

2024

CASTLEBRIDGE NURSING HOME

RESIDENT'S GUIDE



CASTLEBRIDGE MANOR
Nursing Home
Member of Evergreen Care





A WORD FROM THE PIC

Welcome to Castlebridge Manor Nursing Home, where we pride ourselves on providing our residents with the highest standards of professional comfort and care in a warm and welcoming environment.

In this booklet, you will find details of our facilities, services, accommodation, recreational amenities and many other aspects of our home.

Castlebridge Manor Nursing Home is a purpose-built nursing home situated just outside the picturesque village of Castlebridge, just 5 km north of Wexford town. This splendid Victorian-style home sits on 4 acres in a beautiful rural setting.

Grainne Kirwan

GRAINNE KIRWAN
PERSON IN CHARGE (PIC)



AIM & OBJECTIVES

(ETHOS OF CARE)

The Management and Staff of Castlebridge Manor Nursing Home offer a highly professional, multidisciplinary service for residents both male and female over the age 18 years.

We are pleased to accommodate residents for long term care, with the main objective to provide a person-centred care environment that will meet the needs of our Residents.

OUR AIMS ARE TO

- Offer care of the highest quality to Residents, based on their individual care needs
- Safeguard the residents in our care, balancing risks to promote autonomy within the care environment
- Provide meaningful activities, and where possible to maintain existing practical skills whilst learning new ones
- Devise a comprehensive and individualised care plan to meet the resident's physical, personal, social, psychological/emotional, behavioural, cultural, spiritual, communication and health care needs
- Empower residents to exercise choice
- Provide information and education to residents, or relatives and advocates as needed
- Provide family support, engagement, and advice

OUR OBJECTIVES ARE TO PROVIDE

- A safe and 'homely' environment
- A multi-skilled and highly trained team following rigorous recruitment procedures
- Effective management and supervision of the staff team
- An effective key worker system
- The use of effective placement planning and risk assessment
- Individual care plans according to the residents' needs and with the involvement and active participation of the resident and/or their family
- An appropriate education package to staff
- A high standard of care and welfare in accordance with evidenced based best practice



PRIVACY & DIGNITY

We would like you to think of Castlebridge Manor Nursing Home as your home from home.

Our staff will do their utmost to protect your privacy and dignity by

- Knocking before entering your room
- Asking your permission prior to any personal or nursing interventions
- Asking your permission for staff undergoing training and development, members of the opposite sex or others to be involved in your care

If you feel your privacy and dignity is being compromised, then please inform a member of staff that you feel comfortable with.



SERVICES & FACILITIES

We provide a complete range of professional care and nursing services, in an efficiently managed and properly administered home.

Since it was established in 2018, Castlebridge Manor Nursing Home has been providing best-in-class care and support for both female and male adults over the age of 18 years requiring long-term, transitional care, respite or convalescent care with low, medium, high and maximum dependency levels.



THE CARE WE PROVIDE

Castlebridge Manor Nursing Home set in a tranquil countryside setting offers its services to both male and female residents over the age of 18 years. We can accommodate those requiring Long Term Residential Care, Transitional Care, Respite, and Convalescent Care.

Care needs catered for include General Nursing Care, Elderly with Complex Care Needs, Dementia, Alzheimer's, and Palliative Care.

Care can be provided to residents with dependency levels of, low, medium, high and maximum. The skill sets of our nursing staff allow us to provide service to those requiring, peg tubes, catheter tubes, ostomy care, subcutaneous fluids, wound care problems, palliative care and end of life care management, and care for residents with predictable behaviours and psychological disturbances associated with dementia care.

All residents are treated with respect and dignity at all times. Staff facilitate a person-centred approach to the provision of care and services. We assist residents with dementia and cognitive impairment in remaining physically fit, and as healthy as possible, by providing quality food, gentle exercises and a calm environment. Maximising a resident's quality of life is central to this approach.

Our staff include skilled professionals who are trained in care of the older person, rehabilitation, dementia and palliative care. All members of staff will undergo regular and ongoing in-house training to ensure they are provided with the necessary skills to properly fulfil the duties, responsibilities, and roles. The team liaises with outside agencies where expertise is not available within the clinic. We provide twenty-four-hour Nursing Care.

The welfare of our residents is of prime importance to us, and we reserve the right to decline admission, to those who are risk assessed and in our judgement require more care than we can provide.

SERVICES, FACILITIES AND ACTIVITIES

Our services and facilities include

24-HOUR NURSING CARE

24-hour nursing care is provided in the home and a nurse call system is available in every room.

GP SUPPORT SERVICE

A local GP visits the home 3 times a week and is available the other two days if required. Weekend cover is provided by Caredoc.

QUALITY CUISINE

Our chefs and catering staff are dedicated to serving healthy, balanced, nutritious, attractive, and appetising food.

- Meals are served daily in our dining room or, if a resident so wishes, in his or her bedroom
- Residents can choose from varied daily menus
- All meals are prepared and cooked by qualified chefs and trained catering staff in accordance with strict food safety, in a modern, well-equipped kitchen and food preparation area
- Special diets and dietary requirements are catered for on an individual basis
- Snacks, tea, and coffee are available to residents at any time



INTERNAL SERVICES, FACILITIES AND ACTIVITIES

To enhance the care we provide and to enable you to fulfil your social and personal needs, as a resident you can avail of a range of additional services, facilities, and activities. These are either provided directly by us, or by arrangement with external service providers.

At Castlebridge Manor Nursing Home we take our activities very seriously. Our Activities Co-ordinator organises our weekly activities and entertainment programme 7 days a week. The Activity Team regularly meets with the residents to seek their views and comments on day-to-day activities in the home.

There is an additional cost of €45 weekly as the Additional Social Charge, to be paid by the Resident (applies only to Fair Deal or Transitional residents).

There are many activities provided on a daily basis which are person-centred and tailored to individual needs and wants to follow a detailed activity assessment of each resident, which is updated on a regular basis. Our programme, which provides opportunities to socialise and develop new interests, includes:

- Live music sessions
- Arts and crafts
- Physical activity session - group and individual
- Sing along music sessions
- Hobbies and board games
- Parties and other social functions
- Adaptive Sport Games
- Cross word Club
- Book Club
- Reminiscence Therapy
- Individual Room Visits
- Day Trips
- Garden Parties
- Gardening
- Knitting
- Flower Pressing
- Movie Afternoons
- Reflexology therapy
- Gentle Exercises
- Newsletter writing
- Learning circle
- Hairdressing available weekly in house (this is subject to an extra charge)
- Beautician service is available once a month (this is subjected to extra charge)





ORATORY AND RELIGIOUS SERVICES

Castlebridge Manor Nursing Home respects all religious denominations and caters for their spiritual needs.

Our ethos and philosophy reflect our care and concern for the holistic person.

We therefore see our care embracing the physical, social and spiritual aspect of each person. Pastoral Care arrangements are promoted to meet the Residents' individual wishes and Ministers of Religion are made welcome in the Nursing Home.

All religious services are arranged within Castlebridge Manor Nursing Home:

- Weekly mass at 11.00 on a Thursday
- Easy access to local Mass in local churches.
- A programme dedicated to the religious calendar is arranged.

Participation in any of these events / activities is a personal choice

SUMMARY OF THERAPEUTIC CARE & ADDITIONAL SERVICES

Hairdresser	Tuesday & Wednesdays 10am - 5pm or by appointment. Appointment required	Cost incurred
Mass Other Religious Services	Every Thursday 11am and As requested	No restrictions No restrictions
Arts and Crafts / Activities & Outings	Monday to Saturday in designated areas	Cost incurred
Physiotherapy	As requested / Monday to Friday Appointment required	Cost incurred
Chiropody	As prescribed Appointment required	Cost incurred
Optician	As required	Cost may be incurred
Dentist	On request	Cost may be incurred
General Practitioner	As required	Cost may be incurred
Pharmacy	As required	Cost may be incurred
Personal Care Assistants	For Hospital Appointments or Social Outings	Cost incurred

Transport / Taxis	As required	Cost incurred
Psychiatry of Old Age	As requested by general practitioner as per HSE waiting list	No cost incurred
Specialist Palliative Care	As requested by general practitioner as per HSE waiting list	No cost incurred
Speech & language therapy	As requested by general practitioner (by appointment, on a visiting basis)	Cost may be incurred
Audiology	As requested by general practitioner (by appointment)	Cost may be incurred
Dietetics Service	As requested by general practitioner (by appointment: on a visiting basis)	Cost may be incurred

These and other appropriate services may be arranged through the Person in Charge.



AMENITIES IN THE LOCALITY

Castlebridge Manor Nursing Home is situated in Castlebridge village. The village is picturesque, provides good amenities, and is surrounded by scenic countryside.

Recreational and other amenities in the locality include:

- Johnstown House
- The Wexford Opera Festival
- the Irish National Heritage Park#
- John F Kennedy Park
- Curracloe Beach, one of the most popular beaches in the county. A 7KM-long fine sand beach, close to a nature reserve and forest.
- We also organise occasional trips to Wexford town (which offers a wide choice of cafes, shops, stores, boutiques, and other retail outlets.



ACCOMMODATION



RECEPTION AREA



DINING AREA

BEDROOMS



Accommodation is arranged over two floors.

Ground floor contains 41 beds, with 13 beds in the Amber Suite, and 28 Beds in the Edenvale Suite. The first floor comprises 54 beds, with 26 beds in the Slaney Suite and 28 beds in the Ferrycarrig Suite. All rooms are ensuite and comply with HIQA standards.

- 86 bedrooms (9 shared, with average room size 22.9 sq.m. and 77 single, with average room size 14.2 sq.m.)
- All rooms are ensuite, (12 ensuites have full wheelchair access)
- TV points and Wifi in all bedrooms, with the option for pay to view channels should a resident wish the facility

COMMUNAL ACCOMMODATION



SITTING AREA

Castlebridge Manor Nursing Home is also provided with:

- 9 stand alone wheelchair accessible toilets
- 2 wheelchair accessible bathrooms
- 2 dining rooms
- 4 sitting rooms cum dayrooms
- Sunroom cum sitting room integrated into two courtyard gardens
- A Hairdresser's room
- Physio and Chiropody Treatment room
- 1 Prayer Room
- A laundry for residents needs

OUTDOOR SPACE



Castlebridge Manor Nursing Home stands on four acres surrounded by neatly maintained grounds in a rural backdrop setting, including a small lake and fountain.

Internally there are two purpose built secure courtyard gardens for our residents' enjoyment.

PARKING

Plentiful short stay car parking spaces are available for visitors in the nursing home grounds. Long stay parking places are also available.



STAFFING & ADMISSIONS

Member of Evergreen Care 



STAFFING ARRANGEMENTS

The numbers and skill sets of staff on duty is determined by and provided for according to a transparently applied, nationally validated assessment tool, to plan for and meet the needs of the residents. This is subject to daily review. All members of staff undergo regular and ongoing in-house training to ensure they are provided with the necessary skills to properly fulfil their duties, responsibilities and roles.

Details of our registration are as follows:

- **Registration Number: REG-0036713**
- **Date of Registration: 11th March 2023**
- **Expiry of Registration: 10th March 2026**
- **There are no conditions attached to our Registration**

Number of Residents & Staff

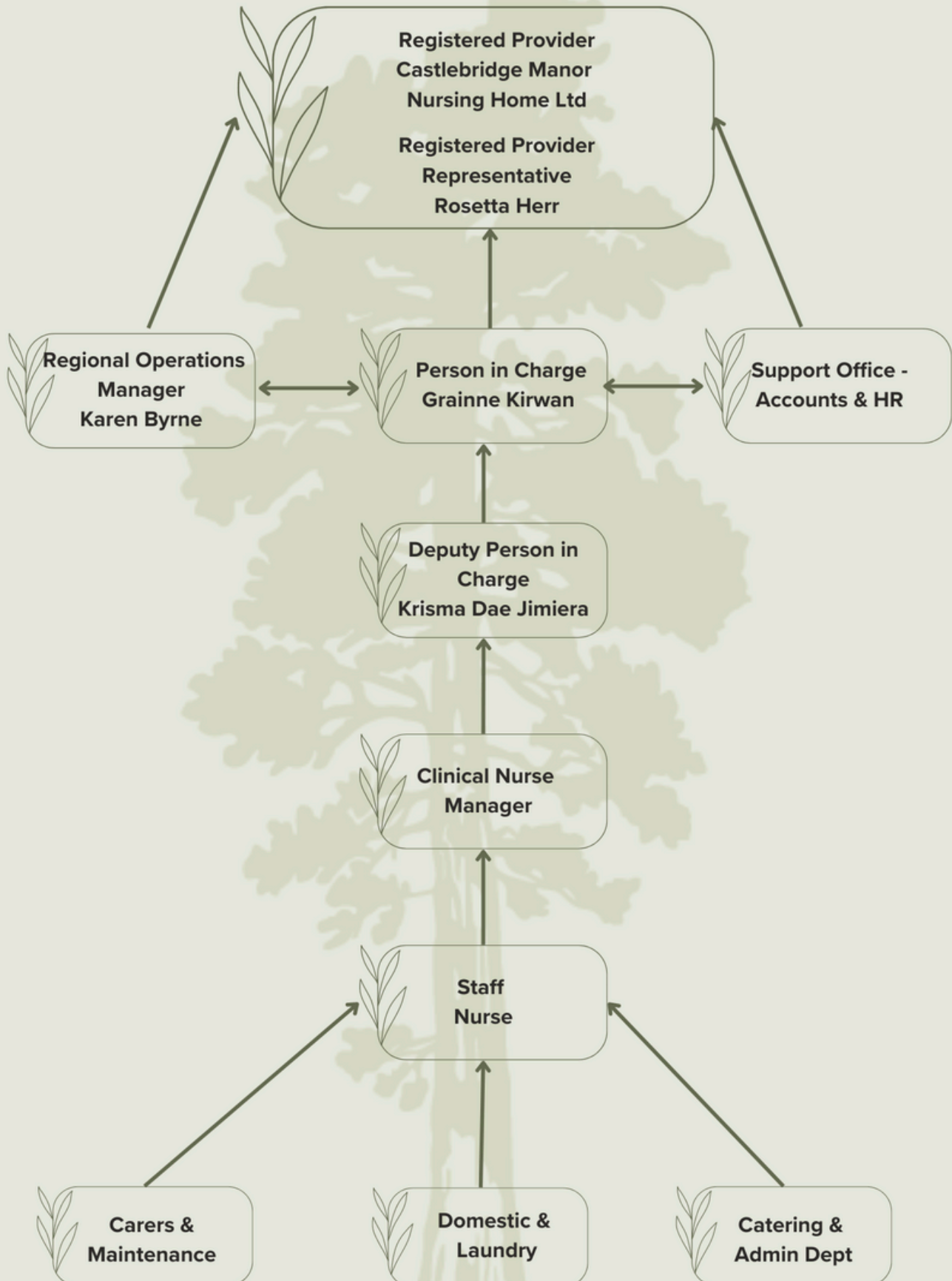
Castlebridge Manor Nursing Home can accommodate a maximum of 95 people with 24-hour nursing in 77 single rooms and 9 twin rooms.

We currently employ approximately 98 staff and there is 24-hour care and support provided by registered nursing and healthcare assistant staff with the support of housekeeping, catering, administration, laundry and maintenance staff.

The Organisational Structure of the home follows similar patterns found in any health care environment.

The graph below lays out the operational structure.

CASTLEBRIDGE MANOR NURSING HOME ORGANISATIONAL STRUCTURE



PERSON IN CHARGE



GRAINNE KIRWAN

Person in Charge
Castlebridge Manor Nursing Home
Ballyboggan Lower,
Castlebridge,
Co. Wexford.
Y35 C526

Tel: (0)53 9159677

Email:

grainne@castlebridgenursinghome.ie

Gráinne originally trained as a psychiatric nurse in the UK. She has many years of managerial experience working in psychiatry and elderly services both in the UK and Ireland.

She has been working in the role of person in charge in care of the elderly in Ireland since 2021. Her experience in both fields has proven invaluable to her and those she cares for.



ADMISSIONS

Referrals for admission come from acute hospitals, day hospitals for the older people, community healthcare services or through private application. Following referral, the Person in Charge or another delegated nurse manager will visit the prospective resident at home or in the referring facility to carry out an assessment of the prospective resident's personal, social, and healthcare needs and identify the suitability of the facility to meet these needs. The assessment is also done remotely.

Prospective residents (if able) and their family will be invited to visit the nursing home. During this visit the resident and /or representative will be given the opportunity to meet staff and other residents and view the surroundings prior to making a decision to stay.

All medications, prior to admission, are the responsibility solely of the resident's Doctor.

EMERGENCY ADMISSIONS

We understand that in exceptional cases, where there is no alternative available, emergency admissions are necessary to promote the safety of the resident. Such cases would be individually assessed. When an emergency admission is made, the Person in Charge or another delegated nurse manager should ensure that the resident and/or representative are informed within 48 hours about key aspects of the service.

SPECIAL NEEDS

We offer a full range of care services to cater for special needs and requirements associated with disability, illness, medical conditions or special dietary requirements.

Residents over 18 and both sexes are accommodated. People are assessed on an individual basis for admission and their age or sex is not a factor. Shared rooms are occupied by same sex residents unless they are husband and wife.

The nursing home provides care and accommodation to a full spectrum of people all of whom have their own individual requirements and needs, ranging from almost total independence to fully dependant. Some examples of the range of needs of our residents are

- Type 1 & 2 Diabetics
- Stroke victims
- Dementia and other mental health disorders.
- Heart / circulation disorders
- Mobility problems
- Epilepsy
- Swallowing problems
- Parkinson's disease

However, this is not an exhaustive list and residents with other care needs are always considered. Nursing care is always provided over 24 hours with two registered nurses on duty. Nurses are regularly updated to ensure that they can provide the correct levels care to our residents.

Our Admission Policy gives a detailed account of our approach to new admissions, including emergency admissions. It is based on a pre-admission assessment, a detailed assessment on admission and a review of the assessment and the resulting Care Plan. A preadmission visit to the applicant is made by the PIC either in their home or in hospital. Alternatively, the person can come to the home. This will help to inform the person of the home and its services as well as allowing a full assessment to be made of the persons needs.

WHAT TO BRING WITH YOU ON ADMISSION:

- Clothing to include daywear and nightwear
- Toiletries to include, razor, comb, hairbrush, toothbrush and toothpaste etc. (towels will be provided at the Nursing Home)
- Personal equipment such as your own wheelchair, Nebulizer, air-mattress, hearing aid, walking frame etc.
- Current up to date prescription and medical notes from General Practitioner.
- Hospital discharge letter if applicable



ARRANGEMENTS FOR VISITING

Potential Residents

At Castlebridge Manor Nursing Home we understand that making the decision to move into long-term care can be stressful. We want to make your transition as smooth as possible. Our Person in Charge 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.

Visitors for Existing Residents

Visiting times are kept as flexible as possible. The most convenient times are between 10am and 9pm daily, but visitors are welcome at other times by prior arrangement with the nurse on duty, except at meal times (i.e. 1p.m. to 2 p.m. and 5 p.m. to 6 p.m) when neither phone calls nor visitors are encouraged. If visitors wish to talk privately to the Person-in-Charge, appropriate arrangements will be made, but an appointment may be necessary.

Visitors are prohibited from entering the dining room during meal times.

Should the fire alarm sound visitors must respond to it immediately by vacating the area they find themselves in and make their way to the nearest exit or fire point. The resident they are with at the time the alarm sounds may accompany them if he / she is capable of doing so alone. Otherwise leave the resident for the nursing staff to vacate.



VISITING ARRANGEMENTS DURING COVID-19 OUTBREAK

Visiting is planned and scheduled in line with the HSE, HPSC and NPHE guidelines.

For those residents receiving end of life care, contact with loved ones is encouraged and supported through alternative methods such as phone, Skype or facetime in accordance with the residents needs and wishes in addition to in-house visits.

The presence of a person close to the resident will be facilitated as far as is possible. Decisions about visitation during an end-of-life situation will be made on a case by case basis, which will include careful screening of the 'visitor for fever or respiratory symptoms. Those with symptoms cannot be permitted to enter the facility.

Visitors will be informed of the potential risk of infection.

Visitors that are permitted must wear a facemask while in the building and restrict their visit to the resident's room or other location designated by the Home. They should also be reminded to frequently perform hand hygiene (www.hpsc.ie).

Visitors should be instructed on how to put on and take off the PPE & how to perform hand hygiene. Where practical visitors should be supervised when donning and doffing PPE. For the anointing of the sick or other rites where only transient physical contact is required, gloves are not necessary so long as hand hygiene is performed immediately after anointing or touching the person (www.hpsc.ie).

Visitors should avoid contact with people other than the person they are accompanying/visiting.

THE INSPECTION PROCESS

Since July 2009, responsibility for the registration and inspection of all residential care services for older people has been assigned to the Health Information and Quality Authority (HIQA), which was established under Government legislation in May 2007.

HIQA inspects nursing homes against the National Quality Standards for Residential Care Services for Older People in Ireland, as regulated under the Health Act 2007 /2009/2013, to check they are safe and that residents are cared for properly.

At Castlebridge Manor Nursing Home we

- Co-operate fully with this inspection process
- Work with HIQA to meet the National quality Standards

Inspections take place as often as is deemed necessary by HIQA. These inspections are usually unannounced. The most recent inspection report for our Nursing Home is available on www.hiqa.ie or you can obtain a copy from Reception.

HOW TO ACCESS HIQA

Director of Regulation and Chief Inspector of Social Services, HIQA Head Office
Unit 1301, City Gate, Mahon, Cork

Tel: 00 353 (0) 21240 9300

Fax: 00 353 (0) 21 240 9600

Website: www.hiqa.ie

HOW TO CONTACT THE HSE

Grogan's Road, Wexford Tel: [\(053\) 9123522](tel:0539123522)

George's Street, Wexford Tel: [\(053\) 9123522](tel:0539123522)

CONTACT DETAILS FOR NURSING HOME SUPPORT SCHEME

HSE Nursing Homes Support Office,
Wexford Community Service,
Georges Street,
Co. Wexford, Y35AW96

Phone: (053) 9114316 or (053) 9185716





ADDITIONAL INFORMATION





CONTRACT OF CARE/FEEES

On admission to Castlebridge Manor Nursing Home a Contract for Care will be provided for completion, which outlines the cost of care and any additional charges that you may incur throughout your stay. The Contract is explained to you or your Care Representative followed by time to read and sign it immediately on admission to the Nursing Home. This 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.

ADDITIONAL CHARGES FEE

Additional Service Charges (ASC) that are applicable to certain services within our facility. The ASC is designed to enhance the overall quality of care and lifestyle for our residents.

The ASC covers, but is not limited to, the following services:

- 1. Specialized Equipment and Aids:**
Access to specialized tools and aids that support individual needs
- 2. Activities and Entertainment:**
Enriching programs and entertainment options to enhance the resident experience.
- 3. Social Outings:**
Organised outings and events that promote social engagement
- 4. TV Channels and Newspaper:**
Access to a variety of TV channels and newspapers for entertainment and information
- 5. Internet:**
High-speed internet access for residents' convenience
- 6. GP Charges Not Covered by Medical Card:**
Additional general practitioner services beyond what is covered by the medical card.
- 7. Admin Support with MDT Reviews:**
Administrative support for multidisciplinary team reviews.
- 8. Transport of Routine/Urgent Samples to Laboratory:**
Efficient transportation of medical samples for testing.
- 9. Provision of Toiletries:**
Regular supply of essential toiletries for resident comfort.

These additional services aim to cater to individual preferences, well-being, and an enhanced quality of life. The ASC ensures that residents have access to a range of services that go beyond the standard care provided. ASC are applicable to all residents – Fair Deal, Transitional care funding or Private.



LAUNDRY POLICY

Castlebridge Manor Nursing Home endeavours to ease the burden on families and therefore provides a laundry service free of charge. However, Castlebridge Manor takes no responsibility for items which are lost or mislaid. It is suggested that all clothes are clearly marked with sewn on labels to avoid any problems with identification. Clothes, that are not machine washable or that cannot be dried in an industrial dryer are not suitable to be laundered at the Clinic. Clothes labels can be purchased through the office for a charge of €30 per 100 labels.

ALCOHOL POLICY

Visitors are requested not to bring alcohol to any resident at Castlebridge Manor Nursing Home without seeking the advice of the Director of Nursing. The majority of our residents are on medication which can react to alcohol and you may put their health in jeopardy.

SMOKING POLICY

In the interest of the welfare of patients and staff, smoking is not permitted in Castlebridge Manor Nursing Home. There are designated outside areas for smoking which must be adhered to. In the interest of our health and safety, residents who suffer with cognitive impairment must keep their cigarettes and lighter in the safe at the nurse's station, as these residents require full supervision whilst smoking.

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1. All medications are the responsibility of the resident's Doctor only. Please bring your current prescription with you.
 2. In the event of a resident being admitted to hospital for any reason, the fees to the Nursing home must still be paid. If you do not wish to pay for the room while the resident is in hospital all the residents belongings must be removed from the Nursing Home. We cannot guarantee a place will be available in the Nursing Home on discharge from hospital.
 3. Contracts of care must be signed by the resident on admission. If the resident is unable to sign it, the Next of Kin or Representatives must.
 4. Residents must give their PPSN and Medical card number to the Nursing Home on admission.
 5. The Next of Kin or their appointed legal representatives will be the only person to receive confidential information about the resident.
 6. It is up to the family or representative to organise transport and to accompany the resident to any appointments or hospital visits outside the Nursing Home. If this is not possible the Nursing Home must be given ample notice to try to organise a staff member to accompany the resident. It is not our policy to organise a staff member to accompany the resident in the event of transferring the resident to hospital by ambulance. But this policy can be reviewed depending on the situation after consulting the management. The full cost of this will be added to the resident account.
 7. Resident's bills are due to be paid monthly in advance. All accounts become due on the 1st of each month and are to be paid within the first week. Standing orders are the most efficient way of settling accounts.



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8. Extra costs, for example, hairdressing, newspapers or chiropodist are not included in the maintenance charge and can be settled monthly. A weekly charge of €55 applies for Fair Deal or transitional care residents (Allied Social Care Charge). This is mandatory and it gives access to physiotherapy, speech and language therapist, tissue viability nurse, dieticians and the recreation programs etc. (but not toiletries). This fee is not applicable for private residents.
 9. The Nursing Home must be informed if residents wish for their personal clothes to be washed on the premises or to be taken home. Preferably no items of clothing that are dry cleaning only. Residents to have all laundry items labelled before bringing them in.
 10. Any aid used by the resident at home must be clearly marked with the resident's name when they are brought in.
 11. No electric blankets can be brought from home.
 12. No valuables to be left with the residents in the Nursing Home.
 13. Castlebridge Manor Nursing Home accepts no responsibility for loss of valuables or money which were not identified and not lodged in the Managing Director's office on admission. All residents are supplied with their own safe on admission. The Resident can enter his / her own number and password to open and close the safe. All valuables and monies lodged to safe keeping must be signed in and out of lodgement book and witnessed. Relatives and residents are advised that due to limited storage space all personal belongings must be removed from the premises within one week of vacating the premises, otherwise they will be disposed of in a normal manner.



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14. All visitors are to sign in and out when entering the Nursing Home, this is for Health & safety purposes.
 15. We request all visitors to be vigilant when entering and leaving the Nursing Home, to ensure that our residents do not leave the Nursing Home without the knowledge of the Nurse in Charge.
 16. CCTV cameras are in operation at every entry and exit point for the safety of our residents and staff.
 17. The visitors are not allowed to bring cooked food to the residents.
 18. We provide facilities for Residents' personal property, jewellery and other belongings and monies. The Registered Provider or the Person in Charge, admitting nurse or nurse on duty shall keep a record of all such Residents' property, provided the Resident notifies the Registered owner, the Person in Charge, their servants or agents (duly authorised) that such property has been brought into the Nursing Home. Residents should not bring items of great value or large amounts of cash into the Nursing Home, but if this is unavoidable then it is absolutely the responsibility of the Resident to insure such personal property and valuables fully. The liability to any Resident shall not exceed €1,000 for any one item except where the property was deposited by or on behalf of the Resident expressly for safe custody with the registered provider.





FIRE SAFETY

Castlebridge Manor Nursing Home has a Fire Safety Management Programme in place to protect against the outbreak of fire and to ensure as far as reasonably practicable the safety of persons on the premises in the event of outbreak of fire. In the interests of safety there is a No Smoking Policy in operation inside the building. All staff, residents and visitors must adhere to this policy and smoke in the designated outside location.

Similarly, in the interests of safety the following items are not allowed:

Candles, lighters, matches, electric blankets, Electric or gas heating devices,
or electrical Christmas lights in residents rooms.
Residents on oxygen therapy may not smoke while receiving therapy.

Residents with cognitive impairment and dementia may not be in the possession of a lighter. Staff will provide supervision as and when required to do so.

FIRE EMERGENCY

Residents/relatives will be orientated with information, and should familiarise themselves with, the fire exit doors and plans located on each Unit, in addition to details of the evacuation procedures. The building is equipped with fully compliant fire systems and controls, which are maintained on an ongoing basis.

On hearing the alarm sound, Residents/Visitors where able should make their way to the nurse's station on each unit. Staff will issue instructions regarding the evacuation procedure and will assist you the process. Evacuation will take place horizontally away from the fire through the fire compartment doors, and vertically if necessary from the upstairs units. All staff take part regularly in Fire Training and will require Residents and Visitors cooperation as necessary for a smooth and safe evacuation.

It is important to note that the lift must not be used during fire evacuation. Staff will oversee and assist descending the stairs. You will be directed to the Assembly Area outside the building. Details of our complete fire policy can be found in the safety statement located at the reception and on each unit.

INFORMATION / DATA PROTECTION PRACTICES STATEMENT

Castlebridge Manor Nursing Home, as a designated residential care facility, processes by its nature personal health information in relation to your past, present and future healthcare requirements. Information pertaining to you is stored on computer databases and in manual filing systems. Your information is handled by Castlebridge Manor Nursing Home according to legislation, guidance and evidence-based practice.

Our staff are trained to manage your data in a secure and confidential manner and will only share information with other healthcare professionals for opinions and services upon obtaining your permission for same. Our information / Records Management Policy outlines in detail how we collect, assess, store and what procedures are in place governing disclosure of your personal information.

Good information governance enables personal health information such as that held in your care plan to be handled legally, securely, efficiently and effectively in order to deliver the best possible care to you. It includes the sharing of relevant personal information between health and social care professionals involved in the provision of care to you with a view to information the development of this care. Governance involves quality data, privacy and confidentiality, information being held securely and safeguards for the secondary use of your information. Secondary uses include clinical research, public health, epidemiology, quality assurance, service planning, regulatory, monitoring and auditing activities.

On admission to the Nursing Home, it will be necessary for us to collect the following information as part of your basic healthcare information record with us and you will be asked to give consent for this:

- Admission sheet including immediate care needs assessment form
- Initial comprehensive and ongoing nursing assessments
- Nursing care plans
- Nursing progress and evaluation notes
- Observation and fluid balance charges
- Referral letters, discharge communications and any other correspondence relevant to the care of you
- Medical and multidisciplinary clinical notes
- Consent forms
- Laboratory, radiology and diagnostic imaging results
- Prescribed medicines and nutritional supplements
- Any other information requests outside of the above, we will return to discuss with you and obtain further permissions where necessary



COMPLAINTS PROCEDURE



COMPLAINTS PROCEDURE

At Castlebridge Nursing Home all complaints are taken seriously and dealt with promptly and effectively through our complaints procedure in accordance with HIQA standards. The procedure is available on request as a written policy document to every resident and any person acting on their behalf. We can also advise residents or relatives on how to make a complaint and who to contact outside the home if they remain dissatisfied or require support services, including independent advocacy.

At Castlebridge Nursing Home we operate the following complaints policy:

1. Speak to a member of the nursing home staff. You can talk to whomever you feel comfortable with - but if you could, speaking to the Person in Charge (Grainne) will ensure you speak directly to the person who is responsible for the management of complaints. If you decide to speak to someone else, they will take your concern and then pass on the details to the PIC as soon as possible.
2. If you feel you would like to write your complaint, please feel free to do so. Letters should be posted to Grainne Kirwan, Castlebridge Nursing Home, Ballyboggan Lower, Castlebridge, Co. Wexford. Detail exactly what has concerned you and try to include dates, times, names etc. On receipt of the letter, Ioana will contact you to discuss in person.
3. Be honest. We need to know the truth and promise we won't take offence.
4. The PIC (or her deputy) will investigate your concern and get back to you with the outcome of that investigation. During the process the PIC will maintain contact with you either in person, by phone or in writing.

APPEALS PROCESS

If you are not satisfied with the outcome, we have our own appeals process. All appeals go directly to an Appeal/Review Officer and must be provided in writing no more than 10 days following the date of the outcome of the investigation. The appeal will be conducted and concluded and responded to no more than 20 days after receiving the request.

Appeals/Review Officer:

Karen Byrne (karen@evergreencare.ie)

Tel: (086) 082 8146

Postal address:

Evergreen Care, Waynestown, Summerhill Road,
Dunboyne, Co. Meath

You can also avail of an independent appeals person to assist you in your case through:

SAGE Advocacy Service

Address: 24-26 Ormond Quay Upper,
Dublin 7.

Tel 01 5367330

Patient Advocacy Service

Level 3/ Rear Unit, 22/23 Marshalsea Court,
Merchant's Quay, Dublin 8
D08AEY8.

Tel 0818 293003

COMPLAINTS PROCEDURES & THE OMBUDSMAN

If you have complained to us and you're not satisfied with our decision on your complaint it is open to you to contact the Office of the Ombudsman. The Ombudsman provides an impartial, independent and free service. By law the Ombudsman can examine complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you. The Ombudsman's remit relates to complaints about actions which occur on or after 24 August 2015. The Ombudsman cannot examine complaints about actions which occurred before that date with the exception of complaints from residents eligible to complain under "Your Service Your Say" (Residents whose place is provided under a contract with the HSE).

Contact details are as follows:

THE OFFICE OF THE OMBUDSMAN
18, Lower Leeson Street
Dublin 2.

Phone: LoCall 1890223030 or (01)6395600

Email: ombudsman@ombudsman.gov.ie

You can also make a complaint online using the online complaint form www.ombudsman.gov.ie



SERIOUS CONCERNS

If you have serious concerns about the operation of the nursing home, you may contact the Inspectorate by:

Please visit www.hiqa.ie for information

Tel: 0212409646

Email: concerns@hiqa.ie

Post to: Concerns, HIQA, George's Court,
George's Lane, Smithfield, Dublin 7, Ireland.

ADVOCACY SERVICE

An independent advocacy service is available to residents. We will provide further information and contact details to residents or their family who wish to contact the advocacy service.

SAFETY

Your safety is of paramount importance to us. If you need assistance, please ask a member of staff, or alternatively use your call bell to seek assistance.

The visitors are requested to sign in and out on the Visitors Register which is situated at the main door for safety purposes. The sheet will be removed from the register on a daily basis and shredded after a week.





STANDARDS & POLICIES

Castlebridge Manor Nursing Home is a member of 'Nursing Homes Ireland' and 'Nursing Homes Nursing Projects Group' who provide training and education on the most up to date evidence-based policies. All our in-house policies are tailored to meet the 'The National Quality Standards for Residential Care Settings for Older People in Ireland' laid down by the Health Information and Quality Authority (HIQA).

These standards help to consolidate existing good practice whilst also identifying areas for development.

A copy of the standards can be obtained by writing to:

Health Information and Quality Authority (HIQA) Social Services Inspectorate
1301 City Gate, Mahon, Cork

Or online at www.hiqa.ie

The following is a list of our Policies. If you require any further information, please do not hesitate to contact us.

Other policies that we adhere to include:

- Management-of-Admission-Policy
- Discharge Policy
- Caring for Residents with Challenging Behaviours Policy
- Pain Management Policy
- Consent & Advocacy Policy
- Communication Needs Policy
- Privacy & Dignity Residents Policy
- Management of Complaints Policy
- Protected Disclosure (Whistleblowing) Policy
- Provision of Information to Residents Policy
- Prevention of Resident Elopement Policy
- Promotion of Health & Psychosocial Well-being policy
- Resident's Accounts & Property Policy
- Cognitive Impairment Policy
- Management of Mood Disorders
- Delegation & Clinical Supervision Policy
- Nutrition & Hydration Needs of Resident Policy
- Self-harm & Suicide Policy
- Oral Hygiene & Dental Care Policy
- End of Life Care Policy
- Dementia Care Policy
- Wound Management Policy
- Sexuality & Intimate Relationships Policy
- Medication Management Policy
- Continence Care Policy
- Restraint Use Policy
- Management of PEG Tube Policy
- Assessment & Care Planning Policy
- Clinical Governance
- Infection Control Procedure & Policy
- Management of Flu Outbreak Policy
- Control of C.Diff Policy
- Management of MRSA Policy
- Falls Prevention Policy
- Suctioning Policy
- Resuscitation Policy
- NMA-Safeguarding Vulnerable Persons and Risk Abuse Policy
- Venepuncture Policy
- McKinley T34 Syringe Pump Guidelines / Manual
- Hygiene Policy
- Minimal Handling Policy
- Staff Training & Education Policy
- Laundry Policy





AND FINALLY ...



We are delighted that you have chosen Castlebridge Manor Nursing Home 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 a nursing home is traumatic and difficult experience for the resident and the family; therefore, we wish to assist you in your transition. Our staff is both friendly and approachable and are always willing to listen to your concerns.

TO LEARN MORE

If you would like to learn more about Castlebridge Manor Nursing Home, you are very welcome to visit us and see it for yourself, together with any family member, relative or friend whom you wish to bring.

We will be happy to give you a guided tour, during which you can meet our staff and talk to our existing residents. We will answer questions and provide any information you require. Once you decide to stay with us, a member of our staff can visit you in your own home to discuss making arrangements for your arrival and becoming a resident of Castlebridge Manor House Nursing Home.

For more information contact:

Tel: (0)53 9159677

Email: hello@castlebridgenursinghome.ie

www.evergreencare.ie/castlebridge-manor-nursing-home/



Castlebridge Manor Nursing Home is part of Evergreen Care since 2022. Evergreen Care offers a fresh perspective in nursing home care in the heart of Ireland's communities. We currently have 12 homes in our group – all centred on creating a kind, caring and happy community for every resident in our care.

We offer many different types of care depending on individual needs – whether it's a short stay to recover from an illness or a more long-term decision to make a new home with us. We understand the decision to move from your own home is an important one for you and your loved ones. Our specialist care team are here to offer guidance and support to make the transition a smooth and happy one.

Tel: +353 (0)53 9159677

Email: hello@castlebridgenursinghome.ie

www.evergreencare.ie/castlebridge-manor-nursing-home/



CASTLEBRIDGE MANOR
Nursing Home
Member of Evergreen Care

