

Resident Guide

**Date updated: May 2011**

 **Updated by: Elaine Molony, Director of Nursing**

 **Susan Smith, Clinical Nurse Manager**

 **Approved by: Shane Kelly: General Manager**

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***Section One***

Name of Nursing Home  **Sunhill Nursing Home**

**Address Termonfeckin**

 **Co. Louth**

**Telephone Number 041-988-5200**

Fax Number 041-988-5299

Website [www.sunhill.ie](http://www.sunhill.ie)

Email address info@sunhill.ie

Director of Nursing: **Ms. Elaine Molony**  elaine@sunhill.ie

Clinical Nurse Manager Mrs. Susan Smith

Provider & General Manager: Mr. Shane Kelly shane@sunhill.ie

Proprietor: Mr. Vincent McDonald

66

Number of beds

 **Introduction**

Sunhill Nursing Home is intended to care for individuals requiring long or short term Nursing or Personal Care, who are either male or female, and who are usually over the age of 65, (although this can be altered where we are able to evidence that we can meet the persons needs, following a full needs assessment prior to admission)

Sunhill Nursing Home is situated in the picturesque village of Termonfeckin, Co. Louth. It is 10 minutes drive from Drogheda. The village has a growing population and has good quality restaurants, a Credit Union, a Supermarket and a Church. There is a Bus Eireann service to the village from Drogheda. A timetable is available from our reception staff.

Within a journey of approx 10 minutes, Drogheda town centre offers a wide variety of options e.g. Shops, Cinemas, Theatres, Restaurants, Pubs, Parks and many community groups.

Accommodation: The home has 57 bedrooms, 48 Private rooms all with en suite shower facilities and 9 Semi-Private rooms all with en suite shower facilities, making a total of 66 beds. All bedrooms are situated on the ground floor, the majority of which also have access to an enclosed Garden area.

**The Nursing and Personal Care** area of the home comprises: 57 bedrooms, large day lounge, fully ventilated smoking room, dining room, Library, Oratory, recreational room and Hairdressing Salon, there are 5 internal garden areas all with seating areas provided.

There is also a visiting Chiropodist, Optician, Physiotherapist, Eucharist Minister, Hairdresser.

**Section Two**

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| **Summary of Statement of Purpose** |

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| In addition to this guide for Residents, the home also has a Statement of Purpose which gives further information about the home.* Management Structure
* Admission Procedures
* Health & Safety/Fire Safety
* How we will meet additional needs of the Resident
* Aims and Objectives
* Procedures relating to Personal Monies
* Social Activities

A copy of the homes statement of purpose is available to you at the entrance to the homeA large print copy is also available from the Reception on request |

**Section Three**

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| **Support and Facilities** |

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| **Contact with Family and Friends:**Resident’s family, relatives and friends are encouraged to visit the Resident regularly and maintain contact by email, letter or telephone when visiting is not possible. In these cases, staff will offer to assist the Resident to respond where help may be needed. Visitors will be welcome at all times, and are asked to let Reception staff or a Nurse know of their arrival and departure from the home. For security and safety reasons, visitors must sign the visitor’s book on each occasion.**Advocacy:**From time to time Residents may feel that they need help from another, in order to make important decisions about their welfare etc. Some people may be unable to voice their own concerns or wishes due to ill health, conscious state, confusion or for other reasons. Sometimes, a Resident may ask a member of their family to act on their behalf, or maybe a friend. Other Residents may not feel comfortable with this.For this reason they may decide it is appropriate to contact formal Advocacy services. Should you feel that this would help, please do not hesitate to contact the Director of Nursing who will be happy to give you contact numbers and addresses of voluntary services available in the locality.**Worship/Attendance at Religious Services:**Residents may attend religious services either within or outside the home if they so desire. If services are outside the home, the Resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany Residents on specific occasions if staffing levels permit. Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings.**All aspects Religious/Ethnic/Cultural/Medical:**As far as is possible, will be catered for, e.g. Diets and Special Procedures as per homes policies and procedures**Additional Support:**From Physiotherapy, Occupational Therapy, Dietician, Social Worker, Chiropodist, Dentist, and Optician. As necessary. |

**Section Four**

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| **Special Service Strategies for Communicating with Residents** |

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| It is important to us that the Resident feels at home and as such feels part of the team at Sunhill. We therefore hold regular meetings, when Residents, nominated family members, and staff may meet to discuss the operation of the home. We ask that these meetings be as constructive as possible in that we want our Home to be the best around.Resident’s views are also sought in the form of a Bi Annual Questionnaire.Any ideas of how we can reasonably improve what we do in order to improve the life of Residents will be most welcome.The Director of Nursing and General Manager have an “open door” policy.The following systems for those with impairment, will be made available as needed and appropriate **Additional formats of this Residents Guide:***Visually/Hearing Impaired:* a Large Print copy, or Audio, if required  **Telephone:** *Hearing Impaired: use of telephone with Audio Loop system.***Speech Impaired:***Pictogram, Writing Materials ,Signing, Power Point presentation* |

**Section Five**

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| **Individual Accommodation/Communal Space** |

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| Accommodation: The home has 57 bedrooms, 48 Private rooms all with en suite shower facilities and 9 Semi-Private rooms all with en suite shower facilities, making a total of 66 beds. All bedrooms are situated on the ground floor, the majority of which also have access to an enclosed Garden area.**The Nursing and Personal Care** area of the home comprises: 57 bedrooms, Large day lounge, fully ventilated smoking room, a dining room, recreational room, , Library, Oratory, and Hairdressing Salon, there are 5 internal garden areas all with seating areas provided.There is also a visiting Chiropodist, Optician, Physiotherapist, Eucharist Minister, Hairdresser. Anyone wishing to share a room eg. husband and wife, siblings etc, can be offered a Semi-Private room. Residents are encouraged to personalize their bedroom if they wish to, providing any furniture is of a material and dimensions which meet Health and Safety/Fire Regulations. As well as ensuite shower rooms, there are numerous bathrooms and toilets, all within close proximity to bedrooms and communal areas.Residents are allowed to smoke in the designated smoking area only. Smoking is not allowed in your bedroom.All Residents are encouraged to avail of communal areas for socializing and of all visiting services as you require. Your named Nurse will assist you with organizing this. |

**Section Six**

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| **Registered Managers Experience** |

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| **Director of Nursing**: **Ms. Elaine Molony** ***RGN HDip Dip Mgt*** Elaine has been at the Home since 2008, when she joined as Deputy Director of Nursing. She was promoted to **Director of Nursing** in 2009. Originally from Drogheda Elaine has a strong experience base in the Nursing Home Sector. She qualified as an RGN, *HDip* at Beaumont Hospital, Dublin. She had worked in Neuro Surgery before moving to Care of the Elderly. Elaine has come to us with experience working in an Irish Nursing Home Group as part of the clinically based Management team. She has completed her Diploma in Management with Dublin Business School, and has recently completed her Fetac Level 6 in Gerontology. Elaine is involved with St. Oliver Scout group as a Beaver Leader and also with Drogheda Special Olympics Club as the co-ordinator for the Junior club. **Clinical Nurse Manager**: **Mrs. Susan Smith: RGN HDip,** Susan has been at Sunhill since the Nursing home opened in November 2005. Originally from Drogheda. Susan has a lot of experience in the Nursing home sector previously working in another large Nursing home group. Susan Previously worked as the Director of Nursing here at Sunhill but had to resign due to family commitments and now works as the Clinical Nurse Manager. Susan has recently completed Fetac Level 6 in Gerontolgy and has also completed the Fetac Level 6 in Management. **General Manager***:* **Mr. Shane Kelly** ***RGN, HDip, BA, MSc***Shane was appointed as **General Manager** at Sunhill Nursing Home in January 2009. Originally from Ardee but now living in Dundalk, Shane comes to us with us extensive experience in the Healthcare sector. He qualified as an RGN, *HDip* from Oxford Brookes University, Completed a BA in Nursing Studies with the Robert Gordon University, Aberdeen and an MSc Healthcare Management from the Royal College of Surgeons in Ireland. His experience has brought him from Critical Care Nursing through to Care of the Elderly where he has held Management positions for the last 8 years. Shane comes to us with experience working for the Blackrock Clinic, Irish Nursing Home groups as well as most recently as a Regional Manager for a large UK Nursing Home chain.  |

**Section Seven**

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| **Qualifications and Experience of Staff at the home** |

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| **Further staff training, depending in staff members role, may include:*** Moving and Handling
* Control of Substances Hazardous to Health (COSHH)
* Infection Control
* Basic Food Hygiene (HACCAP)
* Occupational first Aid
* Health and Safety
* Elder Abuse
* FETAC level 5 Health Care support
* Fetac Level 6 Gerontology
* Fire Awareness
* Nutritional Training
* Confidentiality
* Continence Care

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**Number of Staff at the Home**

67

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| **Job Description** | **Number** | **Qualification** |
| General Manager | 1 | RGN, HDip N, BA Nursing Studies, MSc Healthcare Management  |
| Director of Nursing | 1 | RGN, HDip N, Dip Management, Fetac Level 6 Gerontology |
| Clinical nurse Manager | 1 | RGN, Fetac 6 in Gerontology, Fetac 6 in Nursing Home Management |
| Registered Nurses | 10 | RNID X 2, RGN X 8 All registered with An Bord Altranais, Fetac Level 6 Gerontology x 2 |
| Administrator | 1 |  |
| Senior Care Staff | 3 | Fetac Level 5 Health Care Support( all 8 Modules) |
| Care Staff | 30 | * 20 care Staff with Fetac Level 5 Healthcare support( all 8 Modules)
* Student Nurses x 3
* 5 Care staff with various modules completed at Fetac Level 5
* Two care staff to still commence fetac training
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| Chef | 2 |  |
| Kitchen Assistants | 4 |  |
| Dining Room Assistant | 2 |  |
| Laundry Staff | 1 |  |
| Maintenance Staff | 1 |  |
| Cleaning Staff | 5 |  |
| Reception Staff | 3 |  |
| Activities Coordinator | 2 |  |

 **Section Eight**

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| **Contract Terms Admission/Occupancy and Termination of Contract** |

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| 1. A full Contract of Care has been provided to you or your representative on admission for signature. A signed copy is kept in the office, you may have access to it any time you wish.
2. The Company undertakes, upon payment of the weekly fee, to provide accommodation, food, light, heat, personal laundry and all the necessary personal care to a Resident of a care home.
3. The Resident or their representative shall pay the monthly fee one month in advance by standing order. Laser and credit card facilities are also available at the home in the accounts office for payment. We reserve the right to charge interest on late payments as per our company finance policy.
4. Fees are subject to review at the end of each financial year or any time in between where market forces deem it necessary. The Company will provide you with four weeks written notice of our intention to review fees and a further 4 weeks notice of any changes to fee structure.
5. All fees paid are non-refundable except where appropriate notice to quit/leave has been served/received.
6. Hairdressing services, newspapers, clothing and other items of a personal nature required by a Resident, are to be paid from his/her own resources and/or personal allowance and are not covered by the fee.

***Please read your contract of care fully or ask at the administration office for assistance in any questions you may have, we are happy to explain any of our company policies to you.*** |

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| **What Can you expect from us..** |

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| **Assessment and Care Plan**A pre-admission assessment will be prepared and agreed with you the Resident or an appropriate representative before admission, to ensure that your needs will be met in relation to the nature of care required. A detailed Care-Plan will then be developed by the Care Team within the Home in conjunction with you the Resident or an appropriate representative. **Medication**Sunhill Nursing Home will endeavour at all times to ensure good practice among all staff as to the ordering, receipt, dispensing, recording and disposing of medication. All practices are detailed in our Medication Management Policy and are in line with An Bord Altranais guidelines for Nurses and Midwives.**The first four weeks** The first four weeks from the commencement of your residency shall be regarded as a trial period for the benefit of the Resident and Sunhill Nursing Home, during which either party may give 7 days written notice of termination of the Contract of Admission.**Accommodation**The accommodation made available to you the Resident may be changed by the Director of Nursing, who will supply you the Resident, a written explanation for the move. No such change will take place without consultation with you or an appropriate representative. **Except** in emergencies, a Resident will be given at least 14-days notice. If the Resident does not wish to move accommodation, he/she will be entitled to terminate this agreement without penalty. The Resident may move rooms at 14 days notice, subject to availability and financial consideration. Moves like this will be avoided at all costs and should only occur where no other option is available.**Cleaning**The accommodation (including the bedroom occupied by the Resident) will be cleaned, maintained and decorated by the home to a reasonable standard as required.**Laundry**The home will provide all bed linen and towels for Residents. Laundry services will also be provided for personal items and bed linen on a daily basis or more often as necessary. The Resident’s personal clothing must be clearly marked with his/her name.**Entertainment/Outings**Activities will be provided for those Residents who wish to participate. A full calendar of activities will be posted to enable you to choose in advance should you wish to attend/participate in any. We have two Part-time Activity Co-ordinators who will discuss your personal tastes and likes and will endeavour to ensure they are met; we want you to enjoy your life with us here at Sunhill.. A full activity programme is run within the Nursing home and residents are brought on day trips as often as possible, e.g. Dublin Zoo, American Folk park, Prawn Festival, St. Bernadette, Trips into town shopping, Old Bridge Centre, trip to the seaside, Trips to Knock, concerts in the new TLT theatre etc. Once a Resident enters Sunhill, it is seen as a new chapter in their lives and they are facilitated to go out as much as possible. Sunhill also has developed fantastic links with the Local scout group and we have had a Valentine Ball for all the Residents in the home and this will now become an annual event. We had everything from the wedding arch, Red carpet, Fruit punch and each resident was presented with a red Rose by one of the Local Beavers from the Scout group and escorted to their seat for a candlelit evening meal. We try to mark every occasion with something e.g. Sunhill World Cup, Sunhill got talent, Mothers day, Easter egg hunt and the appearance of the Bunny, Summer BBQ, Karaoke nights, Galway races, Alzheimer tea day, National carers week, etc. Our Christmas Programme starts at the beginning of December and due to the huge success of the Valentine Ball we open our Christmas with a Black Tie Ball. Ideas are sought from the residents themselves about what they would like to see happen or places that they would like to visit and every effort is made to try and make this possible. One resident used to be a prize vegetable grower and he now has his own vegetable patch at the Nursing home and this has enabled him to continue with his previous hobbies. **Local Community Involvement:**Sunhill Nursing Home is an active participating member of the local community and facilitates our residents to participate in many events held in the local community such as: coffee mornings for the local crèche, attending Girl Guides fundraisers, attending the Local Prawn Festival, attending local Church activities and joining in with a local day centre in Clogherhead attending celebrations at their centre as well as inviting them to attend ours. We also have established links with the Local Scout Group, Irish Dancers who come on a regular basis, the local schools, the Lourdes Youth Choir who come in to sing for the Residents as well as various other groups in the local and surrounding areas. We very much value the links we have established with the Local community. Residents also participate in age action week every year were we organise our own events within the home and attend events run in the community. **Meals**The Home will provide to the Resident a minimum of three meals daily ensuring that there is a choice and that the menu is varied, interesting and nutritionally balanced. Access to sample menus will be available before admission and special dietary requirement will be catered for where necessary. Outside of normal meal times you may request snacks of your choice at any time.**Furnishings**A furnished bedroom will be provided. Residents may bring in personal possessions. They may also bring in items of furniture with the prior agreement of the Director of Nursing or Clinical nurse Manager. Transportation or removal of such items shall be the responsibility of the Resident or Representative of his/her Executors.**Pets**Personal pets may not be kept in the home, however we are registered with the PEATA group and they have a visiting dog programme which will allow you to interact with dogs, there is a proven therapeutic effect to interacting with animals which we want to encourage here at Sunhill.**Open Access**Each Resident will have unrestricted use of the communal areas provided within the home, such as the lounge, dining room and the gardens.**Freedom of Movement**Sunhill Nursing Home does not want in any way to restrict a Resident’s movements**.** However, the home cannot accept responsibility for a Resident’s safety away from the home unless the journey and any necessary supervision was arranged by the home. **Telephone**There can be a facility to make or receive telephone calls in each room. Charges may be applied where necessary for outgoing calls made. No charge is made for the management of incoming calls which can be forwarded to your room. The receptionist will ask who is calling and inform you of this before the calls are connected to you.**Freedom of worship**Residents will be entitled to receive a clear, written policy relating to the freedom of religious belief and practice.**Visiting**There are no formal restrictions to visiting arrangements within the home. We welcome your family and friends to visit you here at Sunhill. We would ask that at all times respect is maintained for other Resident’s within the home. **Quality Standards**The managers of Sunhill Nursing Home undertake to maintain a standard of care as required by the HIQA (Health Information & Quality Authority). A copy of these required standards are available at the reception desk as well as a simple guide to them. Sunhill is committed to Quality improvement and is happy to discuss our progress as well as listen to any of your concerns.**Queries and complaints**Sunhill Nursing Home takes all forms of complaints very seriously. We have a clearly displayed Complaints policy at the front reception as well as a copy enclosed in this package. If you have any concerns/complaints they should first be addressed to the Director of Nursing, Clinical Nurse Manager, General Manager or in his/her absence to the Nurse in Charge on duty. Complaints will be recorded and action will be taken on all of them, you will be kept informed of all progress.**Sunhill may give notice**, requiring the Resident to leave the home under the following circumstances: **a.** non-payment of fees **b.** if, in the opinion of Sunhill is unable to provide the degree of care necessary for the Resident **c.** if, in the opinion of Sunhill any circumstances arise or behavior of the  Resident occurs which may be detrimental to the Home or to the welfare  of other Residents of the home.**Smoking**To comply with fire regulations, and for the safety of all, Residents who wish to smoke are allowed to smoke in the designated area only, under supervision, and at the Resident’s own risk. Sunhill Nursing Home policy on Smoking must be adhered to at all times. Visitors are not permitted to smoke within the building. **Personal Possessions** Residents are encouraged to bring their personal possessions to personalise their rooms. **The Nursing Home insurance will cover up to a maximum of €1500** **for accidental damage or theft to resident possessions but this does not include hearing aids. All families and residents are encouraged to seek private insurance on more valuable items That Residents may wish to keep.** All personal items, including clothing, should be labelled clearly with the Residents name. It must be noted that all electrical appliances are subject to safety standard testing in order to ensure safety. Any furniture or furnishings must comply with Fire Safety Regulations. Any pieces of furniture must not hinder safe movement for the Resident within their room or in any way block fire exit. Each case will be individually considered by the Director of Nursing.**Medical Arrangements**You the Resident or your Representative is required on admission to the home, to disclose to the Nurse all prescribed / unprescribed medication you are taking. You may maintain your GP if you wish, as long as they have agreed to continue to care for you here in Termonfeckin. Alternatively you may wish to join the practice of Dr. Paul Neary, who covers the home. Dr. Neary (and his associates) provides full medical cover to the home as well as a Clinic here in the home every Wednesday morning, their outside of surgery hours are covered by the Doctor on Call service. **NB: you should be aware that there is a call out charge for the Doctor on Call service.** The home will ensure that you have access to other medically related services such as dentists, physiotherapists, chiropodists, opticians and audiologists of their choosing.**Staffing**We will ensure that the staff employed to care for you are competent and capable. All new staff employed within the home will be subject to a satisfactory checks through a full reference check on previous employments. Evidence of staff’s qualifications will be accessed prior to taking up post. Records will be retained pertaining to recruitment, selection, induction, supervision and training for all staff Employed within the home. The home shall make every effort to ensure that they are staffed to the safest levels at all times. Management systems will encompass all aspects of Equal Opportunities and Anti Discriminatory Legislation.**Regular Reviews** A Care Plan tailored to meet your needs and abilities will be drawn up in conjunction with you the Resident, your carers, advocates and relatives (as may be appropriate) This plan will be regularly reviewed by the home in full consultation with you the Resident, your carers, relatives or advocates  (as may be appropriate) and, where applicable, other appropriate external social or healthcare professionals. Reviews will take place, initially six weeks  after admission and at least twice yearly thereafter in order to enable monitoring and evaluation of any changing needs of the Resident. Details of any reviews will be documented and any recommendation acted upon.**Death/Discharge of a resident**: * On discharge of a resident all valuables/ Money shall be returned to the resident as per the Nursing Home Policy
* In the event of a Residents death all personal items belonging to the Resident in their bedroom should be packed up within 48 Hours of the residents death, however this can be extended in certain circumstances with prior arrangement with the DON/CNM or staff Nurse on Duty. This can be facilitated by staff at Sunhill in a dignified manner should the family wish or if it goes beyond the 48 hours following the death of the resident.

 **Regulations**The home shall comply with Health & Safety Legislation, Environmental Health, FoodHygiene and Fire Regulations. All HIQA standards – our performance in statuatory inspections are available on line at [www.hse.ie](http://www.hse.ie) and [www.hiqa.ie](http://www.hiqa.ie) Risk Assessments as required by the Management of Health & Safety Regulations, are carried out within the Home.**Residents are free to go outside the Home alone, subject to a risk assessment by the Home’s staff, which will be completed upon admission. However, the Company will not be responsible for the Resident’s safety away from the Home or when they are taken from the Home by relatives or Friends** |

**Section Nine**

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| **Fees, what is covered/Costs for extras** |

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| **Fees:** Private fees are €925.00 per week . Nursing Home Support Scheme (Fair Deal) fees are €890.00 per week + €20 per week activities cost = €910.00 per weekPlease ask at the reception desk for any advice you might need regarding availing of Government Assistance.**Fees – What is included:*** Trained staff in 24 hour attendance ( qualified Nurses and Carers)
* Home Cooking with locally sourced foodstuffs & Provision for Special Diets
* General Laundry Service (although we cannot take responsibility for delicate items or dry cleaning)
* GP visits at the Home within surgery hours
* Nurse Call System
* Central Heating
* Normal Incontinence wear

**Fees – What is not included:*** Activities
* Dr on call charge at weekends or after 6pm during the week
* Dry Cleaning
* Newspapers
* Weekly visits from the hairdresser to the home
* Regular visits for a private chiropodist to the home
* Non agreed items
* Private one to one physio
* Specialized continence wear

**Fee structure for Newspapers / Hairdresser / Chiropodist / Dentist / Physiotherapist / Phone calls are available from the front reception desk** |
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**Section Ten**

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| **Residents Views/Surveys** |

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| Residents views are sought in the following ways:* A Bi-Annual satisfaction survey
* Resident meetings, bi monthly
* On a day to day basis with the Director of Nursing, Clinical nurse Manager / General Manager

Residents views are fully documented together with outcome/action taken |

**Section Eleven**

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| **Complaints Procedure** |

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| Despite everything that we can do to provide a secure and satisfying home, we know that from time to time Residents may become dissatisfied and may even suffer an abuse inside or outside the home. To tackle such potential problems we will do the following:**We would ask you to familiarize yourself with the Sunhill Nursing Home Complaints Procedure.** |

**Section Twelve**

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| **Procedure for obtaining copies of most recent Inspection Report** |

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| The homes most recent inspection report can be viewed at the home and a copy provided if required. Also Inspection Reports may be viewed at www.HIQA.IE |

Whether your stay with us is going to be Long or Short term we want you to be happy and enjoy your stay with us. Please remember that the Management of Sunhill Nursing Home have an open door policy and welcome interacting with you on all levels.

Should there be **ANY** issue where you feel your needs have not been met we would urge you to please bring it to our attention so that we may have an opportunity to rectify the situation.

Or should you have any suggestions or comments which you feel will help us to improve our service then we would be very happy to hear about them.



We truly believe that Sunhill is a wonderful place for us to provide care in and we hope that you will feel the love and warmth that you deserve here with us.