Deerpark House

Resident Guide

Reviewed 11/2017
Registration number: 4452

Date of Registration: 19.11.2017

Date of Expiry: 18.11.2020

Conditions attached by the Chief Inspector under section 50 of the Act:

**Condition 1:** The designated centre Deerpark House shall be operated at all times in Compliance with the Health Act 2007 as amended from time to time.

**Condition 2:** The designated centre Deerpark House shall be operated at all times in compliance with the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 and the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2009 (as amended, consolidated, restated or replaced from time to time) and in compliance with all other regulations made under the Health Act 2007 as amended from time to time.

**Condition 3:** The designated centre Deerpark House shall be operated at all times in compliance with the National Standards for Residential Care Settings for Older People in Ireland (as amended, consolidated, restated or replaced from time to time) and in compliance with all other standards made under the Health Act 2007 and as the Chief Inspector may notify to the registered provider from time to time.

**Condition 4:** The designated centre Deerpark House shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it.

**Condition 5:** The designated centre Deerpark House shall be operated at all times in accordance with and shall only provide the services set out in its Statement of Purpose, as delivered and amended from time to time in accordance with Regulation 3 of the Health Act 2007 (Care and Welfare of Residents In Designated Centres For Older People) Regulations 2013 (S.I. No. 415 of 2013) (as amended, consolidated, restated or replaced from time to time).

**Condition 6:** No Person under the age of 18 years of age shall be accommodated at the designated centre Deerpark House at any time.

**Condition 7:** The maximum number of persons that may be accommodated at the designated centre Deerpark House is 50.
Welcome

Welcome to Deerpark House Nursing Home.

This document has been designed to provide you with the necessary information required to make an informed choice on your care provider and/or assist you in making your stay with us more comfortable. It will also meet the requirements set out in the ‘National Quality Standards for Residential Care Settings for Older People in Ireland’ laid down by the Health Information and Quality Authority. These standards are enacted by the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009.

This booklet provides an introduction to the care and services provided within Deerpark House. Further information and more detailed explanations of the Governance and Management of the nursing home will be found in the Statement of Purpose and Function document.

Mission Statement:

At Deerpark House we encourage the Residents in our care to maintain control over their lifestyle. Our aim is to ensure freedom of choice, dignity and independence, all within a safe, friendly and homely environment.

To ensure we maintain the homes’ philosophy, our staff are recruited, trained and encouraged to develop their potential to the highest standard.

Deerpark House is committed to assisting our Residents in continuing to lead as active and fulfilling a life as is within their desires and capabilities.

Deerpark House endeavours to involve our Residents in all aspects of their care and lifestyle whenever possible.

Deerpark House will provide support, care and encouragement to our Residents and their families.

Deerpark House provides ample suitable accommodation and care within a safe secure and homely environment.

See also our Statement of Purpose Document.

Deerpark House Nursing Home, Seafield, Bantry, Co. Cork. 027 52711
info@deerparkhouse.ie
Each resident in *Deerpark House* has the right to:

- Receive a contract outlining the rights and obligations of both the nursing home and the resident
- Quality care which is appropriate to his or her needs
- Participate in the formulation of his or her care plans and to be informed of all services that may be relevant to their needs regardless of their immediate availability
- Full information about his or her own state of health and about available treatments
- Maintain control over, and continue to make decisions about, the personal aspects of his or her daily life, financial affairs and possessions
- Be consulted on, and to choose to have an input into, decisions about his or her living arrangements in the home
- Exercise all of their civil and natural rights and to have access to services and activities which are generally available in the community
- Personal privacy.
- Live without being obliged to feel grateful to those providing his or her care and accommodation
- Live in a safe, secure and homelike environment, and to move freely both within and outside the nursing home without undue/unnecessary restrictions
- Maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions or choices, including those within which there is a degree of personal risk
- Take responsibility for their own personal affairs and to undertake daily living tasks of which they are capable
- Be treated with dignity and respect
- Be accepted as an individual and have his or her preferences taken into account
- Be addressed in a form he or she is happy with
- Select and maintain family, social and personal relationships with any other person, both within and outside the nursing home
- Freedom of speech
- Protection from harm and exploitation

Each resident in *Deerpark House* has the responsibility to:

- Respect the rights and needs of other people in the nursing home and to respect the needs of the nursing home community as a whole
- Respect the rights of staff and the proprietor to work in an environment which is free from harassment
- Care for his or her own health and well being in so far as he or she is capable
- Inform his or her General Practitioner, as far as he or she is able, about his or her medical history and his or her current state of health.
Description of care provided/ Occupancy/ Resident profile:

Deerpark House can accommodate up to 50 residents. We employ Registered Nurses and Care Assistants to provide care for a general mix of low dependency, medium dependency, high dependency and maximum dependency residents.

Deerpark House can accommodate up to 50 residents, the maximum number of residents accommodated by Registration will be 50.

We accommodate both female and male dependent residents aged over 18 years.

We offer general Residential Care of the Older Adult, Young Chronic Care, Brain Injury Care, Respite care, Convalescent care, Post operative Care, mild Dementia Care and Palliative Care.

24 hour Registered Nursing Care is provided.

Therapeutic Services:

Due to limited access to HSE services, Deerpark House has employed / contracts services from professionally registered and supervised therapists to enhance your rehabilitation potential. Complementary therapy services are also provided. All therapists are professionally educated and supervised.

The following therapy services are provided:

<table>
<thead>
<tr>
<th>Service</th>
<th>Frequency</th>
<th>Accessibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physiotherapy</td>
<td>As requested</td>
<td>Assessment required</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cost incurred</td>
</tr>
<tr>
<td>Reflexology</td>
<td>As requested</td>
<td>Appointment required</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cost incurred</td>
</tr>
<tr>
<td>Massage</td>
<td>As requested</td>
<td>Appointment required</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cost incurred</td>
</tr>
</tbody>
</table>
Governance/ Management:

The Governance and Management of Deerpark House is directed by a team of dedicated and committed members of staff who continually strive to maintain and raise Standards of Care.

Your management team contacts are:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position Held</th>
<th>Contact Details (address)</th>
<th>Professional Registration or relevant qualifications/experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patricia Kelleher</td>
<td>Registered Provider</td>
<td>Deerpark House, Seafield, Bantry Co Cork</td>
<td>RGN MBS HSM NMBI PIN 039994 Proprietor since 1999</td>
</tr>
<tr>
<td>Sheena Idicula</td>
<td>Person in Charge</td>
<td>Deerpark House, Seafield, Bantry Co Cork</td>
<td>RGN MBS HSM NMBI PIN 097104</td>
</tr>
</tbody>
</table>

Staffing: This figure varies depending on occupancy and dependency levels of Residents. The following gives a break down of the staff complement:

<table>
<thead>
<tr>
<th>Position</th>
<th>No. employed</th>
<th>No. Of Whole Time Equivalents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Nursing</td>
<td>11</td>
<td>10.5</td>
</tr>
<tr>
<td>Care Assistants</td>
<td>24</td>
<td>20</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Maintenance</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Admin/ HR/ Social</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>Kitchen</td>
<td>6</td>
<td>4</td>
</tr>
</tbody>
</table>

*Whole Time Equivalent is the number of staff who would be employed if all staff were employed full-time*
**Services and facilities/ Activities:**

*In order to enhance the care provided and enable you to fulfil your personal, social and psychological needs the following services and activities are available within Deerpark House:*

<table>
<thead>
<tr>
<th>Service/ Facility/ Activity</th>
<th>Frequency</th>
<th>Accessibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and Crafts</td>
<td>Daily</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Activities Program</td>
<td>Daily</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Bantry Active Retirement visits</td>
<td>Variable</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Bird Watching</td>
<td>Weekly</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Chiropody</td>
<td>As required</td>
<td>Appointment / Cost incurred</td>
</tr>
<tr>
<td>Cookery</td>
<td>Variable</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Crosswords</td>
<td>Daily</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Flower Arranging</td>
<td>Variable</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Gardening</td>
<td>Variable</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Hairdresser</td>
<td>Weekly or as required</td>
<td>Appointment / Cost incurred</td>
</tr>
<tr>
<td>“How are you?”</td>
<td>Daily</td>
<td>No restrictions</td>
</tr>
<tr>
<td>* Mass / Communion</td>
<td>Weekly on Monday 11am</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Mobile Library</td>
<td>Variable</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Music Evenings</td>
<td>Monthly</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Poetry</td>
<td>Variable</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Quizzes</td>
<td>Daily</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Reminiscence Therapy</td>
<td>Variable</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Residents Forum</td>
<td>Monthly</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Sonas OPID</td>
<td>Daily</td>
<td>No restrictions</td>
</tr>
<tr>
<td>Writing Group (creative)</td>
<td>Variable</td>
<td>No restrictions</td>
</tr>
</tbody>
</table>

*This is not an exhaustive list, should you require any service not listed, we will endeavour to supply or source it for you.*

* All Religious Denominations are welcome here at Deerpark House. The Church of Ireland Canon and Rectors visit regularly, and are always available for any Resident requiring them outside of these visits. The Methodist Rector is based in Dunmanway and is available when requested to call. We will endeavour at all times to facilitate any reasonable request.

Deerpark House is situated near to the town of Bantry, West Cork therefore the Nursing Home is serviced by nearby hotels / restaurants / public houses / libraries / community halls etc. Whilst there are occasional organised day trips for Residents, the Nursing Home will assist you to participate in external activities outside of these arrangements, where possible. Additional costs may be incurred (e.g. taxi fare, entrance fee re cinema etc.).

Deerpark House Nursing Home, Seafield, Bantry, Co. Cork. 027 52711

info@deerparkhouse.ie
Admission Criteria:

Admissions to Deerpark House are arranged by appointment following a pre-admission assessment of your needs. This is to ensure that we have all the necessary equipment, knowledge and competency to meet your care needs, etc. We understand that the decision to move into long-term care can be a stressful time. At Deerpark House we want to make your transition as smooth as possible. Our Person in Charge or her Deputy will be happy to meet with you and your family to give you a tour of the building and discuss any personal needs you may have. In order to ensure you receive our uninterrupted attention we would ask that you kindly schedule an appointment in the first instance.

We understand that in exceptional cases, where there is no alternative available, emergency admissions are necessary. Each of these cases will be assessed on an Individual basis in conjunction with the Resident (where applicable), Family members and the Medical Practitioner.

Please Note: At Deerpark House we do not have a secure Dementia unit therefore any potential Resident with advanced Dementia will require specific needs assessment.

Care plan:

Each Individual Resident Care Plan will commence development immediately upon admission, and continue to be developed with your participation within 48 hours of admission. This will be individualised to set out your personal care needs and will provide direction to staff members caring for you. A review of your care plan will be prompted following your feedback, any changes in your personal needs/ circumstances and will be updated no less frequently than at three-monthly intervals. To ensure we have your full participation in this process we will formally communicate to you when a review is required and will then set a mutually convenient time to complete the review process. At all times your individual Care Plan is an active document to ensure accurate, appropriate care.
Visiting Arrangements:

We operate an open visiting policy within Deerpark House, however to protect our residents and to comply with Fire and Health & Safety Regulations, we ask that all visitors sign in and out on entering and leaving; and wait in the designated visitors’ area to enable staff to announce their arrival and partake in precautionary infection control measures as appropriate. Deerpark House reserves the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk or where the resident requests restrictions. We also ask that you respect our other Residents when receiving visitors.

To facilitate privacy we offer a number of options with regard to where our Residents can receive any visitors. There are 3 communal sitting rooms, 2 dining rooms, a Prayer / Quiet room and of course the Residents’ own room. All our Bedrooms are equipped with a telephone, TV & nurse call system. The individual telephones support continuing contact with family and friends. WI-FI is available on request (enabling SKYPE communication)

Our Activities program is open to friends and family and this helps to promote continuing contact within families for our Residents following their admission to Deerpark House.

Contract for Care:

By agreeing to take up residency within Deerpark House you will have signed a Contract for Care which ensures that you have a legally binding assurance of high quality care standards and that we have an acknowledgement of your commitment to our terms and conditions. (Sample copy of contract attached.)

Environment:

Deerpark House consists of 42 en suite single bedrooms and 4 en suite twin bedrooms, a kitchen and two dining areas, 3 day/ rest rooms, and activities room, and a prayer/quiet room. Our bedroom sizes range as follows from 10.6m² to 11.75 m². We have extensive gardens and patios to enjoy when the weather permits.

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Comments, Compliments, Concerns, Complaints and Consultative Process:

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

1. We operate a Resident’s Forum every month. All residents are invited to participate. This is a structured meeting, which allows for open and honest communication about any comments or concerns you may have. Minutes of the meeting are shared with all residents. In addition comments are discussed with the Management of the home to address issues raised/formulate an action plan.

2. If you have individual comments/concerns which you do not wish to raise at the Resident’s Forum then please feel free to speak to any member of staff. Alternatively you may prefer to write these comments out and insert into our comments box located adjacent to the Nurses Station, at the front door.

3. You may also nominate a family member, friend or advocate acting on your behalf. We will of course check that they have your permission.

4. We operate a concise Complaints Procedure (a copy attached). We take all comments seriously and will aim to respond to your query as soon as possible. If you are not satisfied with our initial response please contact our Complaints officer Ms. Orla O’Mahony.

Advocacy / Resident Forum:

Deerpark House strives to provide a high quality service to all Residents. We operate a Monthly Advocacy/ Resident Forum to openly involve all our Residents in the operation of their Home. This is an excellent opportunity for our Residents to voice their opinion and especially ask for change. We encourage family participation in your Care and therefore welcome comments from anyone acting on your behalf, where appropriate.

We have a Memorandum of Understanding with SAGE, Support & Advocacy Service for Older People. (01.5367330). This service is available to all of our Residents’ and their families.
Fire Safety / Emergencies:

Your safety is of paramount importance to us. All Fire Exits and Fire fighting equipment are provided and maintained to the highest standard. All Staff are fully trained in the correct use of the equipment and Evacuation Procedures.

We operate a test fire alarm every week. This will last approx 1 min and will be intermittent in sound. If you hear a continuous alarm at any time of the day or night, this is not a test. Please proceed to the nearest fire exit and assemble in the designated safety area which is located at the bottom of the visitor’s car park by the blue storage container. Staff will be on hand to assist you if required.

Please take instruction from the staff on duty.

If you need assistance please ask a member of staff or alternatively use your call bell to seek assistance. If you discover other scenarios / circumstances which pose a risk to residents / staff, please inform your nearest staff member immediately.

Privacy and Dignity:

We would like you to think of Deerpark House Nursing Home as your home from home. Our staff will do their utmost to protect your privacy and dignity by for example:

- Knocking before entering your room.
- Asking your permission prior to any personal/ nursing interventions including asking your permission before any staff undergoing training and development, any members of the opposite sex are to be involved in your care.

We assure you that our staff are appointed for their warmth, kindness and understanding of the Elderly, in addition to their professional skills.

If you feel your privacy and dignity is being compromised then please inform a member of staff whom you feel comfortable with.
Local Health Service Executive Contacts:

Your local HSE office may be able to guide you on options for financing your care via NHSS / Fair Deal Contact:

Your Public Health Nurse, West Cork Continuing Care, HSE South, Coolnagarrane, Skibbereen, Co. Cork. 028 21722

Nursing Home Inspections:

Deerpark House Nursing Home is registered with the Health Information and Quality Authority (HIQA) and is inspected regularly to ensure that standards of care are being maintained.

Inspections may be announced or unannounced and may occur during the day, in the evening, at night or at weekends. Registration will be renewed every three years.

The registration and inspection process is independent and reports will be published after each inspection.

A copy of our most recent Inspection Report available on our website.

Or a copy of each report can be obtained online at: http://www.hiqa.ie/functions_ssi_inspect_rep.asp

Further information from HIQA can be obtained by:

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

We are delighted that you have chosen a Deerpark House as your preferred place of care and we trust that you will have a happy and fulfilling stay with us. We acknowledge that moving into 24hr care may be a traumatic and daunting experience and therefore we wish to assist you in your transition. Our staff are friendly and approachable and always willing to listen to any questions or concerns you may have.

If you require any clarification and/or further information on any aspect of your care, please contact any member of the team at Deerpark House Nursing Home, Seafield, Bantry, Co. Cork 027-52711 info@deerparkhouse.ie

Or

Ms. Sheena Idicula RGN, PIC, Deerpark House Nursing Home, Seafield, Bantry, Co. Cork 027-25711 info@deerparkhouse.ie

Attachments:
Contract for Care
Complaints Policy