



Welcome to Haven Bay Care Centre

Your Welcome Booklet and Guide to  
living at Haven Bay Care Centre

September 2017

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## Our Mission Statement

*Haven Bay Care Centre aims to promote quality of life and independence through professional and friendly services driven by our philosophy to provide the highest standard of care whilst continually aiming to develop through innovation and commitment*

*“Haven Bay - a Caring Community”*

### Some questions you may have:



### Nurses and Care Assistants:

#### **How do I know who is looking after me?**

Our care staff – nurses and care assistants are rostered to work on a particular floor. Please don't hesitate to ask if you want to know who is caring for you on any particular day. Everyone wears a namebadge.

#### **Who gives me my medicine?**

Residents have the choice to self medicate or have their medication dispensed by a registered nurse. An assessment is carried out to determine residents ability to self medicate.

#### **Who do I go to if I have a medication question?**

You can go to any nurse on the floor, the Clinical Nurse Manager (CNM) or Director of Care. All will be happy to deal with any query you might have. The pharmacist is also available by appointment.

#### **How do I look for assistance?**

There is a portable call bell in your room and in communal areas.

## **My Room**

### **What can I bring with me?**

You should bring several changes of day and night clothes and footwear, toiletries (toothbrush, toothpaste, brush, razor/make-up) and any walking aids, prostheses and accessories such as glasses, hearing aids that you normally use. Everything should be labelled with your name.

You should bring personal effects you wish to use but you are encouraged to leave valuables with family members if possible. We have a safe at reception and you can access the items you are keeping in the safe at any time when reception is open. There is also a locked facility in your room.

### **Am I allowed to put paintings/pictures on the wall?**

Of course. Just say it to a member of staff on the floor and we will get our Caretaker to hang them for you.

### **What type of furniture can I bring into my room?**

Some Residents bring in items such as desks, mirrors, statues etc. You will be limited by the space in the room however we will endeavour to do our best to make your room homely. If you bring in electrical items, they will need to be PAT tested.

### **Do I have a TV?**

Yes, a TV is provided in your room with a number of TV channels. You are also welcome to bring in your own TV. It must be secure and not at risk of falling. Sky channels may be delivered to your TV at an additional charge.

### **Are pets allowed to visit?**

Yes. We have a very pet friendly home. We have visiting therapeutic dogs and lots of fish.



## **Health and Safety**



### **Do we have a fire drill?**

Yes, the staff are fully versed in procedures for fire evacuations. Residents are also invited to participate.

### **What is the procedure?**

We deliberately activate the fire system, in order to ensure that the sirens, hallway magnetic door locks and individual door closers are in working order.

### **How often do we have a fire drill?**

We have a fire drill once a week. Staff respond by checking the fire alarm- and fire marshals monitor doors in their designated areas and ensure all systems are in working order. We also retrain staff and residents in the complete evacuation procedure.

### **Can I leave my room when I like/unaided?**

We promote independence and positive risk taking at all times. If you require assistance, a staff member will be happy to accompany you. If you are going outside, please inform a member of staff as a safety precaution.

### **Am I allowed visit my family and/or stay away over night? Who do I need to inform?**

Certainly, however it is very important that the staff nurse on your floor is informed of:

a)when you are planning on going out so that appropriate process is followed e.g. you are given enough medication and any other items that you require, details of who you are staying with and their contact details are fully documented and

b) any change of plan – early return or extension of visit.

## **CCTV**

The purpose of CCTV monitoring of public and day room areas is to deter crime and to assist in protecting the safety and property of residents, staff and Haven Bay Care Centre. CCTV is also used to improve our safety awareness in areas such as falls prevention.

Signage will be posted at entrance areas and day rooms where CCTV is in place to ensure that the public, residents and staff are aware that they are entering an area which is covered by CCTV surveillance equipment.



Cameras will not view private rooms or areas through windows. Recorded video will be stored in a secure location with access by authorised personnel only.

## **PERSONAL INFORMATION**

### **What happens to my personal information and who protects it?**

*Data Protection* is the safeguarding of the privacy rights of individuals in relation to the processing of personal data. Haven Bay Care Centre aims to protect people's privacy by ensuring that unauthorised or inappropriate access to or use of personal data is prevented. People have a right to expect that any data held about them is protected and held securely. (Quality & Compliance, April 2013).

*We aim to:*

- collect high quality data
- maintain privacy and confidentiality of service users
- ensure the security of data
- have appropriate safeguard in place for the secondary use of information

## **Visiting Hours**

### **What are the visiting hours?**

Visitors are welcome at any time. However, the morning time is very busy as Residents are getting up, showering and changing and we would recommend that visitors not come too early in the morning. Also, we recommend that visitors do not come at meal-times unless you are assisting a resident with their meal. Dinner is from 12.30 to 13.30 and tea is served between 4.30 and 5.30pm.

It is important also to note that as we have activities, some Residents may be involved in these.

Prior to afternoon activities, some resident have requested a quiet period after lunch. The protected time is called “Suimhneas”. Please respect this time.

### **Signing in**

We request that all visitors sign in and out. This is so that we know who is in the building at all times. The visitors book is located at ground floor reception inside the front door.

### **Can people visit outside of visiting hours?**

Our visiting hours are designed to give Residents access to their family and friends throughout the day. However, we have to be mindful of all Residents and the fact that this is their home. It would be unfair to visit them late during the night when they are sleeping. Exceptions are always made when someone is unwell.

### **Why would visiting hours change?**

Visiting hours might be reduced due to the fact that a virus like the “winter vomiting virus” is in the facility. We would reduce not only the visiting hours but also the number of visitors in order to safeguard the health of all Residents and reduce the chances of the virus spreading.

### **Do I have access to a phone?**

Your room has a telephone extension. Anyone who wants to speak to you can ring the main telephone number and then dial your extension number. Please ask our reception team for your extension number. Generally, your extension number is your room number with “1” on front of it e.g. room 22’s extension is 122. If you in the Armada, “3” goes before a room number. If there is no answer, the call will return to a phone carried by a staff member who will locate you for your caller. If you are given a portable phone, please return to staff when your call is completed, otherwise no one else can phone in. To make an outside call dial ‘9’.

## **Catering**

The menu is prepared by our Head Chef and is served on a rotational basis. The menu changes in accordance with the seasons, availability of products and also taking into account feedback including from the Residents' Forum.

All individual dietary requirements are catered for – coeliac, diabetic, soft diet and special requests can be pre-ordered. Guests can also join residents for meals. Please book with catering on ext 213.



## **Where can I get drinks from?**

Continuous drinks rounds are available morning and afternoons with a selection of fruit juices, teas, coffees, smoothies, yogurts and fruits. A night cap of drinks, sandwiches and cakes are served before bedtime. Tea and coffee making facilities are available in the 'Asgard' Dining Room. A staff member will assist you.

## **How do I know what's on the menu?**

A designated member of staff on each floor will call to you on a daily basis with the menu for the following day. Copies of the daily menus are available on each floor. If you wish to have something different to that on the menu a list of 'always available' food will be given to you.

## **Where do I take my meals?**

Main meals are served in 'Asgard' Dining Room on Ground Floor or in a place of your choice. Breakfast is served in your room or at our breakfast club on each floor. If you wish to dine in your own room please advise a member of staff and food will be delivered to your room. Dining facilities are available on each floor.

**Lunch** is served between 12.30 and 1.30

**Super** between 16.30 and 17.30

## **Can I order something that is not on the menu?**

There is no problem requesting something outside of the menu. Please speak to our Head Chef, to a member of his team or a member of staff on the floor with regard to what you need and it will be organised for you. We also have a nutrition committee which welcomes resident's and their feedback.



### **Can I order meals apart from meal times?**

No problem. Please let a member of staff know before 5pm and this will be accommodated.

### **Nutrition:**

#### **Do I have access to a Nutritionist?**

Yes, we have access to a nutritionist via a nutritional company. This is organised through the nurse on duty.

Haven Bay Care Centre also won the Hotel & Catering Gold Medal award in 2012 as well as Nursing Home's Ireland Best Catering & Nutrition Awards in 2010, 2011 and 2013.



### **Laundry**

#### **Who does my laundry?**

Laundry is managed by our housekeeping supervisor. All items of clothing must be labelled and can be washed at Haven Bay Care Centre. Woollens will be machine washed. They can be washed by family or friends if you prefer.

We are quite happy to send laundry out to a dry cleaners on your behalf. This service is invoiced with the monthly fees.

#### **Who collects it?**

A member of staff will collect your laundry from your room.

#### **Why do I need to label my clothes?**

Due to the large number of Residents and clothing, it is important that your clothes are labelled so that the laundered items can be identified as yours and returned to your wardrobe in a timely manner.

## **Do I need to label my clothes myself?**

It is preferable for clothes to be labelled prior to admission. Clothes can be labelled either by using a laundry pen or by ironing on printed labels. A labelling service is available. A fee applies. Also, when you acquire new clothes, those will need to be labelled. Please ask a member of staff.

**Who will return laundry?** A member of staff will return your clothes to your room.

## **Services**

### **What services are available?**

We have a variety of services available here including:

1. **Healthcare services:** GP, Physiotherapist, Dentist, Optician, Podiatrist, Audiologist, Pharmacist, Speech and Language, Psychiatry, Massage, Acupuncture, Reflexology
2. **Therapeutic services:** Hairdressing, Beautician
3. **Recreational services**
4. **Spiritual care services**



### **1. Healthcare services:**

#### **Doctor**

### **Can I use my own GP or do I have to use your GP?**

You can do either, you can stay with your own GP or switch over to a local GP. Staff will need clear instructions as to who to call should you require medication or the service of a GP. We would ask that if your GP is from outside town that you check whether he or she is prepared to travel. If you are changing GP we ask you complete a change of doctor form at the surgery.

GPs in Kinsale visit on a scheduled basis and if required outside of those scheduled visits. Out of hours GP service is provided by Southdoc.

**Physiotherapist:** We have an in house physiotherapist twice weekly. If you would like to be seen by the physiotherapist, please



inform a member of the nursing team. New residents to Haven Bay Care Centre are assessed by our physiotherapist on admission (a fee applies).

**Dentist, Optician, Podiatrist & Audiologist:** We can arrange to have an optician, dentist or audiologist visit you at Haven Bay Care Centre. These visits may be funded by the GMS.

**Pharmacist and Medication:** You should bring any medication that you are currently taking and any prescriptions, a list of medicines that you usually take, as well as paperwork from your Doctor or hospital relevant to your condition. If you are being discharged from hospital, we will order medications which will be blister packed by our pharmacist. Should you prefer an alternative pharmacist, this can be arranged.

**Speech and Language Therapist:** Speech and Language Therapists are available if required. This is a referral service which is accessed through nursing staff.

**Occupational Therapist:** this service is also available on request through nursing staff.

**Dietician:** we have access to a nutritionist if required via nursing staff.

**Counselling:** this service is available to residents if required.

**Psychiatry:** There is a community based psychiatry team who visit Haven Bay Care Centre. This is a referral system which is accessed through the GP.

Alternative therapies such as massage, acupuncture and reflexology can be provided here.

### **How do I find out more information about the services?**

The best way to find out is to check in with either a member of staff on your floor or with the Reception staff. They will be more than happy to give you the information you need – cost, availability schedule etc.

## **2. Therapeutic services:**

**Hairdressing:** the salon at Haven Bay Care Centre is available by appointment.

**Beautician:** our Beautician visits when required.

### **3. Recreational services:**

Our Activities Co-ordinator Deirdre Mullins organises a wide variety of activities including crossword, bingo, trip down memory lane, outings etc. Staff also participate in activities, particularly butterfly moments. Newspapers are delivered daily. Jim our Caretaker looks after our gardening club.

There are a number of activities on offer each day, residents as always have a choice in whether they wish to attend any or some of these recreational pursuits.

A guest computer is available for residents to have internet access and to use email and SKYPE. Ipads/templates are also available. Wifi is available throughout the house. Subtitles are available on all communal TV's. Please ask any member of staff if you require this service.

### **Are there extra costs involved?**

There is an activities levy which covers the cost of all scheduled activities.

### **4. Spiritual Care services:**

We welcome people of all denominations, faiths and beliefs. Mass is celebrated monthly inhouse. We have a Eucharistic Service on Sundays and during the week. In addition to hearing confessions and anointing people on a regular basis, individual spiritual care is also catered for. We have visiting Church of Ireland and Methodist Ministers. We have a dedicated prayer room which can be used by the residents at any time.

### **Community involvement:**

Haven Bay Care Centre is an active participating member of the local community. With the Community School adjacent to our Centre we are regularly visited by Transition Year students and those on work placements. We also facilitate groups meeting at Haven Bay where it is beneficial to Residents. Outings feature regularly throughout the year, from Bealtaine, Summer trips, Positive Ageing Week etc. Your privacy and dignity will not be compromised by our visiting client group.



## Environmental Facilities:

### What is the layout of the centre?

The Care Centre has 69 single bedrooms all with generous ensuites and five double rooms. The accommodation is based over 3 floors with access by way of stairwells and 2 lifts. There are sitting rooms which allow for quiet reflective time, while others are available for chatting. A large bright dining room allows dining with other residents or tables where residents can dine with relatives when they visit.

Access to the front garden and pond area is available from the ground floor. Our sensory garden is located off the Armada suite on the Trident floor.

Ground Floor	Trident Floor	First Floor
<ul style="list-style-type: none"><li>• Reception</li><li>• 3 double bedrooms (min 20.2m<sup>2</sup>)</li><li>• 23 single bedrooms (min 12.6m<sup>2</sup>)</li><li>• Dining room &amp; kitchen (213m<sup>2</sup>)</li><li>• Bulman sitting room (29m<sup>2</sup>)</li><li>• Assisted bathroom (11m<sup>2</sup>)</li><li>• Public toilets (24m<sup>2</sup>)</li><li>• Operation Manager (8m<sup>2</sup>)</li><li>• Garden and pond (1970m<sup>2</sup>)</li><li>• Conservatory (4m<sup>2</sup>)</li><li>• Meeting room (9m<sup>2</sup>)</li><li>• Services* (40m<sup>2</sup>)</li></ul>	<p><i>Armada:</i></p> <ul style="list-style-type: none"><li>• 2 double bedrooms (min 20.4m<sup>2</sup>)</li><li>• 8 single bedrooms (min 12.6m<sup>2</sup>)</li><li>• Day &amp; dining room (52m<sup>2</sup>)</li><li>• The snug sitting room (14m<sup>2</sup>)</li><li>• Residents toilets &amp; bathroom (14m<sup>2</sup>)</li><li>• Staff car park (608m<sup>2</sup>)</li><li>• Residents Garden (118m<sup>2</sup>)</li><li>• Common area (92m<sup>2</sup>)</li></ul>	<ul style="list-style-type: none"><li>• Reception (52m<sup>2</sup>)</li><li>• 38 single bedrooms (min 12.5m<sup>2</sup>)</li><li>• Fastnet lounge &amp; toilets (114m<sup>2</sup>)</li><li>• Sovereign lounge (36m<sup>2</sup>)</li><li>• Tea room (8m<sup>2</sup>)</li><li>• Nursing offices: Nurse &amp; CNM (8m<sup>2</sup>)</li></ul>

*Other rooms include: Hair Salon, Therapy room, Linen & laundry room, Staff room & changing room, Store room, Administration office, Registered Providers office, DoC Office, CNM office, HR/Admin Office*

*\*Services: Sluice room, housekeeping room, dispensary, linen storage, nurses station & offices*

## Transport

### Is there public transport available?

There is a Bus Eireann service from Kinsale to Cork City, a timetable is available from Reception staff. A private taxi service operates in Kinsale. If you require a wheelchair taxi, this will need to be booked in advance. Please contact reception staff. Since August 2017, the Local Link bus provided a service to and from Clonakilty. It also facilitates trips from Haven Bay Care Centre to town and back.

### **Hospital/off site appointments:**

Residents may be scheduled to visit consultants or have other appointments outside of Haven Bay Care Centre. In these instances, an escort is required and this may be organised by the resident or by staff. In the event of family or friends not being available, a personal assistant may be provided by Haven Bay Care Centre. The cost for this service plus any transport costs incurred and this depends on staff availability.

### **Inspections and Accreditation**

#### **Do you have regular inspections?**

Yes, inspections happen regularly by the Health Information and Quality Authority (HIQA). They may be announced or unannounced and can occur during the day or night. Environmental Health Officers and The Health & Safety Authority also inspect.

#### **Is a copy of the Inspectors report available?**

Yes, the report is published on the HIQA website and displayed our welcome back at reception on each floor.

#### **Why do inspections take place?**

Inspections occur in order to ensure that all nursing homes are complying with standards and that Residents are well cared for.

### **Terms and Conditions of residency**

#### **How do I know what is provided and expected?**

The terms and conditions of your residency are outlined in the contract of care. You or your representative will be provided with this on admission and if you have any queries either the Operations Manager or Director of Care will be pleased to go through it with you. It is designed to protect the rights of both the home and the individual.

## **Care Plan**

Each Resident has an individual Care Plan and is invited to participate in its compilation and review.

In addition Residents are offered the opportunity to complete an Advance Care Directive so that their wishes are known to others and followed.



## **How do I pay?**

There are many options available to you. The simplest is by Direct Debit. The invoice is sent out at the start of the month and the Direct Debit goes out monthly. This will give you a chance to look over the invoice before the amount is processed. We operate a paperless invoicing system.

## **What is Fair Deal?**

This is also known as the Nursing Home Support Scheme. This is where assistance is provided by the State to contribute towards the cost of nursing home care. Applications are made to The HSE, Áras Sláinte, Wilton Road, Cork.

Telephone: 021 4923536/37/38/39/40/41/42

## **What does the room rate include?**

The room rate includes in addition to the bed – full nursing care, all meals, laundry service.

### **What additional costs are involved?**

Some services such as hairdressing, physiotherapy, newspapers, massage are extra. The prices of these vary depending on the service itself. There is an activities levy. All of these are clearly itemised in the contract of care.

Other additional costs would be non GMS items (items not covered by your medical card such as vitamins, dressings). There is also a government levy on all GMS items that have prescribed. Bills should be settled prior to discharge.

### **What is the billing procedure?**

It is important to note that although you may be quoted a weekly rate, we break this down to a daily rate in order to invoice for the full month e.g. if you are quoted a rate of €1300 per week, this is a daily rate of €185.71.

Invoices are created once a month for the coming month for long term Residents i.e. on March 1<sup>st</sup> we would invoice for the 31 days residency in March. Services would be in arrears i.e. an invoice on 1<sup>st</sup> March would have 31 days of March and any services for February.

For short term Residents, convalescing or on respite invoicing is at the end of their stay. A deposit may be taken in advance. Their bill will be for the daily rate multiplied by the number of days plus any additional services used.

### **What do I do if I have a query on the bill?**

If you have any queries on the bill, please contact the accounts department who will be happy to go through any queries or difficulties you might have.



## **Residents Charter**

We, the staff and management at Haven Bay Care Centre recognise that Residents are entitled to the best quality care that we can provide. Our activities of daily living and our nursing care plans are developed taking the following rights into account:

- Right to dignity and respect
- Right to privacy
- Right to choose
- Right to be informed/next of kin to be/not to be informed
- Right to prompt medical attention
- Right to confidentiality
- Right to receive drugs promptly and be informed
- Right to express/voice opinion/complaint
- Right to clean, comfortable environment
- Right to week kept, tidy room and bathroom
- Right to a varied diet and a choice of diet
- Right to property and clothes to be treated with the utmost care
- Right to adequate stimulation and activities/newspapers, books
- Right to social interaction
- Right to enjoy leisure time
- Right to religious/spiritual practice
- Right to a prompt answer from the nurse call bell

We give the undertaking to meet the above rights of Residents and if we fail to meet our goals in any case, please bring it to our attention so that we can rectify the situation as soon as possible.

## **Complaints Procedure**

You also have a right to complain if any aspect of our services does not meet your requirements. Please talk to the Staff Nurse on your floor in the first instance. Detailed information of the process is displayed in our reception area and in our Statement of Purpose and Function Booklet.

## **Complaints, comments and compliments**

### **How do I make a complaint, comment or pass on a compliment?**

We are interested in your feedback to ensure that our service is continually reviewed and refined in line with best practice and resident choice. There are a number of ways in which you can share your views/ participate in the consultation process:

There is an active Resident Forum which meets every month. Minutes are taken and retained. The forum is chaired by a resident. Residents are able to make detailed suggestions which include meals, activities, facilities and care.

We also have a suggestion box. You are most welcome to make any suggestions, complaints or compliments either in person to a staff member or in writing.

We welcome residents suggestions and participation in the operation of the centre.

## **Complaints Procedure**

- ❖ Please inform any member of staff of your complaint providing as much information as necessary in order to appropriately address the complaint.
- ❖ Complaints may be verbal or in writing. All complaints will be logged.
- ❖ Once a complaint is received, it will be responded to promptly and the problem will be resolved locally wherever possible.
- ❖ Immediate response to all complaints may not be possible, as some will require formal and careful consideration.
- ❖ The Director of Care co-ordinates complaints management. Complaints are investigated by either a Clinical Nurse Manager or Senior Staff Nurse. A written complaint received will be acknowledged within 72 hours.
- ❖ Complaints that are not resolved locally can be referred to the Director of Care or Operations Manager. Complainants are encouraged to put their complaints in writing.
- ❖ Complaints not resolved at this stage can be referred to an independent person. Her name is Maura Reilly, nurse and former nurse tutor. Contact information available from reception.
- ❖ As redress for complaints upheld, we will offer a sincere and meaningful apology, an explanation and correction of error. Learnings from complaints are collated and disseminated by the Director of Care.

- ❖ If you are not happy with this complaint outcome you may contact the Office of the Ombudsman. Please note that the Ombudsman expects you to bring your complaint to our attention first and to give us a chance to put it right. The contact details are as follows:
  - The Office of the Ombudsman
  - 18 Lower Leeson Street
  - Dublin 2
  - *Phone:* LoCall 1890 22 30 30 or (01) 639 5600
  - *Email:* [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)
    - You can also make a complaint online using the online complaint form [www.ombudsman.gov.ie](http://www.ombudsman.gov.ie)

## **Advocacy and Dignity**

Promotion of dignity and privacy will underpin all activities affecting residents. Person centred care recognises each residents standards and privacy and dignity which informs both personal care and organizational culture. Our Code of Professional behaviour outlines minimum standards required from all our staff. In addition we have both in house and independent residents advocates. SAGE is an example of one advocacy service.

