

Statement of Purpose: Service for Older People



HIQA Registration Number - 582

Revision Number: 2020(11)

Date: 13th March 2020

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About the Designated Centre

Marymount University Hospital and Hospice has provided quality care for the people of Cork and its environs since 1870. The current facility is a purpose built, architect designed facility which opened in 2011 and caters for both the older population and those with specialist palliative care needs. Marymount is a designated Section 39 agency and has a service arrangement in place with the HSE. It is governed by a board of directors and management and governance arrangements cover both services.

The designated centre provides accommodation for up to 63 older adults. It caters primarily for adults who require continuing care: however it also provides 12 respite beds and up to 6 palliative care support beds for those with intermediated palliative care needs. Admissions to continuing care are arranged following a pre-admission assessment. The Nursing Home Support office coordinates the admissions for respite care. Admissions to Palliative Care Support beds are arranged through the palliative care consultants.

The centre provides 24 hour nursing care. There is a Medical Officer on site Monday to Friday and physiotherapy is available 37hrs/week. The centre has a highly skilled workforce, and further education is actively promoted among all staff through the onsite education centre to ensure continuous professional development and quality evidence based care. The centre has links with UCC and provides for student nurse placement in a supportive environment. It also welcomes Erasmus students, QQI Level 5 students and those on post graduate programmes.

The designated centre has extensive grounds with access to pleasant walks and a secure garden area. It provides car parking facilities and is serviced by public transport directly to the site. The centre is laid out over three floors with 51 single bedrooms and 3 large four-bedded rooms. There are three wards: St Anne's, St John's and St Camillus wards. Each ward can accommodate 21 residents. For the benefit of the residents, each room has an en-suite shower room, an entertainment console, an overhead hoist, a fridge and wardrobe space.

Care plans are developed within 48 hours of admission and are subject to amendment as the resident needs change. To enhance the quality of life for the residents there is a dynamic programme of activities with links to the community maintained through the many volunteers and groups from the community who support both group and individual activities with residents: e.g. choir and drama groups, musicians, complimentary therapies. Marymount participates in regional and national events such as the Life Long Learning Festival, Bealtaine and Positive Aging Week. Family and friends are encouraged to visit and in-house family celebrations are supported as well as supporting residents to attend external celebrations and other events.

Person centred care is key to the ethos of Marymount and the resident's voice is heard through consultation with ward staff and regular advocacy meetings. The resident also has access to meet with the independent advocate on a one to one basis or to access the services of SAGE which is the Support and Advocacy Service provided by the HSE.

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
Website of Centre:	www.marymount.ie

1.1 Registration Details

Registered Number:	REG-0032105
Centre ID:	OSV-0000582
Date of Re-Registration:	10 th September 2017
Expiry Date:	9 th September 2020

1.2 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.

Capacity of the Centre

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

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 is 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 palliative care support.

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 insofar as possible whilst providing their care.
- 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 QQI 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. The ethos, culture and philosophy are underpinned by our Mission Statement.:




3.1 Mission Statement

The Mission for Marymount University Hospital and Hospice is as follows:

“We provide specialist enabling palliative care of the highest quality for those with a life limiting illness and care for older people of our community, cherishing the uniqueness and dignity of each person.

We promote excellence in clinical practice in partnership with others, through our skills, education and research”.

Marymount University Hospital & Hospice
Our Values

 <p>Compassion <i>Care & Empathy</i></p> <p>We provide compassionate care and demonstrate empathy and concern for others.</p>	 <p>Respect <i>Rights, Advocacy & Dignity</i></p> <p>We value the dignity and respect the rights and wishes of everyone we care for and work with.</p>	 <p>Excellence <i>Quality, Integrity & Collaboration</i></p> <p>We behave with integrity, working to the highest professional standards with all staff and partners, to provide an excellent service.</p>	 <p>Accountability <i>Responsibility & Transparency</i></p> <p>We work to the highest standards of governance using resources efficiently and demonstrating transparency in decision-making.</p>
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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 built facility with two distinct onsite services:

- Service for Older People
- 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' 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 palliative care support 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 shown on Appendix 1.

5.0 Resident Profiles

5.1 Specific Care and Support Needs Marymount Intends to meet are as follows:

- continuing care for older people
- respite care for older people
- palliative care support

5.2 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 dementia but not those who are at a moderate to high risk of wandering. 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, an external pharmacy service, 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 many significant ways to increase the quality of life for the residents. 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.

5.3 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 Admission Policies for Continuing Care, Respite Care and Palliative Care Support.

5.3.1 Continuing Care

Residents admitted to continuing care in Marymount University Hospital, are usually over 65 years of age. Admissions under the age of 65 years are considered on a case by case basis.

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 for financial support. 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 the 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.

5.3.2 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 resident's Public Health Nurse, the respite co-ordinator in the NHSS office and nursing administration team in Marymount University Hospital. Marymount does not take direct respite bookings from individuals or families.

5.3.3 Palliative Care Support Admissions

Up to 6 beds are provided for residents requiring palliative care support across the 3 wards. The residents are referred for admission with the approval of the consultants from the Marymount Specialist Palliative Care Service. Residents who are admitted with palliative care support needs are referred to the Community Palliative Care Service for additional support if warranted.

5.3.4 Emergency Respite Admissions

Emergency admissions can be accommodated if there is an available vacant bed. The admission is co-ordinated between the Nursing Home Support Office 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.

6.0 Registered Provider, Person in Charge & Management Team Details

6.1 Registered Provider Details:

Name	Business Address
Registered Provider: Marymount University Hospital & Hospice	Curraheen, Co. Cork.

6.2 Registered Provider Representative:

Name	Title	Business Address
Dr Sarah McCloskey	Chief Executive Office	Marymount, Curraheen, Co. Cork.
Qualifications	Experience	
PhD (Nursing)	CEO, Marymount from 2014	
MSc (Nursing)	4 years Director of Nursing at Marymount University Hospital & Hospice	
BA (Hons) Health, Welfare & Social Policy	Assistant Director of Nursing (HSE community hospital) x 8yrs	
RGN	25 years post registration experience	
Diploma in Quality and Leadership in Healthcare	8.5 years clinical experience as SN/Ward Sister in Oncology, Haematology, Palliative Care, Rheumatology, Medicine	

6.3 Person in Charge Details:

Name	Title	Business Address
Person in Charge: Audrey Allen	Director of Nursing	Marymount, Curraheen, Co. Cork.
Qualifications	Experience	
BSc in Nursing Studies.	Director of Nursing , Marymount from 2020	
Post Graduate Diploma in Palliative Care	ADoN Palliative Care, Marymount X 2.5 years.	
Diploma in Health Service Management for Nurses.	CNM ₃ x 4 years at Marymount University Hospital and Hospice.	
Diploma in General Nursing	CNS in Community Palliative Care, x 5 years	
Physical Assessment for Nursing Practice (Module)	17 post registration experience	

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

Name	Qualifications	Experience
<p>Ms. Chris Broderick, Assistant Director of Nursing - Service for Older People</p>	<p>MSc Nursing Post Graduate Diploma in Gerontological Nursing Management Certificate from Irish Management Institute Certificates in General and Paediatric Nursing End of Life Care Link and Associate Nurses for Residential Care Settings for Older People</p>	<p>ADoN SfOP, Marymount from 2015 CNM2 x 10 years at Marymount University Hospital Director of Nursing, Strawhall Nursing Home, Fermoy x 10 years 35 years post registration experience</p>
<p>Ms. Ger O'Farrell Acting Assistant Director of Nursing - Palliative Care</p>	<p>Higher Diploma in Palliative care Certificate in General Nursing FETAC Level 5 Safety Rep course Certificate on quality improvement and patient and family centered care</p>	<p>CNM2 (Palliative Care) at Marymount University Hospital x 4 years CNM1 (Palliative Care) at Marymount University Hospital x 4 years Staff nurse (Palliative Care) at Marymount University Hospital x 17 years 29 years post registration experience</p>
<p>Ms. Mary O'Donovan-Leisk, ADoN (Night Duty)</p>	<p>Bachelor of Science Higher Dip in Critical Care Nursing Certificate in General Nursing</p>	<p>ADoN night duty Marymount from 2004 Worked in South Infirmary / Victoria Hospital as critical care nurse in I.C.U. X 10 years 27 years post registration experience</p>
<p>Ms. Eva Gore Buckley, ADoN (Night Duty)</p>	<p>Masters of Science (MSc) Nursing Diploma in Health Services Management Higher Diploma in Accident and Emergency Nursing Certificate in General Nursing 4 day – Palliative Care Course</p>	<p>ADoN night duty Marymount from 2007 CNM2 in ED Dept. of Cork University Hospital X 4.5 years ED Liaison Nurse X 1 year 24 post registration experience</p>

6.5 Management Team Details:

Staff who act as Person in Charge in the absence of the Person in Charge	Title	Business Address
Ms. Chris Broderick	Assistant Director of Nursing Service for Older People	Marymount, Curraheen, Co. Cork.
Ms. Ger O'Farrell	Acting Assistant Director of Nursing Palliative Care	Marymount, Curraheen, Co. Cork.
Ms. Eva Gore Buckley	Night Assistant Director of Nursing	Marymount, Curraheen, Co. Cork.
Ms. Mary O'Donovan – Leisk	Night Assistant Director of Nursing	Marymount, Curraheen, Co. Cork.

6.6 Other staff participating in the Management

	Name	Title
1.	Susan Gaffney	CNM II, Night duty relief
2.	Danielle Broe	CNM II, St. Anne's Ward
3.	Aoife O'Donovan	Acting CNM II, St. John's Ward
4.	Grainne Doherty	CNM II, St. Camillus' Ward
5.	Rachel Henchy	CNM I, St. Anne's Ward
6.	Manju Varghese	CNM I, St. Camillus' Ward
8.	Orla Coleman	CNM II, St. Christopher's Ward (SPC)
9.	Mary O'Brien	ACNM II, St. Catherine's Ward (SPC)
10.	Ann Brosnan and Eleanor Foley	CNM Is St. Christopher's Ward (SPC)
11.	Marie O'Shea	CNM Is, St. Catherine's Ward (SPC)
12	David O'Leary	Facilities Manager
13	Rosarie Hayes	General Services Manager
14	Ann Carmichael	Superintendent Pharmacist
15	Siobhan O'Mahony	Physiotherapy Manager
16	Irene Murphy	Director of Social Work & Family Support

17	Anthony Boland	Head of Pastoral Care
18	Finola Manning	Head of Administration

6.7 Executive Committee of Marymount University Hospital

Name	Title
Dr Sarah McCloskey	Chief Executive Officer
Ms. Audrey Allen	Director of Nursing
Mr. Liam Kerins	Finance Manager
Dr. Marie Murphy	Consultant Physician in Palliative Care
Mr. Philip Grant	Human Resources Manager
Ms. Paula McGovern	Head of Fundraising and Communications

6.8 Members of the Board of Directors

	Name	Title
1.	Mr. Joe O'Shea	Chairperson of the Board Financier, ex managing partner PWC
2.	Mr Peter O'Sullivan	Retired Accountant
3.	Mr. Dan Byrne	CEO of Lincor Solutions. Retired director Apple Computers
4.	Ms. Ann Doherty	Chief Executive Officer of Cork City Council
5.	Dr Norma Harnedy	Consultant in Geriatric Medicine
6.	Mr. John J. Harraghy	Board Director of Human Resources, St Vincent's University Hospital
7.	Sr. Mary Angela Kelly	Religious Sister of Charity
8.	Margaret Murphy	Patient Advocate
9.	Mr. John Lucey	Senior Counsel, Barrister at Law
10.	Dr Liam Plant	Renal Consultant, CUH
11.	Mr. Paddy McGlade	Senior Engineer, Institute of Marine Engineering and Science
12.	Vacant	

7.0 Staffing

- Chief Executive Officer x 1
- Director of Nursing x 1
- Assistant Director of Nursing x 2 (1 Service for Older People)
- 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	0.78
Clinical Nurse Manager 1	0.87
Registered Nurses	6.4 Whole time equivalents
Health Care Assistants	10.44 Whole time equivalents
Household staff	1 Whole time equivalent
	1 Deep Cleaner providing 2hrs 40 minutes cover per day
Catering staff	1 Whole time equivalent
	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	6.34 Whole time equivalents
Health Care Assistants	10.44 Whole time equivalents
Household staff	1 Whole time equivalent
	1 Deep Cleaner providing 2hrs 40 minutes cover per day
Catering staff	1 Whole time equivalent
	1 Runner providing 1hr 40 minutes cover per day

St John's Ward

Clinical Nurse Manager 2	1
Clinical Nurse Manager 1	1
Registered Nurses	6 Whole time equivalents
Health Care Assistants	10.43 Whole time equivalents
Household staff	1 Whole time equivalent
	1 Deep Cleaner providing 2hrs 40 minutes cover per day
Catering staff	1 Whole time equivalent
	1 Runner providing 1hr 40 minutes cover per day

Porters/Maintenance/Gardening 3 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 II) provides a service for residents in all three wards. An activities health care assistant x 19.5hours 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 Leevew 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.

7.1 Organisational Structure

Please see Organisational Structure attached to this Statement of Purpose (appendix 2). A number of committees support the governance of the organisation and are listed as follows:

Committee	Function
Executive Committee	Reviews and approves policies and makes operational decisions with regard to the day to day running of the Hospital and Hospice. Leads the hospital strategy
Quality, Risk, Audit (Board of Directors – sub-committee)	Oversees compliance. Reviews audits, policies, quality initiatives, and complaints.
Risk Committee (includes restraint committee)	<ul style="list-style-type: none"> • Reviews all near miss/incidents in relation to residents/patients, staff and visitors and facilities. • Ensures that there are structures in place to mitigate those risks. • Communicates to staff via Risky Business Bulletins • All risks reported to the National NIMS data base and where relevant to the HAS, HSE and HPRA. • Reviews all medication incidents and ensures that there is feedback to the staff and that there are structures in place to mitigate risk. • Report incidents to the national data base. • Reviews complaints • Reviews restraints
Infection Control	Oversees the management and governance of infection control in the centre
Health and Safety Committee	Provides a forum for management and workers to work together to identify and resolve health and safety concerns, and to develop and monitor safe systems and procedure.
Mission Committee (Board of Directors – sub-committee)	Upholds and promotes the ethos of Marymount
Finance Committee (Board of Directors – sub-	Oversees the management of finances in Marymount.

committee)	
Development Committee (Board of Directors – sub-committee)	Assesses development needs of the physical environment and oversees all capital projects. Monitors the maintenance and upkeep of the hospital infrastructure.

Terms of reference for all Board of Directors sub committees are in the Code of Governance.

8.0 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.

Specialised therapies are designed to facilitate communication and sensory stimulation. Activities and events are organised by listening to resident's wishes & needs through the advocacy system and by collaborating with the multi-disciplinary team. We endeavour to enhance resident's quality of life through purposeful and meaningful activity. We support residents to have an active presence in their community and society. Specialised therapies are facilitated to meet specific sensory and communication needs.

An example of sessions provided includes;

- Music- all genres, folk, country, classical.
- Exercise & Physio, *Go for life* & *'Right for You'*
- Cookery
- Horticulture, Gardening & Flower Arranging
- Poetry & Story
- Reminiscence
- Art & Craft
- Textiles & Sewing
- Photography
- Meditation & Reflection
- Beautician Service & Complimentary therapy
- Multi-Sensory - *'Sonas'* & *'Imagination Gym'* and *Individual tailored sessions*
- Social Outings
- Coffee Club
- Visiting groups & choirs
- Organised events ; Bealtaine, Positive Aging week, Life- long learning festival, Jazz Festival, Poetry day , Afternoon Tea.
- Funded arts projects i.e.; *Music in Community, Sea Project, Men's shed, Hopes & Heroes.*

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.

8.1 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.

8.2 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 bi-monthly Residents Advocacy Group meeting where views can be shared and discussed. This meeting is facilitated by an independent 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.

9.0 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.

10.0 Spiritual Care

Older people of different religious denominations or those who are non-denominational are welcome at Marymount and we endeavour to meet individual needs insofar as possible. Services for all religious denomination are facilitated in accordance with their individual requests and traditions. Visits from relevant pastors are arranged based on residents' choice.

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.

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

11.0 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. They may also eat with the residents in the hospital restaurant.

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.

12.0 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. Details of how to make a complaint are displayed clearly on each ward. In addition Marymount has a designated Complaints Officer to deal with more serious issues. All complaints are notifiable quarterly to the HSE.

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 and all complaints are notifiable quarterly to the HSE.

13.0 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.

13.1 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.

A limited Occupational Therapy service is available from the Community Occupational Therapist.

A limited Speech and Language therapy service is available through referral by the Medical Director to the SALT service in CUH. Advice may also be accessed through private Speech and Language Therapists.

14.0 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. Personal possessions are encouraged to make their area as person centred/relevant to them as is possible. Respite residents have a large four bedded room.

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 are 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 policy and the policy on Privacy and Confidentiality.

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.

15.0 All practice in Marymount is informed by relevant Policies, Procedures and Guidelines, wherever possible.

List of Marymount's PPGs 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 on request.

16.0 Appendices

16.1 Appendix 1 – Schedule of Accommodation, Service for Older People

ST. ANNE'S WARD

Name of Room	Size of Room (m ²)
Ward Foyer/ Reception Area	81.8
Ward Manager Office	12.7
Ward Office	17.4
Day Room	47.44
Store #1	2.1
Store #2	2.1

SIDE A		
Name of Room		Size of Room (m ²)
Public Toilet		2.1
Equipment Store #3		14
Utilities		12.5
Patient Toilet		5.6
Treatment Room		12.6
Ward Kitchen (incl Ward Kitchen Trolley Store)		18.9
Assisted Bathroom		16.4
Domestic Service Room		7
Linen Room		6.2
Store		1.1
Bedroom 1	Single Bedroom	16
	Ensuite	7.2
Bedroom 2	Single Bedroom	16
	Ensuite	7.2
Bedroom 3	Single Bedroom	16
	Ensuite	7.2
Bedroom 4	Single Bedroom	16
	Ensuite	7.2
Bedroom 5	Single Bedroom	29.5
	Ensuite	7.2
Bedroom 6	Single Bedroom	16
	Ensuite	7.2
Bedroom 7	Single Bedroom	16
	Ensuite	7.2
Bedroom 8	Single Bedroom	16
	Ensuite	7.2
Bedroom 9	Single Bedroom	16
	Ensuite	7.2

SIDE B		
Name of Room		Size of Room (m ²)
Public Toilet #1		3.8
Public Toilet #2		5.6
Staff Toilet #1		3.3
Staff Toilet #2		2.8
Utilities		11
Equipment Store #1		6.9
Equipment Store #2		4.4
Sitting Room / Diningroom		90.7
Shower-room #1		6.2
Shower-room #2		7
Shared Day Room (staff)		8.3
Store Cupboard 1		1.1
Bedroom 10	Single Bedroom	16
	Ensuite	7.2
Bedroom 11	Single Bedroom	16
	Ensuite	7.2
Bedroom 12	Single Bedroom	16
	Ensuite	7.2
Bedroom 13	Single Bedroom	16
	Ensuite	7.2
Bedroom 14	Single Bedroom	29.5
	Ensuite	7.2
Bedroom 15	Single Bedroom	16
	Ensuite	7.2
Bedroom 16	Four-bed room	90.7
	Ensuite #1	6.2
	Ensuite #2	7
Bedroom 18	Single Bedroom	17.9
	Ensuite	7.2
Bedroom 19	Single Bedroom	17.9
	Ensuite	7.2

ST. JOHN'S WARD

Name of Room	Size of Room (m ²)
Ward Foyer/ Reception Area	81.8
Ward Manager Office	12.7
Ward Office	17.4
Day Room	47.44
Store #1	2.1
Store #2	2.1

SIDE A		
Name of Room		Size of Room (m ²)
Equipment Store #3		12.8
Utilities		12.5
Patient Toilet		5.6
Treatment Room		12.6
Ward Kitchen (incl Ward Kitchen Trolley Store)		18.9
Assisted Bathroom		16.4
Domestic Service Room		7
Linen Room		7
Store		0.8
Bedroom 1	Single Bedroom	16
	Ensuite	7.2
Bedroom 2	Single Bedroom	16
	Ensuite	7.2
Bedroom 3	Single Bedroom	16
	Ensuite	7.2
Bedroom 4	Single Bedroom	16
	Ensuite	7.2
Bedroom 5	Single Bedroom	29.5
	Ensuite	7.2
Bedroom 6	Single Bedroom	16
	Ensuite	7.2
Bedroom 7	Single Bedroom	16
	Ensuite	7.2
Bedroom 8	Single Bedroom	16
	Ensuite	7.2
Bedroom 9	Single Bedroom	16
	Ensuite	7.2

SIDE B		
Name of Room		Size of Room (m ²)
Public Toilet #1		3.8
Public Toilet #2		5.6
Staff Toilet #1		3.3
Staff Toilet #2		3.3
Utilities		11
Equipment Store #1		6.9
Equipment Store #2		4.4
Sitting Room / Diningroom		90.7
Shower-room #1		6.2
Shower-room #2		7
Shared Day Room (staff)		8.3
Store Cupboard 1		0.8
Bedroom 10	Single Bedroom	16
	Ensuite	7.2
Bedroom 11	Single Bedroom	16
	Ensuite	7.2
Bedroom 12	Single Bedroom	16
	Ensuite	7.2
Bedroom 13	Single Bedroom	16
	Ensuite	7.2
Bedroom 14	Single Bedroom	29.5
	Ensuite	7.2
Bedroom 15	Single Bedroom	16
	Ensuite	7.2
Bedroom 16	Four-bed room	90.7
	Ensuite #1	6.2
	Ensuite #2	7
Bedroom 18	Single Bedroom	17.9
	Ensuite	7.2
Bedroom 19	Single Bedroom	17.9
	Ensuite	7.2

ST. CAMILLUS' WARD

Name of Room	Size of Room (m ²)
Ward Foyer/ Reception Area	81.8
Ward Manager Office	12.7
Ward Office	17.4
Day Room	47.44
Store Cupboard	2.1
Store	2.1

SIDE A		
Name of Room	Size of Room (m ²)	
Public Toilet	2.1	
Equipment Store #3	14	
Utilities	12.5	
Patient Toilet	5.6	
Public Toilet	3.3	
Treatment Room	12.6	
Ward Kitchen (incl Ward Kitchen Trolley Store)	18.9	
Assisted Bathroom	16.4	
Domestic Service Room	7	
Linen Room	7	
Store	0.8	
Bedroom 1	Single Bedroom	16
	Ensuite	7.2
Bedroom 2	Single Bedroom	16
	Ensuite	7.2
Bedroom 3	Single Bedroom	16
	Ensuite	7.2
Bedroom 4	Single Bedroom	16
	Ensuite	7.2
Bedroom 5	Single Bedroom	29.5
	Ensuite	7.2
Bedroom 6	Single Bedroom	16
	Ensuite	7.2
Bedroom 7	Single Bedroom	16
	Ensuite	7.2
Bedroom 8	Single Bedroom	16
	Ensuite	7.2
Bedroom 9	Single Bedroom	16
	Ensuite	7.2

SIDE B		
Name of Room	Size of Room (m ²)	
Patient Toilet #1	5.6	
Public Toilet #1	3.8	
Staff Toilet #1	3.3	
Staff Toilet #2	2.8	
Utilities	11	
Equipment Store #1	6.9	
Equipment Store #2	4.4	
Sitting Room / Diningroom	90.7	
Shower-room #1	6.2	
Shower-room #2	7	
Shared Day Room (staff)	8.3	
Store	0.8	
Bedroom 10	Single Bedroom	16
	Ensuite	7.2
Bedroom 11	Single Bedroom	16
	Ensuite	7.2
Bedroom 12	Single Bedroom	16
	Ensuite	7.2
Bedroom 13	Single Bedroom	16
	Ensuite	7.2
Bedroom 14	Single Bedroom	29.5
	Ensuite	7.2
Bedroom 15	Single Bedroom	16
	Ensuite	7.2
Bedroom 16	Four-bed room	90.7
	Ensuite #1	6.2
	Ensuite #2	7
Bedroom 18	Single Bedroom	17.9
	Ensuite	7.2
Bedroom 19	Single Bedroom	17.9
	Ensuite	7.2

EXTERNAL SUPPORT AREAS

Name of Room		Size of Room (m ²)
Physiotherapy Department - Gym		143.7
Oratory		83.7
Hospital Kitchen		708.32
Canteen/Restaurant for residents/visitors		97.17
Office for ADoN of Service for Older People		11.7
Office for Secretary to ADoN of Service for Older People		11.7
Activities department	Sitting Room	26.1
	Dining Room	58.4
	Arts & Crafts	25.4

16.2 Appendix 2 – Organisational Structure

