collection and reporting of quality information within the context of effective arrangements for information governance.

Information governance refers to the systems and processes that residential services have in place to manage information to support their immediate and future regulatory, legal, risk, environmental and operational requirements. An information governance framework enables services to ensure all information including personal information is handled securely, efficiently, effectively and in line with legislation. This supports the delivery of person-centred, safe and effective care to residents in **St. Pappins Nursing Home**.

# Leadership, Governance and Management Standard 5



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## **Registered Provider Nominee**

The Registered Provider is St. Pappins Partnership and the nominated representative is Mr. Kevin Beary.

Name: Kevin Beary  
Principle Address: Silver Stream Healthcare Group  
Head Office | Ratoath | Co. Meath | A85 YW73  
Contact: T. 01 825 4265 | E. admin@silverstream.ie

## **The Person In Charge**

Name: Caitriona Hayden  
Principle Address: St. Pappins Nursing Home  
Ballymun Road | Ballymun | Dublin 9 | D09 DX39  
Tel: 01 842 3474  
Email: chayden@silverstream.ie

## **Arrangements When The Person In Charge Is Off Site:**

Caitriona Hayden is the designated Person In Charge for St. Pappins Nursing Home and does not currently hold any other responsibilities within Silver Stream Healthcare Group.

In the event that the Person In Charge, is absent from the home; the Assistant Director of Nursing, is the person responsible for the management of St. Pappins Nursing Home.

In the event that the Person In Charge is absent for a period longer than twenty-eight days a Person In Charge is appointed.

## **Advocacy Services Manager**

Name: Martin Bray  
Principle Address: Silver Stream Healthcare Group  
Head Office | Ratoath | Co. Meath | A85 YW73  
Contact: T. 01 825 4265 | E. mbray@silverstream.ie

## **Activity Coordinator**

Name: Jubin Kumar  
Principle Address: St. Pappins Nursing Home  
Ballymun Road | Ballymun | Dublin 9 | D09 DX39  
Tel: 01 842 3474  
Email: pappins.activity@silverstream.ie



# *Your Notes*

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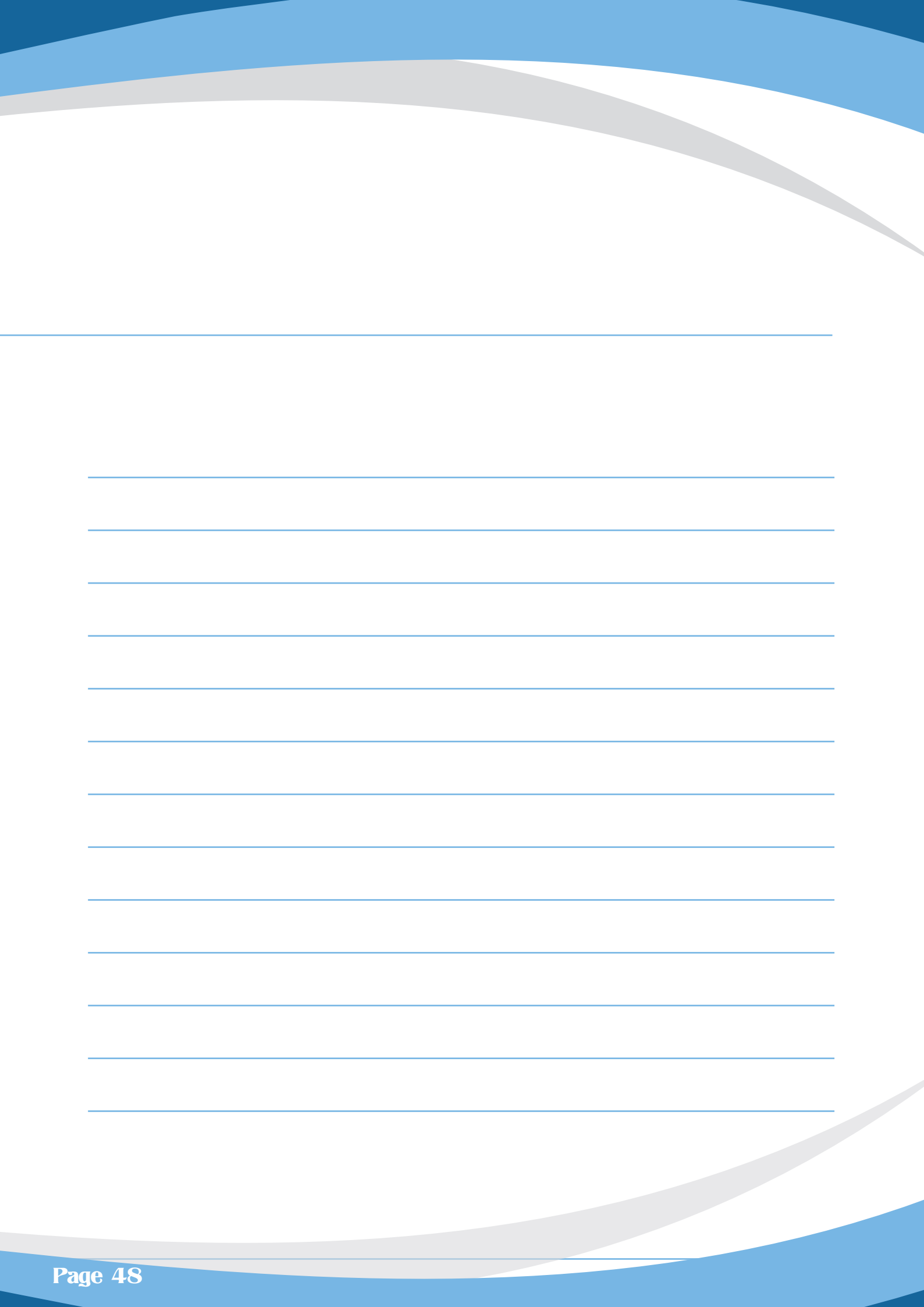
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# Your Guide

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This guide has been prepared as part of Silver Stream Healthcare Group's Resident and Family Support Development Programme. Our aim is to make your stay with us as happy and comfortable as possible. We welcome your comments and suggestions and invite you to let us know if you would like additional information included in this guide.

Please contact Gill Pringle Doyle, Marketing Communications Administrator, on 01 825 4265 or at [gpringle@silverstream.ie](mailto:gpringle@silverstream.ie).

# Disclaimer

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This information guide has been prepared to assist new and prospective residents, and their family and friends, to make a care decision. Every effort has been made to ensure the accuracy of the information at time of print. The information contained is not legally binding and Silver Stream Healthcare Group reserve the right to make changes to this guide as circumstances require.