

2026

MULLINAHINCH HOUSE NURSING HOME

RESIDENT'S GUIDE



MULLINAHINCH HOUSE
Nursing Home
Member of Caregroup's net





A WORD FROM THE PIC

Welcome to Mullinahinch House 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.

Mullinahinch House Nursing Home first opened its doors in 2003. We are situated just 2.5km outside Monaghan town, in a quiet country area, over an acre of landscaped gardens with mature trees and foliage natural to the area.

Gabriela

Gabriela Guta

PERSON IN CHARGE (PIC)



AIM & OBJECTIVES

(ETHOS OF CARE)

We strive to provide all our residents with the highest possible standards of professional service and care, delivered to the same high level that we would expect for our own loved ones and for ourselves.

Our core ethos, aims and objectives, values, attitudes and beliefs of the management and staff of this Nursing Home are:

- To care for those who have entrusted themselves to us. To provide for their physical, social, emotional and spiritual needs to the best of our ability as per best practice nationally and globally.
- To treat our residents with dignity, always remembering that each person is an individual. To care for those who are dying in a dignified manner, respecting their wishes and caring for their families.
- To provide care in a respectful way, never to force or bribe, but to persuade and teach so that the wellbeing and best interest of the resident remains our focus without altering their independence.
- To work in partnership with our residents, their families and friends, to achieve the best possible outcomes while respecting their wishes. To listen to their opinions, comments, compliments and complaints. To learn from them, and to achieve a home environment as close to their own home as possible.
- To strive for excellence and total quality control through continuous reflection, training and research so improvements can be achieved and risks and waste eliminated. To learn from our mistakes and the mistakes of others.
- To value our employee team who are our most important resource. To support them through appropriate recruitment, training, appraisal and rostering thereby ensuring that we exceed the expectations of our residents in everything we do.
- To use our resources effectively so that we provide value for money while using the best technology available.



PRIVACY & DIGNITY

We would like you to think of Mullinahinch House 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 2003, Mullinahinch House Private Nursing Home has been effectively maintained and upgraded through a series of major improvement works. These have been designed to enable us to deliver the highest standards of residential amenity, service, and care.

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.

DOCTOR ON CALL SERVICE

This includes a GP service during normal surgery hours and North East Doc on Call Service after hours and at weekends. Medical officer visit Nursing Home once a week for onsite review and available during weekdays over the phone and email reviews.

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 Mullinahinch House Private Nursing Home we take our activities very seriously. Our Activities Co-ordinators organise 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 €60 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

Mullinahinch House Private Nursing Home respects all religious denominations and caters for their spiritual needs.

An Activity room which can be converted into an Oratory for religious services and private prayer. It is also used for visits by the local parish priest to give Holy Communion and celebrate mass.

A Church of Ireland Minister calls according to the requirements to say prayers and give communion.

Arrangements are also made to cater for the spiritual needs of residents of other denominations.

THERAPEUTIC CARE

Mullinahinch House Nursing Home supports Residents who are eligible and those who hold a valid medical card to access free community services to meet your care needs and enhance rehabilitation potential.

- ♦ Chiropody
- ♦ Occupational therapy
- ♦ Dentist
- ♦ Optician

The following services are offered by Mullinahinch House Nursing Home to our Residents

- ♦ Dietician
- ♦ Speech and Language Services
- ♦ Physical Therapist
- ♦ Tissue Viability Nurse
- ♦ Reflexology



AMENITIES IN THE LOCALITY

Recreational and other amenities in the locality include:

- ♦ A wide range of sports and natural amenities including Rossmore Forest Park and Golf Club
- ♦ We organize trips to places of historical importance such as Monaghan Cathedral, Monaghan Museum and for entertainment to The Garage Theatre
- ♦ We also organise trips to Monaghan Town, which offers a wide choice of shops, stores, boutiques, and other retail outlets.



ACCOMMODATION



RECEPTION AREA



DINING AREA

BEDROOMS



All bedrooms are spacious and well appointed.

The maximum number of Residents that can be accommodated in Mullinahinch House Private Nursing Home is 46. Mullinahinch House Private Nursing Home has 36 single rooms, and 5 twin shared rooms where the Resident shares the room with one other Resident.

All bedrooms are en suite, have a television, 24 hour nurse call system, telephone and internet connections. Free Wi-Fi is available in the house.

COMMUNAL ACCOMMODATION



SITTING ROOM

Mullinahinch House Private Nursing Home is also provided with:

- Reception lounge
- Comfortable sitting rooms
- Family room
- Hairdressing salon
- Spacious dining room
- Activity room
- Smoking Hut

OUTDOOR SPACE



Residents have full access to an acre of mature, landscaped grounds surrounding Mullinahinch House, which feature both formal and informal gardens, native woodland plants, shrubs and trees, and a choice of walks with attractive countryside views.



PARKING

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

PERSON IN CHARGE



GABRIELA GUTA

Person in Charge
Mullinahinch House Private
Nursing Home
Mullinahinch, Co Monaghan

Tel: 04772138

Email: gabi@mullinahinchhouse.ie

Gabriela Guta is a Registered General Nurse with over 13 years of nursing experience. Throughout her career, she has gained extensive experience in nursing and the care of older persons, developing strong clinical, leadership and management skills.

Gabriela joined Mullinahinch House Private Nursing Home in March 2026 and was appointed Person in Charge in October 2026. She brings valuable experience and a strong commitment to maintaining high standards of care, promoting residents' dignity, independence and wellbeing.

As Person in Charge, Gabriela is responsible for the effective governance, operational management and administration of the nursing home. She works closely with the multidisciplinary team to ensure that residents receive safe, compassionate and person-centred care in a welcoming and supportive environment.

In the absence of the Person in Charge, the designated deputy will assume responsibility for the effective management of the home.



STAFFING & ADMISSIONS



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.

Number of Residents

Mullinahinch House Private Nursing Home caters for 46 residents with various dependency levels. Mullinahinch House Private Nursing Home is registered with the Office of the Chief Inspectorate of Social Services as a designated centre under Section 50 of the Health Act 2007/2009/2013 (Care and Welfare of Residents in Designated Centres for Older People).

Details of our registration are as follows:

- Registration Number: REG-00405186
- Date of Registration: 14th July 2025
- Expiry of Registration: 13th July 2028



ADMISSIONS

Referrals for admission come from acute hospitals, day hospitals for the older people, community healthcare services or through private application. Following referral, the Director of Nursing 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.

STAFFING ARRANGEMENTS

The numbers and skill set 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.





ARRANGEMENTS FOR VISITING

Potential Residents

At Mullinahinch House 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 Director of Nursing 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

We operate an open visiting policy at Mullinahinch House Private Nursing Home, but we have a protected mealtime policy. Visitors should get permission from the nurse in charge for visiting in dining room at mealtimes. However, to protect our residents, we ask that all visitors sign in on entering and sign out on leaving for health and safety reasons.

Mullinahinch House Private Nursing Home reserves the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk, or where a resident requests restriction.



VISITING HOURS

Visiting hours are open, but mealtimes are protected.

VISITING ARRANGEMENTS DURING COVID-19 OUTBREAK

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

For those residents receiving end of life care, contact with loved ones is encouraged and supported through alternative methods such as phone, WhatsApp video call 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 Mullinahinch House 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

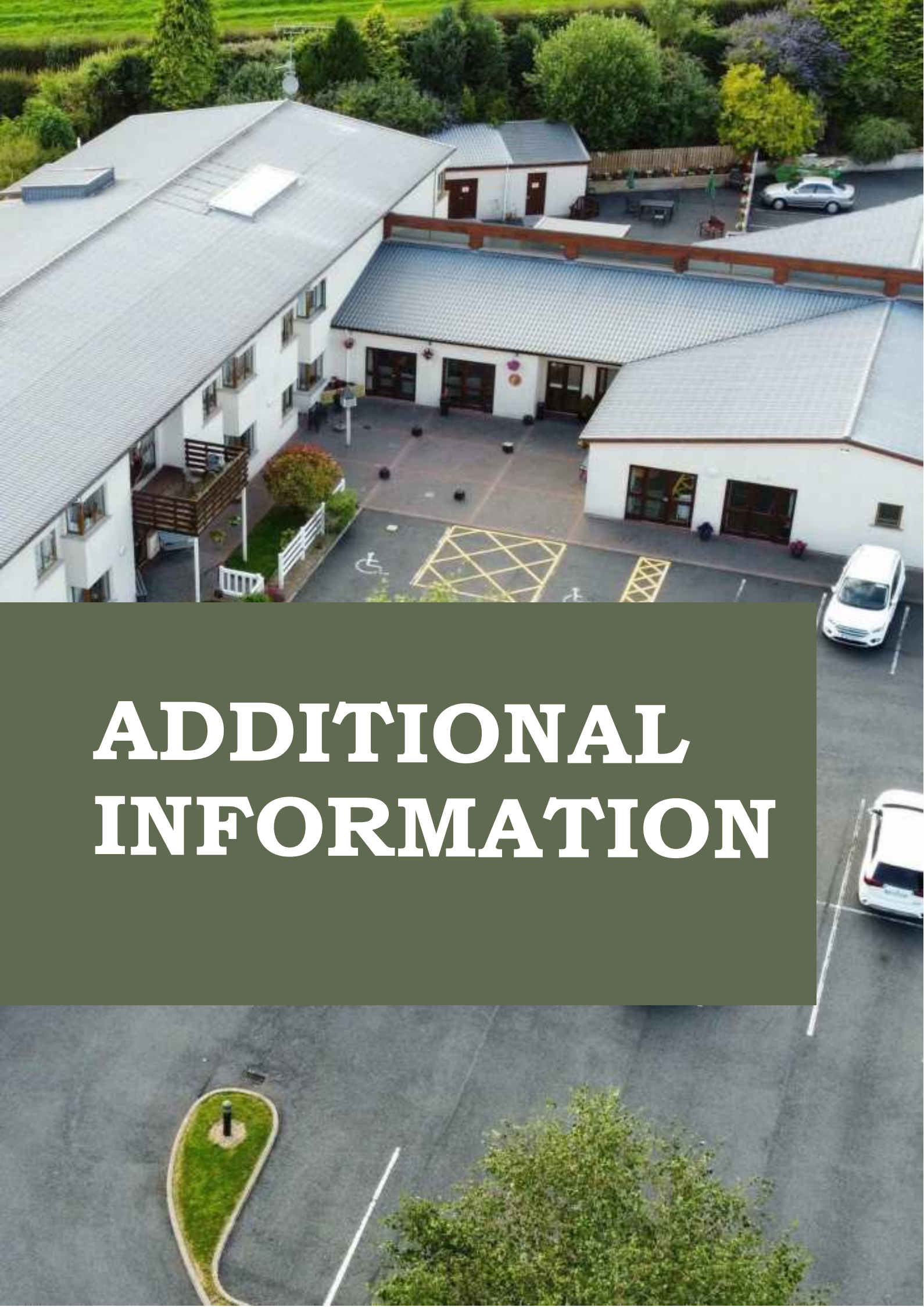
Cavan Monaghan Local Health Office,
Monaghan PCCC Office,
Saint Davnet's Hospital Complex, Rooskey,
Monaghan
Tel (047) 30400

CONTACT DETAILS FOR NURSING HOME SUPPORT SCHEME

HSE Nursing Homes Support Scheme
HSE Offices,
Town Hall Street,
Co. Cavan

Phone: 049 437 7119
049 437 7115
049 437 7114
049 437 7113





ADDITIONAL INFORMATION



CONTRACT OF CARE/FEE

Prior to admission, we provide each resident and, where requested, his or her relative or representative, with a written contract of care, setting out all fees, including any additional costs and extra charges that may apply. Nursing home fees are to be paid by standing order, one month in advance.

By agreeing to take up residency within Mullinahinch House Private Nursing Home you will have signed the contract of care. 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. A copy of the contract of care is available from the reception staff. Fees will be discussed and agreed upon before admission. All fees will be explained and noted in the contract such as the break down of the Fair Deal fees and resident fees, private fees, and the ASC fees of €60/ week.

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. **Physiotherapy/Physical Therapist:**
Specialized therapeutic exercises and rehab services
2. **Specialized Equipment and Aids:**
Access to specialized tools and aids that support individual needs
3. **Activities and Entertainment:**
Enriching programs and entertainment options to enhance the resident experience.
4. **Social Outings:**
Organised outings and events that promote social engagement
5. **TV Channels and Newspaper:**
Access to a variety of TV channels and newspapers for entertainment and information
6. **Internet:**
High-speed internet access for residents' convenience
7. **GP Charges Not Covered by Medical Card:**
Additional general practitioner services beyond what is covered by the medical card.
8. **Admin Support with MDT Reviews:**
Administrative support for multidisciplinary team reviews.
9. **Transport of Routine/Urgent Samples to Laboratory:**
Efficient transportation of medical samples for testing.
10. **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.

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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 Nominated contact or Representatives must.
 4. Residents must give their PPSN and Medical card number to the Nursing Home on admission.
 5. The Nominated contact 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 or chiropodist are not included in the maintenance charge and can be settled monthly. A weekly charge of €60 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. 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, or to hand labels to laundry staff with prior to leaving items with the laundry staff for the first time.
 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. Smoking is permitted in the Nursing Home for residents only, under supervision and in a designated area. No alcohol to be left with the residents for health and safety reasons.
 13. No valuables to be left with the residents in the Nursing Home.
 14. Each Resident can be provided with a locker with lock and a safe is available in the PIC's room. Even so, valuables and large sums of money should not be stored on-site in the Nursing Home. Whilst every effort is taken to safeguard the property of the Resident, no liability is accepted for articles lost or stolen, by the management of Mullinahinch House Nursing Home.



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15. All visitors are to sign in and out when entering the Nursing Home, this is for Health & safety purposes.
 16. 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.
 17. CCTV cameras are in operation at every entry and exit point for the safety of our residents and staff.
 18. The visitors are not allowed to bring cooked food to the residents.
 19. 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 ALARM

We conduct a fire alarm test every Wednesday. This lasts for approximately five minutes and the alarm is intermittent in sound.

Action to be taken on hearing fire alarm:

- Nominated fire team go quickly and calmly to the reception desk
- Kitchen Staff; make sure to turn off cookers and fat fryers before going to the reception desk
- The Person in Charge/ Nurse in charge to check the control panel which is located at the reception. Then the staff will be instructed in what area the fire is and what action to be taken.
- The Person in Charge / Nurse in Charge will instruct a member of staff to call the fire brigade. The person nominated to call the fire brigade will do the following.
- Dial 999 /112
- Speak calmly and clearly
- Ask for Fire Brigade
- Give name and address of the nursing home
- Note time of call
- Return to the Person in Charge/ Nurse in Charge

FIRE EMERGENCY

In the event of a genuine emergency, you will hear a continuous alarm. This may occur at any time of the day or night and is not a test. Doors should close automatically when fire alarm rings.

In this event, please proceed to the closest fire exit and assemble at the nearest designated safety area, which are clearly signposted, located on the lawns outside. Staff will be on hand to assist. Do not use the lifts at this time. Personal Emergency Egress Plan is carried out for each Resident and the staff is aware of the plan too. The main fire panel is situated at the front lobby and the small panels are situated on each upstairs and downstairs corridor, near family room and common room respectively. Fire procedures are displayed at the front door, and on multiple location on each corridor.

Other Emergencies

If you discover other situations or circumstances which pose a risk to residents or staff, please inform your nearest staff member immediately.

A photograph of an older man with grey hair and a friendly expression, wearing a dark green jacket over a light-colored shirt. He is in a workshop setting, with a blue Einhell power tool visible on the right. A dark green rectangular box is overlaid on the lower half of the image, containing the text 'COMPLAINTS PROCEDURE' in white, bold, sans-serif capital letters.

COMPLAINTS PROCEDURE



COMPLAINTS PROCEDURE

At Mullinahinch House 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 Mullinahinch House 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 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 Ioana Constantin, Mullinahinch House Nursing Home, Mullinahinch, Co. Monaghan, H18 PR68 or by email to gabi@mullinahinchhouse.ie. 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:

Ioana Constantin (ioana@evergreencare.ie)

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.





STANDARDS & POLICIES

As a provider of high-quality nursing care, we welcome 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

Other policies that we adhere to include:

- The Health Act 2007 /2009/2013
- National Standards for Adult safeguarding 2019
- Responding to Allegations of Elder Abuse
- Infection Control Guidelines
- Communications and End of Life care
- Data Protection Act 1998
- GDPR 2018
- Nursing Act 1985
- Health and Safety Act 2005
- Fire Safety Act 1981
- Food Safety Authority Act 1998/2006
- Risk Management
- Medication Management
- Complaints Procedure
- Missing Persons
- Health and Safety
- Temporary Absence and Discharge of Residents
- Residents Information Guide
- Recruitment selection and vetting of staff.
- Emergencies and Admissions
- Statement of Purpose Information Booklet
- Monitoring and Documentation of Nutritional Intake
- Restraints Policy
- Management of Covid-19





AND FINALLY

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We are delighted that you have chosen Mullinahinch House 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 Mullinahinch House 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 Mullinahinch House Nursing Home.

For more information contact:

Tel: 047 72138

Email: admin@mullinahinchhouse.ie

Web: www.evergreencare.ie/mullinahinch-house-nursing-home



Mullinahinch House Private nursing Home is part of Evergreen Care since 2020. 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: 047 72138

Email: admin@mullinahinchhouse.ie

Web: www.evergreencare.ie/mullinahinch-house-nursing-home



MULLINAHINCH HOUSE
Nursing Home
Member of Evergreen's care

