



Making your home

at CareChoice Dungarvan

**Every person
needs a home,
a safe place
where they can be
themselves**



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An introduction to CareChoice



Each of our facilities is designed to the highest standards to facilitate the delivery of expert care, while also providing a safe, welcoming place for Residents to call home.



Claire Power
Director of Nursing
at CareChoice Dungarvan

Qualifications

Registered General Nurse (R.G.N.)

Professional focus

Claire has held the role of Director of Nursing at CareChoice Dungarvan since 2017. Prior to joining CareChoice Claire has held a number of management positions including person in charge and clinical nurse manager in a diverse number of Residential care home environments.

Claire Holds a bachelor of Science degree in general nursing from Waterford institute of technology, and a Certificate in Nurse Management from the Royal college of surgeons in Dublin. Claire is also certified in Dementia care and a certified trainer in the area of Elder abuse.

Who We Are



Every person needs a home, a safe place and at CareChoice, we provide a home from home for our Residents. With over 20 years experience in managing specialist homes in Ireland, we work closely with you and your family as you consider care options to meet your needs.

Locations

The CareChoice Group has residences at:

Ballynoe, Co. Cork;

Clonakilty, Co. Cork

Dungarvan, Co. Waterford

Macroom, Co. Cork

Malahide Road, Dublin

Montenotte, Co. Cork

Trim, Co. Meath

Finglas, Dublin 11



Our Vision

To deliver exceptional person-centered quality of care in a home from home environment, where residents can remain active in their social, spiritual and recreational activities, connected to their family, friends and the wider community.

Our Mission

To ensure that each of our Residents enjoy a warm and caring home from home, where they are listened to, respected and supported in the living a full life connected to family, friends and the wider community.

Our Team

At CareChoice we take pride in a team of professionals that are committed to the highest standards of care, ethics and expertise. Having originated as a family business, we are also passionate about delivering the quality of care we would want for our loved ones.



Nurses and Care Assistants

How do I know who is looking after me?

Our Care Staff - Nurses and Care Assistants are rostered to work on a particular wing. Each morning and night at the change of shifts, a member of staff is designated to care for a certain number of Residents. This is displayed at the Nurses Station. Please don't hesitate to ask if you want to know who is caring for you on any particular day. Generally the same staff stay on a particular unit for an extended period to allow them to get to know you and vice versa. The uniforms of our staff are colour coded. White & turquoise for Clinical Nurse Managers & Nurses, Pink and Grey for Healthcare Assistants, lilac for Activity Co-ordinators and beige for Housekeeping.

Who gives me my medicine?

The medication will be administered by the Nurse on duty or if preferred you may administer your medication independently following the completion of an assessment by the staff nurse.

Who do I go to if I have a medication question?

You can go to either the Staff Nurse on the unit, the Senior Staff Nurse, the Clinical Nurse Manager (CNM), Assistant Director of Nursing or the Director of Nursing. All will be happy to deal with any query you might have and may refer you to your GP and/or pharmacy if required.

Where does my medication come from?

Your medication is delivered to the Home (based on a prescription provided by your GP or hospital) on a daily basis by our preferred Pharmacy supplier who also provide emergency out of hours deliveries. Should you wish to retain your own Pharmacy we are happy to accommodate, however it is important that they adhere to CareChoice service level agreements.

Can I use my own GP or do I have to use your GP?

You can stay with your own GP or switch to one of several GPs in the local area as long as the staff have clear instructions as to who to call should you require medication, an additional prescription or a Doctors visit etc. However we would insist that your Doctor visits frequently.

If you decide to change your GP then a change of Doctor form has to be signed by you or your next of kin.

All admissions must be registered with a local GP prior to admission.

We take pride in a team of professionals that are committed to the highest standards of care, ethics and expertise.



Your Home from Home



What can I bring with me?

You should bring clothes & toiletries and any aids you may require such as a walking stick or frame.

You should also bring any personal effects you wish to use but you are encouraged to leave valuables with family members if possible. We have a safe in house and you can access the items you are keeping in the safe at any time when Reception is open. A locked door or safe is provided in your room for your personal use (on request).

We will require a letter from your GP or Hospital Consultant with your medical history and a list of current medications. You should also bring any medications you are currently taking and any current prescriptions.



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

Of course, just let a member of staff know and we will organise one of our Maintenance Team to hang it up for you.

Are pets allowed to visit?

Yes, in consultation with the staff on your unit. Dogs should be on a lead and any pets visiting should be house-trained and well behaved.

What type of furniture can I bring into my room?

Some of our Residents have brought in items such as mirrors, desks, ornaments, etc. You will be limited by the space in the room. However, we will endeavour to do our best to always make your room a 'home from home'.



Health and Safety

Do we have a fire drill?

Yes, the staff are fully versed in procedures for fire evacuations.

How often do you test the fire system and what is the procedure?

We deliberately activate the fire alarm once a week, in order to ensure that the sirens, hallway magnetic door locks and individual door closers are in working order.

Can I leave my room when I like/unaided?

This would depend on the individual's mobility. Some of our Residents require assistance in walking and if they were to go out to the garden they require a Care Assistant to accompany them. For those of our Residents who are quite independent, there is no problem going to the garden. If you are going out to the garden, please inform a member of staff as a safety precaution. All Residents are encouraged to come to our living rooms during the day but our Resident's wishes are of paramount importance and if you prefer to remain in your own room, then that is your choice.



Am I allowed visit my family or stay away over night? Who do I need to inform?

Certainly, however it is very important that the Staff Nurse on your unit is informed of:

- (a) When you are planning on going out so that the appropriate process is followed e.g. enough medication and any other items are given to your family, details of who you are staying with and their contact details are fully documented on the resident leave responsibility form.
- (b) Any change of plan - early return or extension of visit. Please also inform the Director of Nursing

What if I need to attend a hospital or external appointment?

It is our policy that should you need to go to a hospital or external appointment that a family member must accompany you. A member of staff will accompany you only in exceptional circumstances, and this will be an additional cost. A wheelchair accessible taxi can be ordered, if required.

**We provide staff
with continuous support
and professional
development**



Visiting Hours

What are the visiting hours?

Visitors are welcome at any time. However, the morning time is very busy for the staff as Residents are getting up, showering and changing and we would recommend that visitors not come too early in the morning. Also, as most Residents have their meals in the Dining Room we also recommend that visitors do not come at meal-times (dinner 12.30-2pm and tea 4.30 to 6pm) however should you arrive during these times to visit your loved one you may wait in reception or the sitting room. Our main door then closes in the evening at about 10.30pm. Our visiting hours finish at 10.00pm.

It is important also to note that we have activities throughout the day and some Residents may be involved in these.

All visitors to the Home are required to sign the visitors book on entering and leaving the premises.



Our visiting hours are designed to give our Residents access to their family and friends through-out the day.



Can people visit outside of these hours?

Our visiting hours are designed to give our Residents access to their family and friends throughout the day. However, we have to be mindful of all our Residents and the fact that this is their home. It would be unfair to disturb them late in the night because of visitors, especially when they are sleeping. Special arrangements can be made with the Staff Nurse on duty or the Director of Nursing/Assistant Director of Nursing.

Why would visiting hours change?

Visiting hours might be reduced if a virus like the Flu is in the facility. We would reduce not only the visiting hours but also the number of visitors in order to safeguard the health of all our Residents and reduce the chances of the virus spreading.

Do I have access to a phone?

Your room has a telephone extension facility which may be set up if requested. Alternatively we will pass on any message left by your caller to you, or you may receive calls on our mobile extension which will be brought to you by a member of staff.

Catering

Have you a menu?

Our Head Chef has devised a menu to offer all Residents a wide variety of meals throughout the day. This menu changes on a daily basis. Individual dietary requirements are always catered for - coeliac, diabetics, etc. We also have ongoing nutritional support from a dietician.

Where do I see a copy?

A copy of the daily menu is displayed in the dining room.

Can I order something that is not on the menu?

There is no problem in requesting something not on the menu. Please speak to our Head Chef, to a member of the Catering Team or a member of staff on the unit with regard to what you need and where possible it will be organised for you.

Can I order meals outside of meal times?

No problem. Please let a member of staff know before 5pm and this will be accommodated. The main Kitchen closes at 6pm every evening however a snack menu is available at all times.

Laundry

Who does my laundry?

If you are a short/long term Resident then you have a choice, your family can do your laundry for you or we can do the laundry in-house.

Dry clean only items are not done in-house. We are quite happy to send them out to a dry cleaners on your behalf. This service is invoiced with monthly fees.

Who collects it?


If our Laundry Staff are taking the responsibility for the laundry items, a member of staff will collect your laundry from your room and return them.

Why do I need to label my clothes?

Due to the large number of Residents and clothing they have, it is important that your clothes are labelled so that the laundered items can be identified as yours and returned to your wardrobe in a timely manner.

Do I need to label my clothes myself?

There is no need as we have the facility to label all your clothes here on your behalf at no extra cost. The important thing is to bring any new items to Reception Staff who will ensure they are labelled and returned to your wardrobe in your room.



Services

What services are available?

We have a variety of services available here including the following;

- Chiropody
- Hairdressing
- Religious Services
- Physiotherapy
- Daily Newspaper delivery
- Reading Room
- Massage and alternative therapies upon request
- Local GP Services

How do I find out more information about the services?

The best way to find out is to check in with either a member of staff on your unit or with the Reception Staff. They will be more than happy to give you the information you need - cost, availability, schedule, etc.

Are there extra costs involved?

Yes, some of these services come as extra, others do not have a charge. Contact Reception for more details.

Optician & Dentist

We can arrange to have an Optician visit you at CareChoice Dungarvan and for a visit to a Dentist offsite. In general, the Optician provides a complete check-up every two years. These visits are funded by the GMS. Any proposed additional treatments and costs are discussed with you prior to treatment. All residents attend a local dentist for an annual check-up.

Activities Assist

Activities Assist is essentially a private recreation service. It is used by Residents who like to get out of the house more regularly than the Recreation Calendar allows.

It is also used by Residents who require social companionship out of hours. Activity Assist is delivered by the Activity Leader or a suitably skilled Care Assistant at an additional cost. Please contact Director of Nursing to discuss.



Activities

Recreation opportunities and activities you can expect at CareChoice Dungarvan:

- Knitting and crochet
- Music Sessions
- Outings
- Board Games
- Card Groups
- Afternoon Tea and Coffee Mornings
- Prayer Meetings
- Hand Massage
- Quizzes
- Reminiscence Sessions/Discussion Groups
- Gardening
- Baking



How do I find out more about recreation opportunities and activities?

Check with the staff on your unit or the Activity Leader. They will be more than happy to give you the information you need. We also have a notice board on each unit, updated every week with the details of the activities for the coming week. We would be delighted to hear and consider any suggestions you may have for other recreation opportunities.

How do I arrange to attend these activities?

The Activity Leader will visit when you first move in and explain the activity timetable. The staff on your unit will also tell you what activity is on each day and assist you to attend.

What if I am interested in an activity not in the list above?

We are happy to cater for any interests our Residents may have. Simply inform the Activity Leader and we will endeavour to ensure you continue with your hobbies and interests or indeed take up new ones!



Buildings and Gardens



Facilities

The full time residential care option at CareChoice Dungarvan is a safe and secure purpose-built facility including:

- 64 en-suite bedrooms
- TV Lounges
- Dining Rooms
- State of the art kitchen
- Treatment Rooms
- Hair Salon
- Assisted Bathrooms with specialised baths
- In house laundry
- Reading Room
- Oratory
- Multisensory room & Gym
- Secure walking area
- Lifts

Bedrooms

Each bedroom features:

- Large en-suite with wheelchair accessible shower
- 21" TV
- Large Robe
- Direct Dial phone
- Nurse Call facility linked to the nurses stations

Gardens

CareChoice Dungarvan enjoys a lovely setting with gardens where residents enjoy going for walks, or simply sitting in the fresh air having a chat with friends. Those with an interest in gardening get involved in a little planting from time to time.



Billing Process

What paperwork do I need to complete for admission?

Prior to admission you need to make sure we have a copy of your prescription and a nursing transfer letter and/or a doctor's transfer letter.

On arrival the Staff Nurse will go through the admission procedure with you, looking for information such as: who the next of kin is, who are the emergency contacts, what is your medical card number and are you staying with your own GP or switching to another GP in the area.

Further details about the Home are available in our "Statement of Purpose and Function" document. Please ask our Receptionist for the most up to date version.

A "Contract for Care" will have to be signed. We are legally required to issue a "Contract for Care" to all Residents. This will set out the Terms and Conditions of your stay here. It is designed to protect the rights of both the Home and the individual and includes details of any extra charges that may be incurred. Finally, if you are part of the "Fair Deal" system you will need a copy of your Medical Assessment approval for long term care and/or your 'Determination of Payment' letter from the HSE in regards to same.

What is “Fair Deal” and how can I get information?

“Fair Deal” is the Nursing Home Support Scheme. In order to qualify for this government support you need to be assessed as requiring long term nursing home care.

Please check our website www.carechoice.ie for additional information.

When will I get my bill?

For our long term Residents, bills are created once a month for the coming month i.e. on 1st March we would invoice for the 31 days of March.

Additional services will be in arrears, i.e. a bill on the 1st March would have 31 days of March and any services up to 28th February.

Our Short term residents who stay with us for convalescence or respite care will be billed on a monthly basis or at the date of discharge in the month of discharge. The bill will be in the form of a daily rate multiplied by the number of days plus any services used. A deposit is payable in advance for short-term stays



What will be on my bill?

The room rate costs, costs for additional services and the CareChoice monthly supplement charge.

What does the room rate include?

The room rate includes your room, full nursing care, all meals, laundry service and access to the recreation programmes and internal physiotherapy services as clinically indicated. Additional sessions incur a charge.

It is important to note that although you may be quoted a weekly rate for the cost of your room, we break this down to a daily rate in order to invoice for the full month e.g. if you are quoted €1,150 a week this is a daily rate of €164.

What additional costs are involved?

Some services such as hairdressing, physiotherapy, newspapers, massage and transport costs are extra. The prices of these will vary depending on the service itself. Other additional costs would be the Prescription levy on all items dispensed under the medical card and non GMS items (items not covered by your medical card such as vitamins, dressings, etc).

What is the CareChoice Supplement?

This is an additional monthly premium charged for providing the highest quality in care, living environment, range of services and activities.



How do I pay my bill?

This will depend on whether you are funded via the “Fair Deal” system or you are a fully private Resident.

If you have “Fair Deal” funding the “Fair Deal” contribution will be deducted from your bill. You will need to pay the balance.

If you are fully private you will need to settle the bill in full.

Payments are made by Direct Debit. The bill is sent out at the start of the month and the Direct Debit goes out on the 10th of the month. This will give you a chance to look over the bill before the amount is taken from your account.

What if I have a query on the bill?

If you have any queries on the invoice, please contact Reception who will direct you to the accounts department who will be happy to go through any queries or difficulties you might have.



Statement of Information Governance: Data Protection

What personal health information is collected?

Personal Information such as Name, Address and DOB are collected by CareChoice as well as HealthCare Information such as medical history or medical test results. This information may be collected directly from the resident/resident representative or may also be sourced from another healthcare provider such as a GP or Hospital. This information is obtained on a need to know basis and HealthCare Records are kept confidential at all times. Electronic Records are stored and archived on EPIC/CARE, while hard copy records are stored and disposed of in a confidential manner.

How is personal information used?

This Information is collected and used to provide Premium HealthCare Services to our residents. Records are obtained and managed for the purpose of protecting, promoting, maintaining or meeting the physical and mental health needs of a Resident. CareChoice uses resident information to improve our services by conducting audits and reviews where necessary. Resident records may also be used when requesting referrals with specialists externally.

What is the consent process?

An assessment is completed on arrival to the Nursing Home and if the resident cannot give their consent, their named representative does so on their behalf. Where it is of a clinical concern the GP will make the decision, involving the DON and the resident's representative where applicable.

How is the privacy of personal information protected?

Resident Records are kept in both electronic and hard copy forms. Electronic Records are stored and archived on EpicCare. Hard copy records are kept in accordance with the CareChoice Record Management Policy. Resident records are anonymised where applicable. Staff are trained on the importance of confidentiality when handling sensitive information and audits are conducted to ensure all information is handled securely. Where records are selected for disposal, hard copy records are disposed of in a confidential manner through a disposal company, wherein a service level agreement is in place. Soft Copy records are stored on the EpicCare System and are deleted after a pre-determined time frame.

What are the rights of the Resident?

Residents have the right to access their nursing care plans. Care plans will be developed with the resident whenever possible. Residents have a right to obtain a clearly explained copy of any information relating to them kept on computer or in a structured manual filing system provided by CareChoice. Requests must be made in writing to Data Protection Officer, CareChoice DAC. An access request must be responded to within 28 days from the date you make the access request. The only variation on this requirement is where, in the opinion of the health professional or facility (CareChoice), the release of the information could potentially be damaging to your physical or mental health. This is a variation in the right of access that should only be applied in the rare circumstances envisaged.

If you discover that information kept about you by CareChoice is factually inaccurate, you have a right to have that information rectified.

How can the Resident obtain further information?

Residents are entitled to obtain further information by requesting this in written form, stating what it is that is required, to Data Protection Officer, CareChoice DAC as well as the nursing home's Person In Charge.

What is the procedure for making a complaint?

Please refer to CareChoice document 'Complaints Procedure'.

Safeguarding Statement

Our commitment to safeguard our residents

Developing positive relationships between staff and residents is a core value in CareChoice. The development of such relationships relies on all staff being aware that the very foundation on which such relationships are built is based on respect for, and dignity of, each individual – residents and staff alike.

Abuse is a violation of that relationship and an individual's human and civil rights. The staff and volunteers in CareChoice are committed to practices which promote the welfare of all our residents, uphold their rights and safeguard them from harm.

We accept and recognise our responsibilities to inform ourselves of the issues that cause harm and to establish and maintain a safe, person centred environment for those we care for. We are committed to promoting an atmosphere of inclusion, openness and transparency, and greatly welcome feedback from those that use our service, their families, our staff and volunteers, so that we can continue to try and improve our service.

We will strive to safeguard our residents by adhering to CareChoice Safeguarding & Elder Abuse Policy, which reflects the HSE National Safeguarding Vulnerable Persons at Risk of Abuse Policy.

We have a Zero Tolerance approach towards abuse and will not tolerate any form of abuse wherever it occurs or whomever is responsible.

Should you have a concern please contact the Director of Nursing and/or the Assistant Director of Nursing at CareChoice Dungarvan.

If neither of those named are the appropriate person, please contact the Director of Care, Quality and Standards, CareChoice Group, hello@carechoice.ie. PH 01 568 5253

Residents Charter

We, the staff and management at CareChoice Dungarvan recognise that our Residents are entitled to the best quality care that we can provide. We have been guided by our Policy & Procedures for Residents Rights (Resident rights and information 021) when developing our Residents charter. Our activities of daily living and our nursing care plans are developed taking the following rights into account;

- Right to dignity and respect
- Right to privacy
- Right to choose
- Right to be informed
- Right of next of kin to be/not to be informed
- Right to prompt medical attention
- Right to confidentiality
- Right to receive medications promptly and be informed
- Right to express/voice opinion/complaint
- Right to clean, comfortable environment
- Right to a well kept, tidy room and en-suite
- Right to a varied diet and a choice of diet
- Right to property and clothes to be treated with the utmost care
- Right to adequate stimulation and activities
- Right to social interaction
- Right to enjoy leisure time
- Right to religious/spiritual practice
- Right to prompt answer from the nurse call bell

We give the undertaking to meet the above rights of our Residents and if we fail to meet our goals in any case, please bring it to our attention so that we can rectify the situation as soon as possible.

Statement of Purpose

The CareChoice statement of purpose describes the model of care and support delivered in CareChoice Clonakilty. It contains information in compliance with the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 as specified in Schedule 1 of those Regulations, and the Registration of Designated Centres for Older People Regulations 2015: The Statement of Purpose is also referenced in Standard 5.3 of the National Standards for Residential Care Settings for Older People in Ireland (2016).

The Statement of Purpose is required in order to register or renew the registration of a designated centre. The regulations under the Health Act 2007 (as amended) that require providers to compile a written Statement of Purpose for designated centres and submit as part of the registration process.

A copy of the Statement of purpose for CareChoice (Home) is available in both A4 & A3 size at reception. We can also facilitate having this read to you if required.

Annual Report

Our annual report and overview of the previous year is available at reception and on our website www.carechoice.ie

Information booklets

The following information booklets are available in reception in all of our homes-

- Safeguarding
- Preventing Falls
- Dementia
- End of Life
- Nutrition & Meals
- Exercise
- Activities
- Fire Safety
- Complaints



Complaints Procedure



All CareChoice Homes welcome suggestions, complaints, concerns, observations and comments from Residents, Residents relatives and visitors.

All comments or complaints shall be viewed as an opportunity to inform service provision and to continually improve the quality of care and service provided to our Residents. Residents and their relatives/representatives should be confident that making a complaint will not jeopardise the quality of care provided to the Resident in any way.

A more detailed leaflet called 'Your guide to...Complaints Policy & Procedure' is available to guide you through this process. Please ask any member of staff for a copy of this leaflet. It is also available at our Reception.

Any complaint/concern should be raised initially with staff on the unit. Should it not be addressed satisfactorily, please feel free to raise the matter with the Director of Nursing, who will undertake to investigate within an agreed timeframe.

Where the complainant is still not satisfied, they are advised of the:

1. Internal Appeals Process: Contacting Paul Kingston, a Director of the Company, CareChoice Head Office at 021 206 6260. The Company Directors are the persons nominated to ensure all complaints are appropriately responded to and have been appropriately documented as per the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013.
2. SAGE Independent Advocacy Services, Tel: 046 955 7766, Lo-call 1850 440 444. The lines are open every day from 10AM – 10PM, 365 days a year.
3. External independent advocate – contact details with Director of Nursing or Administrator.
4. The Office of the Ombudsman –
Telephone: 01 639 5600 locall 1830 223 030
Email: ombudsman@ombudsman.gov.ie
Website: www.ombudsman.gov.ie
Writing to: The Office of the Ombudsman,
18 Lower Leeson St, Dublin 2,

Please also remember that if you have serious concerns about the operation of the Nursing home you may contact HIQA through the following ways:

- Calling the advice line - 021 240 9660 or Dublin 01 814 7400
- Emailing concerns@hiqa.ie
- Writing to the Office of the Chief Inspector,
Health Information and Quality Authority,
Social Services Inspectorate,
1301 City Gate, Mahon, Cork.

The Health Information and Quality Authority HIQA

The Health Information and Quality Authority is responsible for the registration and inspection of all residential care services for older people since 1st July 2009.

All Residential care services for older people, including HSE run centres, private and voluntary nursing homes are subject to the registration and inspection process.

Residents, relatives and the public now know what to expect in a residential care setting, regardless of where this service is located or who delivers it.

Nursing homes will be inspected against the National Quality Standards for Residential Care Settings for Older People in Ireland, and regulated under the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2013, Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 and amendments, to see if they are safe and that the Residents are cared for properly. The standards, which were mandated by the Minister for Health and Children in March 2009, and renewed in 2016, were developed by the Authority in consultation with a wide variety of people and organisations. They place the Resident at the centre of the process. The standards work on the basis that the centre is the person's home.

Services will only be allowed to operate if they are registered by the Authority and they will be inspected regularly to ensure they maintain a high level of care.

The Authority inspects Residential services on an ongoing basis since July 2009 and will re-register each centre every three years. The inspections are a mixture of both announced and unannounced visits. These take place by day and also in the evenings, at weekends and at night.

The registration and inspection process is completely independent and reports are published after every inspection. Completed reports are available on the Health Information and Quality Authority's website (www.hiqa.ie).

These inspection reports provide information to the Residents themselves, their families and the general public about the standards of care in individual centres.

Please be aware that you may also bring any concerns to:

**HIQA “Concerns Area”
Registration Department
HIQA Head Office
Unit 1301
Citygate
Mahon
Cork**

Tel: 021 240 9660



Contact Details

Dungarvan: The Director of Nursing is Claire Power.
Registered Provider is CareChoice Dungarvan Ltd.
Director nominated on behalf of Registered Provider is
Paul Kingston who can be contacted at **01 568 5250**.



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home from home

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