

# Statement of Purpose: Service for Older People



HIQA Registration Number - 582

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## Introduction

Governance arrangements are in place in Marymount to ensure delivery of Service for Older People in accordance with this Statement of Purpose.

Periodically, the Registered Provider or the Person in Charge shall need to make changes to this Statement of Purpose. Any changes must be notified to the Chief Inspector (via HIQA).

The Chief Inspector of HIQA is entitled to advise or prevent changes where significant risks to residents are identified.

### 1.0 Statement of Purpose – Centre Details

**Name of Centre:** Marymount University Hospital & Hospice

**Address of Centre:** Curraheen, Co. Cork.

**Telephone Number of Centre:** 021 4501201

**Fax Number of Centre:** 021 4869103

**Email Address of Centre:** [info@marymount.ie](mailto:info@marymount.ie)

**Website of Centre:** [www.marymount.ie](http://www.marymount.ie)

### 2.0 Aims & Objectives

The regulations set under the Health Act 2007 (as amended) requires Marymount to have this Statement of Purpose. This Statement of Purpose must be available to the Chief Inspector (HIQA) at all times and residents on request.

#### 2.1 Aim

Marymount is a designated centre for older persons. Our overall aim is to provide high quality, person centred holistic care to older people in receipt of continuing care, respite care and intermediate palliative care residents.

#### 2.2 Objectives

- To provide care in a safe, comfortable and pleasant environment in accordance with the standards and policies of the hospital.
- To uphold the uniqueness and individuality of each person, maintaining the individual preferences of each resident whilst providing their care, insofar as possible.
- To foster an atmosphere where respect and trust are paramount.
- To be creative in providing recreational activities for the residents, both within the hospital and in the wider community.
- To collaborate effectively as members of a multidisciplinary team to deliver the highest level of quality care to the residents, as possible.
- To ensure competent care through fostering an atmosphere of learning, by supporting ongoing education for all ward staff and providing supervision and clinical teaching to Student Nurses and FETAC Level V Students on their placements.
- To promote (among staff and students) an appreciation and understanding of the varying needs of older people in Ireland today.

### 3.0 Ethos & Culture

Ethos is the distinguishing character, moral nature and guiding beliefs that underpin services at Marymount. Ethos, culture and philosophy are underpinned by our Mission Statement as follows:

#### 3.1 Mission Statement

Our mission and values are as follows:

“In providing excellent care, we cherish the uniqueness and dignity of each person, showing compassion and respect. We strive for quality and integrity in all we do.

Respect – Compassion – Justice – Quality – Advocacy”

The Statement of Purpose, together with our Information Booklet and Contract of Care aims to provide clarity and act as a guide to the services residents can expect during their stay.

### 4.0 Facilities Provided

Marymount is a purpose build facility with two distinct onsite services:

- I. Service for Older People
- II. Specialist Palliative Care

The facilities are designed to meet the care needs of individuals as best as possible.

The designated centre is divided into 3 wards with a capacity to accommodate 21 persons per ward. Ward names are; St Anne’s, St Camillus’s and St John’s. Each ward is a replica design of each other and located on the; lower ground, ground and first floor. Direct access to the gardens is available from St. Anne’s ward on the lower ground floor and from St. John’s on the ground floor. There is lift access to all levels.

There are 17 single rooms in each unit for continuing care residents and intermediate palliative care patients. Each ward also has one four bedded room for the use of short term respite admissions.

There is ample space in the facility including an Oratory, seating areas, private interview rooms and a restaurant. There is an Activities Department, dining and living room areas.

The schedule of accommodation in the Service for Older People service is as follows:

| NAME OF ROOM              | SIZE OF ROOM                                  |
|---------------------------|---|
| Ward Foyer / welcome area | 81.8m <sup>2</sup>                            |
| Single bedrooms           | 16m <sup>2</sup>                              |
| Four bedded room          | 90.7m <sup>2</sup>                            |
| Bariatric bedrooms        | 29.5m <sup>2</sup>                            |
| Sitting Room              | 90.7m <sup>2</sup> (NB: Converted 4-bed ward) |
| Sitting Room (Quiet room) | 8.2m <sup>2</sup>                             |
| Dining Room               | 36.04m <sup>2</sup>                           |
| Ward Kitchenette          | 14.5m <sup>2</sup>                            |
| Outdoor balcony           | 3.12m <sup>2</sup>                            |
| Ward office               | 19.2m <sup>2</sup>                            |
| Ward Managers office      | 11.2m <sup>2</sup>                            |
| Sluice room 1             | 12.5m <sup>2</sup>                            |
| Sluice room 2             | 11m <sup>2</sup>                              |

| <b>NAME OF ROOM</b>  | <b>SIZE OF ROOM</b>   |
|--|---|
| Clinical Room  | 12.5m <sup>2</sup>  |
| Storage areas  | As per brief  |
| Activity Department  | 109.9m <sup>2</sup> (Kitchens 11.8m <sup>2</sup> & 12.6m <sup>2</sup> ) |
| Hair Salon   | 11.7m <sup>2</sup>  |
| Physiotherapy Department                                     | Gym : 143.7m <sup>2</sup>   |
| Oratory  | 83.7m <sup>2</sup>  |
| Hospital Kitchen   | 101.11m <sup>2</sup>  |
| Canteen/Restaurant for residents/visitors                    | 97.17m <sup>2</sup>   |
| Office for Nurse Manager – ADON for Service for Older People | 11.7m <sup>2</sup>  |

## 5.0 Services Provided

Care for male and female residents can be provided in Marymount University Hospital & Hospice. Residents admitted for continuing care and respite care are typically 65 years or over.

Consideration can be given to individual requests for admission for people 18 years and over. We may decide we can provide care for these persons, after a pre-admission assessment by a senior Registered Nurse. Such admission decisions will be made on an individual basis.

Residents admitted for Intermediate palliative care may be of any age (under or over 65years). The needs of IPC residents will be reviewed at regular intervals; care and place of care will be planned/adjusted on an individual basis.

## 6.0 Registered Provider, Person in Charge & Management Team Details:

### 6.1 Registered Provider Details:

| <b>Name</b>   | <b>Title</b>  | <b>Business Address</b> |
|---|---|-------------------------|
| <b>Registered Provider:</b><br>Ms. Sarah McCloskey  | Chief Executive Officer   | Curraheen, Co. Cork.    |
| <b>Qualifications</b>   | <b>Experience</b>   |                         |
| MSc (Nursing)<br><br>BA (Hons) Health, Welfare & Social Policy<br><br>RGN<br><br><b>Diploma in Quality and Leadership in Healthcare</b> | CEO, Marymount 2014-2017<br><br>4years Director of Nursing at Marymount University Hospital & Hospice<br><br>Assistant Director of Nursing (HSE community hospital) x 8yrs<br><br>20 years post registration experience<br><br><b>8.5 years clinical experience as SN/Ward Sister in Oncology, Haematology, Palliative Care, Rheumatology, Medicine</b> |                         |

## 6.2 Person in Charge Details:

| <b>Name</b>                                | <b>Title</b>                                | <b>Business Address</b> |
|--|---|-------------------------|
| <b>Person in Charge:</b><br>Ms. Ann Mahony | Director of Nursing                         | Curraheen, Co. Cork.    |
| <b>Qualifications</b>                      | <b>Experience</b>                           |                         |
| Certificate in General Nursing             | Director of Nursing, Marymount 2014-2017    |                         |
| Certificate in Midwifery                   | ADON in St. Patrick's x 9 years             |                         |
| Certificate in Management                  | Acting ADON in St. Finbarr's Hosp x 5 years |                         |
| Qualified Facilitator                      | Night Superintendent x 5 years              |                         |
|  | CNM2 in St. Finbarr's Hospital x 4 years    |                         |

## 6.3 Current Professional Registration, Relevant Qualifications and experience of the Registered Provider, Person in Charge & Management

| <b>Name</b>  | <b>Qualifications</b>   | <b>Experience</b>   |
|--|---|---|
| Ms. Chris Broderick,<br>Assistant Director of<br>Nursing | Certificate in General and Paediatrics Nursing<br><br>Post Graduate Diploma in Gerontological Nursing<br><br>MSc Nursing<br><br>Management Certificate from Irish Management Institute<br><br>End of Life Care Link and Associate Nurses for Residential Care Settings for Older People | ADoN SfOP, Marymount 2015-2017<br><br>CNM2 x 10 years at Marymount University Hospital<br><br>Director of Nursing, Strawhall Nursing Home, Fermoy x 10 years  |
| Ms. Audrey Allen,<br>Assistant Director of<br>Nursing    | Diploma in General Nursing<br><br>BSc in Nursing Studies.<br><br>Post Graduate Diploma in Palliative Care<br><br>Diploma in Health Service Management for Nurses.<br><br>Physical Assessment for Nursing Practice (Module)  | ADoN Palliative Care, Marymount University Hospital and Hospice from 2017.<br><br>CNM3 x 4 years at Marymount University Hospital and Hospice.<br><br>CNS in Community Palliative Care, Marymount University Hospital and Hospice x 5 years |

|   |  |  |
|---|--|--|
| Ms. Mary O'Donovan-Leisk, ADoN (Night Duty) | Certificate in General Nursing<br>Bachelor of Science<br>Higher Dip in Critical Care Nursing   | ADON x 13yrs<br>Worked in South Infirmary / Victoria Hospital as critical care nurse in I.C.U.                                   |
| Ms. Eva Gore Buckley, ADoN (Night Duty)     | Certificate in General Nursing<br><br>Diploma in Health Services Management<br><br>Higher Diploma in Accident and Emergency Nursing<br><br>4 day – Palliative Care Course  | Night Assistant Director of Nursing in Marymount University Hospital x 10yrs<br><br>CNM2 In A+E Dept of Cork University Hospital |
| Ms. Bridie O'Connor, CNM 2                  | Certificate in General Nursing<br>Post Graduate Diploma in Gerontological Nursing<br>Graduate Diploma in Palliative Care<br>End of Life Care Link and Associate Nurse for Residential Care Settings for Older People | Relief Night ADON cover<br><br>CNM2 in Marymount University Hospital x 12 years<br><br>CNM2 in Mercy University Hospital         |



#### 6.4 Management Team Details:

| <b>Staff who act as Person in Charge in the absence of the Person in Charge</b> | <b>Title</b>   | <b>Address</b>       |
|---|--|----------------------|
| Ms. Chris Broderick   | Assistant Director of Nursing Service for Older People | Curraheen, Co. Cork. |
| Ms. Audrey Allen  | Assistant Director of Nursing Palliative Care          | Curraheen, Co. Cork  |
| Ms. Eva Gore Buckley  | Night Assistant Director of Nursing                    | Curraheen, Co. Cork. |
| Ms. Mary O'Donovan – Leisk  | Night Assistant Director of Nursing                    | Curraheen, Co. Cork. |
| Ms. Bridie O'Connor   | Night Assistant Director of Nursing                    | Curraheen, Co. Cork. |

#### 6.5 Other staff participating in the Management

| <b>Name</b>          | <b>Title</b>                             |
|----------------------|--|
| Ms. Claire O'Connor  | CNM II St. Anne's Ward                   |
| Ms. Elaine Landy     | CNM II St. Camillus' Ward                |
| Ms. Rachel Henchy    | CNM II St. John's Ward                   |
| Ms. Orla Coleman     | CNM II St. Christopher's Ward (SPC)      |
| Ms. Ger O'Farrell    | CNM II St. Catherine's Ward (SPC)        |
| Ms. Siobhan Daly     | CNM I, St. Anne's Ward                   |
| Ms. Manju Varghese   | CNM I, St. Camillus' Ward                |
| Ms. Aoife O'Donovan  | CNM I, St. John's Ward                   |
| Ms. Eleanor Foley    | CNM I, St. Christopher's Ward (SPC)      |
| Ms. Ann Brosnan      | CNM I, St. Christopher's Ward (SPC)      |
| Ms. Marie O'Shea     | CNM I, St. Catherine's Ward (SPC)        |
| Ms. Mary O'Brien     | CNM I, St. Catherine's Ward (SPC)        |
| Mr. Tony O'Brien     | Head of Finance                          |
| Ms. Gerardine Lynch  | Director of Education                    |
| Ms Noreen Smiddy     | Volunteer Co-ordinator                   |
| Ms. Ita Mohally      | Housekeeping Officer                     |
| Mr. David O'Leary    | Facilities Manager                       |
| Ms. Rosarie Hayes    | General Services Manager                 |
| Ms. Ann Carmichael   | Superintendent Pharmacist                |
| Ms. Siobhan O'Mahony | Physiotherapy Manager                    |
| Mr. Philip Grant     | Head of HR                               |
| Ms. Irene Murphy     | Director of Social Work & Family Support |
| Mr Anthony Boland    | Pastoral Care                            |
| Ms. Finola Manning   | Head of Administration                   |

#### 6.6 Executive Committee of Marymount University Hospital

| <b>Name</b>         | <b>Title</b>                            |
|---------------------|---|
| Ms. Sarah McCloskey | Chief Executive Officer                 |
| Ms. Ann Mahony      | Director of Nursing                     |
| Mr. Tony O'Brien    | Head of Finance                         |
| Dr. Marie Murphy    | Consultant Physician in Palliative Care |
| Mr. Philip Grant    | Head of HR                              |
| Prof. Tony O'Brien  | Consultant Physician in Palliative Care |
| Ms. Paula McGovern  | Head of Fundraising and Communications  |

## 6.7 Members of the Board of Directors

|     | Name                     | Title  |
|-----|--------------------------|--|
| 1.  | Mr. Kieran Barry         | Chairperson of the Board<br>Managing Director of Hewitt Associates                     |
| 2.  | Ms. Marie Barry          | Assistant Treasurer of the Friends of Marymount  |
| 3.  | Mr. Dan Byrne            | CEO of Lincor Solutions  |
| 4.  | Ms. Ann Doherty          | Chief Executive Officer of Cork City Council   |
| 5.  | Dr. Norma Harnedy        | Consultant in Geriatric Medicine   |
| 6.  | Mr. John J. Harraghy     | Deputy Director of Human Resources, St Vincent's University Hospital.                  |
| 7.  | Sr. Mary Angela Kelly    | Religious Sister of Charity  |
| 8.  | Prof. Geraldine McCarthy | Emeritus Professor, University College Cork & Chair of South/South West Hospital Group |
| 9.  | Ms. Miriam O'Riordan     | Senior Counsel   |
| 10. | Mr. Joe O'Shea           | Financier  |
| 11. | Dr. Liam Plant           | Renal Consultant, CUH  |
| 12. | Mr. Paddy McGlade        | Senior Engineer, Institute of Marine Engineering and Science                           |

## 7.0 Registration Details

**Registered Number:** 582

**Date of Re-Registration:** 10<sup>th</sup> September 2014

**Expiry Date:** 9<sup>th</sup> September 2017

### 7.1 HIQA Conditions

#### Condition 1

The designated centre Marymount University Hospital shall be operated at all times in compliance with the Health Act 2007 and Health Amendment Acts as amended from time to time.

#### Condition 2

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

#### Condition 3

The designated centre Marymount University Hospital shall be operated at all times in compliance with the National Standards for Residential Care Settings for Older

People in Ireland (as amended, consolidated, restated or replaced from time to time) and in compliance with all other standards made under the Health Act 2007 and as the Chief Inspector may notify to the registered provider from time to time.

#### **Condition 4**

The designated centre Marymount University Hospital shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it including, but not limited to, such enactments which appear to the Chief Inspector to be relevant and which are cited to the registered provider in writing by the Chief Inspector.

#### **Condition 5**

Subject to any prohibitions or restrictions contained in any other condition(s), the designated centre Marymount University Hospital shall be operated at all times in accordance with and shall provide only the services set out in its Statement of Purpose, as delivered and amended from time to time in accordance with article 5 of the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009 (S.I. No. 236/2009) (as amended, consolidated, restated or replaced from time to time).

#### **Condition 6**

No person under the age of 18 years of age shall be accommodated at the designated centre Marymount University Hospital (SFOP) at any time.

#### **Condition 7**

The maximum number of persons that may be accommodated at the designated centre Marymount University Hospital is 63.

#### **7.2 Capacity of the Centre**

The maximum number of residents that can be accommodated in the designated centre - Service for Older People is 63.

### **8.0 Staffing**

- Chief Executive Officer x 1
- Director of Nursing x 1
- Assistant Director of Nursing x 1.7
- A Medical Director provides medical care x 4 hours each day, Monday to Friday and is covered by a locum General Practitioner in her absence.
- South Doc Services provide out of hours cover.

#### **St Camillus' Ward**

|                          |  |
|--------------------------|--|
| Clinical Nurse Manager 2 | 1  |
| Clinical Nurse Manager 1 | 0.71   |
| Registered Nurses        | 6.6 Whole time equivalents   |
| Health Care Assistants   | 10.44 Whole time equivalents   |
| Household staff          | 1 Whole time equivalent<br>1 Deep Cleaner providing 2hrs 40 minutes cover per day. |
| Catering staff           | 1 Whole time equivalent<br>1 Runner providing 1hr 40 minutes cover per day.        |

### **St Anne's Ward**

|                          |  |
|--------------------------|--|
| Clinical Nurse Manager 2 | 1  |
| Clinical Nurse Manager 1 | 0.78   |
| Registered Nurses        | 6.48 Whole time equivalents  |
| Health Care Assistants   | 10.44 Whole time equivalents   |
| Household staff          | 1 Whole time equivalent<br>1 Deep Cleaner providing 2hrs 40 minutes cover per day. |
| Catering staff           | 1 Whole time equivalent<br>1 Runner providing 1hr 40 minutes cover per day.        |

### **St John's Ward**

|                                 |  |
|---------------------------------|--|
| Acting Clinical Nurse Manager 2 | 0.78   |
| Clinical Nurse Manager 1        | 1  |
| Registered Nurses               | 6.78 Whole time equivalents  |
| Health Care Assistants          | 10.43 Whole time equivalents   |
| Household staff                 | 1 Whole time equivalent<br>1 Deep Cleaner providing 2hrs 40 minutes cover per day. |
| Catering staff                  | 1 Whole time equivalent<br>1 Runner providing 1hr 40 minutes cover per day.        |

Porters/Maintenance/Gardening 4.2 Whole time equivalents (for whole Hospital and Hospice)

Relief Staff are employed on a needs only basis – i.e. Staff Nurses, Health Care Assistants, Catering and Household staff.

Administration – A full time administrative secretary provides a service to the three wards and the Assistant Director of Nursing responsible for the Service for Older People.

Activities Nurse Co-ordinator (CNM 2) provides a service for residents in all three wards. An activities health care assistant x 19.5 hours and a Community Care FAS employee supports the service.

Pharmacy - A pharmacy advisory service is provided within the hospital and in addition, medications are sourced from Leevie Pharmacy, Ballincollig, for residents and respite admissions who hold a GMS Medical Card.

Physiotherapy – Two Physiotherapists provide a 37 hour service to the residents (one whole time equivalent).

The service is also supported by Multidisciplinary team members within the Specialist Palliative Care services such as HR and Finance departments.

## **8.1 Organisational Structure**

Please see Organisational Structure attached to this Statement of Purpose (appendix 1).

## 9.0 Resident Profiles

### 9.1 Specific Care and Support Needs Marymount Intends to Meet are as follows:

- Continuing care for older people
- Respite care for older people
- Intermediate palliative care

### 9.2 Type of Nursing Care

Marymount University Hospital provides 24 hour residential and respite care needs for older people. In addition to caring for people who require a maximum or high level of nursing care, Marymount University Hospital can also provide care for those who have a dementia and are immobile. All residents are admitted following a pre-admission assessment. Their care will be continuously reviewed, i.e. to ensure we can fully meet the individual's specific needs.

Care is provided by a multidisciplinary team that includes; a medical director, nursing staff, health care assistants, physiotherapists, an administrative secretary, an activities nurse manager, a pharmacist, catering and household staff. This care is also supported by external personnel to include a podiatrist, a dentist, an optical service and a hairdresser. All services offered are further enhanced by a team of volunteers who contribute in a very significant way. The nursing care provided is holistic and person centred in its approach.

Care is planned by a registered nurse with each individual resident. Core care plans are prepared within 48 hours of admission and reflect the resident's needs and requirements. Care Plans are developed with the resident and/or with a representative for the resident if they are unable to co-operate with information sharing.

### 9.3 Criteria for Admission

The majority of people admitted are in the high to maximum dependency category, however Marymount can care for those with low / medium dependency. Admission of residents is in accordance with the hospital's Continuing Care Admission Policy (or the Respite Care Admission Policy or IPC Policy, as appropriate).

#### 9.3.1 Continuing Care

To be eligible for admission to continuing care in Marymount University Hospital, residents must be over 65 years of age.

Both male and female residents with physical and/or mental infirmities are accepted in the hospital.

People seeking admission apply initially through the Nursing Home Support Scheme. A waiting list is kept of the names of people who have Nursing Home Support Scheme Approval and wish to become resident in Marymount University Hospital.

A pre admission assessment is carried out by the CNM or ADON and the enquiring resident is often visited in their place of care, in advance of any decision regarding their admission. Nursing Administration, together with the Medical Doctor and CNM's make the final decision regarding new admissions for continuing care. The Nursing Home Support Scheme office will provide the applicant's pre admission assessment (Common Summary Assessment Record – CSAR) when requested by the hospital. Visits from resident's and or their families, prior to admission, are facilitated.

### 9.3.2 Respite Admissions

12 beds are provided within the service for older people for respite care. These are planned short-term admissions usually of 1 to 2 weeks duration.

Respite admissions are organised and planned in a collaborative manner between the respite co-ordinator in the NHSS office and nursing administration team in Marymount University Hospital. There are no direct applications to use from individuals. The individuals' PHN liaises with the respite co-ordinator who in turn books beds with us.

### 9.3.3 Intermediate Palliative Care Admissions

6 beds are provided for residents requiring intermediate palliative care (across 3 wards). The residents are referred for admission with the approval of the consultants from the Marymount Specialist Palliative Care Service. All intermediate palliative care residents admitted are automatically referred to the Marymount Home Care Services for additional support for their specific palliative care needs, if warranted. Vacant intermediate palliative care beds may be offered to respite residents for short periods, if appropriate (average one week).

### 9.3.4 Emergency Respite Admissions

Emergency admissions can be accommodated if there is an available vacant bed. The admission is co-ordinated between the Public Health Nurse and the Person in Charge in Marymount University Hospital. As much relevant information as is possible is sourced in advance of the admission, in view of the limitations of time and the emergency nature of the admission.

## 9.4 Arrangements for residents to engage in social activities, hobbies and leisure interests.

Marymount University Hospital & Hospice provides a weekly calendar/choice of events, outlining events both on and off the wards. This is organised by a dedicated Activities Nurse Manager and supported by an activity team, ward staff, VEC tutors & Volunteers. A wide variety of organised social activities are available to the residents. Individual and/or group sessions are held, either in the activities area, the physiotherapy department or in the wards. The resident is supported to continue to be an active member of society through social outings, visiting community groups and volunteer involvement.

Activities and therapies are creatively developed and provided through Individual preferences, needs and goals. Specialised therapies are designed to facilitate communication and sensory stimulation.

The following is a list of some of the activities available:

|  |                       |                       |                         |
|--|-----------------------|-----------------------|-------------------------|
| Music                                  | Exercise              | Art & Craft           | Meditation & Reflection |
| Creative Dance                         | Circuit Training      | Go for life           | Life Story Project      |
| Textiles                               | Entertainment         | Sit Fit Activity      | Gardening               |
| Reading & Literature                   | Multi-sensory Therapy | Bowling               | Flower Arranging        |
| Pet Therapy                            | Sonas                 | Walking               | Card Games              |
| Computers                              | Games                 | Bingo                 | Beauty Therapy          |
| Cooking                                | Pet Therapy           | Social Outings        | Step into Sound         |
| Project Poetry & Storytelling          |                       | Complimentary Therapy |                         |
| Coffee Mornings & Afternoon tea events | Men's shed            | Knitting group        |                         |

Each resident has their own individual audio visual entertainment centre, which is located adjacent to their bed; this system encompasses a; telephone, radio, television and Internet access, including Skype.

#### **9.5 Arrangements for residents to access education, training and employment**

Resident's activities / education needs are assessed on an individual basis by the Activities Co-ordinator. Internet access is available throughout the building.. Education / information leaflets are available within the centre.

#### **9.6 Arrangements made for consultation with, and participation of, residents in the operation of the designated centre**

Residents are consulted on a regular basis as individuals, regarding their specific needs and desires. Autonomy is promoted by giving the residents choices in terms of how they choose to plan their day - when they would like to get up, choices are given regarding meals and meal times and when they would like to rest/go to bed.

Residents are offered the opportunity to attend a monthly Residents Advocacy Group meeting where views can be shared and discussed – this meeting is facilitated by a volunteer advocate. Residents are consulted on operational matters specific to them or the hospital and their opinions are relayed to the relevant parties accordingly. Minutes of these meetings are recorded.

In addition to this forum, residents may discuss any concerns they may have with their Clinical Nurse Manager or request to meet a member of nurse management at anytime. Resident Satisfaction Comment Cards are available on each ward should residents or visitors wish to give anonymous/signed positive or negative feedback that will ultimately effect change and improvements if indicated.

#### **10.0 Fire & Emergency Precautions**

The hospital provides for fire safety in accordance with fire regulations and the Safety Statement of the Hospital. A weekly check of the fire alarm is carried out - Wednesday at 11.00am. The building meets current regulations and has been subject to a fire safety inspection. For further information please see Fire Safety Policy, Fire Safety Management Plan and Adverse Incident Management Plan.

#### **11.0 Spiritual Care**

All religions or none are welcome at Marymount and we will meet individual needs insofar as possible.

Mass (Roman Catholic rite) is available in the hospital oratory on Sunday, Monday, Wednesday and Friday and can be viewed on the resident's entertainment system in their room/bedside area or ward sitting rooms. Alternatively the residents may access all religious services from St. Augustine's Catholic Church, Washington Street by clicking the relevant icon on their television/entertainment system.

Holy Communion is distributed daily by Ministers of the Eucharist on each ward to residents who choose to receive.

Services for all religious denomination are facilitated in accordance with their individual requests and traditions in conjunction with relevant clergy. Visits from relevant pastors are arranged based on residents' choice.

When suitably accompanied (e.g.by family or friends), residents may attend any religious service of their choice outside the Hospital.

## **12.0 Social Outlets**

Maintaining social wellbeing in our residential service is vital. Visits and telephone contact with relatives and friends are actively encouraged. Visitors are always welcome and visiting times are open. If a resident is unwell and chooses to have their relative visit, then they are most welcome at any time of the day/night.

Visitors may visit in the resident's bedroom, ward sitting rooms or in a private sitting room provided on each ward.

Relatives are provided with in-house family area accommodation should they wish to stay during times of ill health.

Residents are encouraged to take time out if they wish including overnight stays, as appropriate. Advance notice is requested, as provision may have to be put in place, e.g. pharmacy to dispense medicines, transport or community supports.

## **13.0 Complaints**

In Marymount we welcome feedback from residents and/or their representatives. This enables us to ensure that we are delivering a high quality service at all times. Patient satisfaction surveys are available throughout the hospital. Patient/resident feedback system also in place in the main reception.

Most complaints are dealt with informally at ward level where possible. In addition, there is a comprehensive Complaints Policy which provides a formal mechanism whereby complaints can be dealt with formally, openly and transparently and within specified timeframes. The hospital has a designated Complaints Officer.

Details of how to make a complaint are displayed in each ward.

Each complaint is dealt with on an individual basis. Actions/ improvements will be initiated where possible following a complaint to prevent re occurrence.

Complaints are monitored by the Executive Committee.

## **14.0 Care Plans**

A review of each resident's detailed person centred care plan takes place every four months or more often if the need arises. Resident assessments / care plans are observed daily in terms of need for change. Risk assessments inform the care plans. Residents / relatives consultation informs the care planning process.

### **14.1 Specific Therapeutic Techniques**

Provision is made for individual therapies as required. This is assessed, guided and supervised on site by the Activities Co-ordinator.

The hospital has a Complimentary Multi-sensory Room. Practice is guided by the Complimentary Therapy Policy, Procedure & Guideline in place.

Physiotherapy is carried out as per chartered physiotherapists' professional framework, following individual assessments.

Occupational Therapy advice is sourced via a referral system from the Community Occupational Therapist.



## **15.0 Privacy & Dignity**

We strive to uphold the privacy and dignity of each resident at all times in accordance with the Hospital's Policy on Privacy and Dignity.

Each long term resident has his or her own bedroom. Respite residents have a large four bedded room. Personal possessions are encouraged to make their area as person centred/relevant to them as is possible.

Access to rooms is from the main thoroughfare.

Each single room also has a privacy curtain that will screen off the doorways, thereby further enhancing privacy during the delivery of personal care.

There are ample private bathroom facilities in Marymount. Each single room has its own en suite facilities and there are two toilet/shower en-suites off the four bedded rooms.

Interstitial blinds are located in each of the single rooms. Residents are requested if they wish these to be open or closed, at different times of the day and night, insofar as possible.

A sitting room is available on each ward for residents to meet in private with their visitors or business associates.

There is also a number of private areas throughout the facility that can be accessed as required.

All personal care is given in absolute privacy with dignity being paramount.

All individual residents have internet and phone access.

Personal records are stored securely and maintained in line with Data Protection policies.

Each resident has locked space for items of value.

Overall residents are consulted with and participate in all decision making wherever possible. All staff aim to achieve respectful communication with each other or residents in keeping with our ethical code.

## **16.0 Day Care Facilities**

There is no current Day Care service for older people/non residents provided by Marymount University Hospital.

## **17.0 All practice in Marymount is informed by PPGs, wherever possible.**

List of PPG's are available on request.

All staff are deemed competent to fulfil their duties following a rigorous recruitment process. There is a clear staff handbook in place which is accessible to all staff online or in hard copy.

Appendix 1

