



# Statement of Purpose

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Haven Bay Care Centre  
 Ballinacubby  
 Kinsale  
 Co Cork  
 P17 A580



Centre ID:	00235
Registered Provider:	Haven Bay Care Centre Ltd
Registered Provider Representative:	Owen O'Brien
Person in Charge:	Yvonne McCarthy
Persons Participating in Management:	Helen O'Regan
Date:	March 2025
Revision Number:	14

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### Aims and objectives of Haven Bay Care Centre:

Haven Bay Care Centre aims to promote quality of life and independence through professional and friendly services. Our objectives are to provide the highest standard of care whilst continually aiming to develop through innovation and commitment.

### Care needs provided for

Haven Bay Care Centre delivers care to Residents with varying and complex needs ranging from lower dependency individuals to maximum dependency requirements. We also cater for Residents who require general care, including residents with Dementia; physical disabilities; chronic physical illness; psychiatric illness; frail elderly and those requiring palliative care.

#### *Full Time Residential Care*

Those living with us on a full-time basis experience excellent nursing care provided by experienced, highly trained staff whilst the ambience of the facility is that of a luxurious home from home. At Haven Bay, we respect Residents' rights to self-determination, individuality and privacy. Our multi-disciplinary approach and advocacy team are ready to support Residents in making care choices.

#### *Respite Care*

The purpose of respite care is to provide temporary relief to caregivers in the home. Respite services are available to support an individual's ability to live longer in the community by ensuring family/other categories are supported.

#### *Convalescent Care*

This service offers individuals both medical and nursing care during the critical recovery period following hospitalisation. The implementation of rehabilitation programs with our physiotherapist combined with excellence of care and after care provided by an on-site GP surgery ensures that individuals are best prepared for their return to home.

Haven Bay is pleased to work with private health insurers including VHI, Laya, Garda Medical Aid and ESB Medical Aid.

There is no Day Service available within Haven Bay Care Centre

### **Care in a Secure setting**

Our Armada Suite is our smallest and most intimate unit, with a real focus on person centred care. This homely environment accommodates 25 residents. Medication is used minimally, and the peaceful relaxing environment lends itself to small group activities, intimate chats and a real sense of community. Residents have access to secure gardens with colourful raised beds together with Ted's Lounge and Ardbrack Lounge for relaxation. It has its own courtyard which replicates venues in Kinsale town.

### **Dementia Care**

Each person who works in the Care Centre - from our dedicated medical and nursing team, to our attentive supportive staff - is constantly striving to offer help and support to the many people whose lives are irreversibly changed by dementia.

Staff working at Haven Bay have been trained in dementia specific care. This knowledge serves both residents and their families and friends who have also been affected. Haven Bay is fortunate to have support from expert visiting consultants.

We frequently work with Dementia Services Information and Development Centre (DSIDC) at St James Hospital in Dublin. Residents are actively supported by a multi-disciplinary team.

### **End of life Care**

Haven Bay is a permanent home for many residents. As a care provider, we recognise the privileged position we occupy in accompanying residents and supporting families on their final journey. In collaboration with the Irish Hospice Friendly Hospitals Programme, we deliver extensive end of life training to all of our care team. Our staff are educated on issues such as communication, pain and symptom management and psychological support.

Haven Bay Care Centre is fortunate to have a doctor's surgery on site to provide timely and frequent medical support. Medical staff liaise with the Home Care Team from Marymount Hospice to ensure the highest standard of care is delivered. Privacy and dignity are maintained until the very end of life and families can be provided with onsite overnight accommodation.

In the event of the death of a resident, Haven Bay Care Centre staff work closely with family members and funeral directors to ensure that any wishes of the resident or family are accommodated.

Residents have expressed a wish to be informed when another resident passes away and often like to pay their last respects to their friend.

Resident's departure is as important as their arrival, and we always ensure that this is treated with the utmost dignity. Our staff form a candle lit guard of honour for the resident as they leave their home for the final time.

## **Advanced Care Planning**

At Haven Bay Care Centre, we encourage all residents to play an active role in decision making regarding their care. We actively encourage and facilitate Advanced Healthcare Directives and the nomination of Designated Healthcare Representatives (see Assisted Decision Making). We respect residents' rights to self-determination and our medical and care team ensure that those rights are protected.

## **Specialist Nursing & Care Services**

Each person who works in the Care Centre is constantly striving to develop professionally.

Some of our current in house expertise includes:

- † Gerontology
- † Fire Safety
- † Health & Safety
- † Managing Responsive Behaviours
- † Palliative & End of Life Care
- † Tissue Viability
- † Manual & People Handling
- † Infection Prevention & Control
- † Dementia care & Communication
- † Nutrition & Dietetics
- † Care Planning
- † Data Protection & Information Control
- † Risk Assessments
- † Venepuncture
- † Sonas & Reminiscence Therapy
- † Art Therapy
- † Falls prevention
- † Spiritual care

## **Students**

We support student placements; both student nurses from UCC and student's undertaking relevant QQI courses such as the Healthcare course in Kinsale's College of Further Education as well as Transition Year Students from our local community school. This helps us keep up to date with best practice.

## **Medical Services**

Haven Bay Care Centre is well supported by both GP practices in Kinsale. Doctors rounds are scheduled three times weekly with an on call service available if required. The frequency of rounds and availability of our doctors ensures trusted relationships are formed and consistency of care is established.

Our doctors, in collaboration with nursing staff, regularly perform clinical and medication reviews to ensure residents are well screened and care plan revised thus formulating up to date relevant treatment plans.

The Medical Team work in collaboration with Haven Bay staff on Health Promotion initiatives eg. Smoking Cessation, Healthy eating, Wellbeing and Mobility programmes.

## **Other medical service**

There is a mobile X-Ray service available week days for certain X-Rays. Other community interventions team may be accessed such as ICPOP. Some services are virtual, some in person.

### DESCRIPTION OF HAVEN BAY CARE CENTRE



Set in the picturesque town of Kinsale, Haven Bay Care Centre is dedicated to delivering the highest standards of care. Haven Bay is committed to enhancing the quality of life for all Residents, whether long-term, or for a short period of respite or post hospital convalescence.

The multi award winning facility is uniquely designed, beautifully situated and offers excellent care to residents. Haven Bay Care Village is located only 20km South of Cork City (20 minutes drive from Cork Airport) and comprises Haven Bay Care Centre, a 127 bedded care facility, independent living Apartments, a Doctor's surgery and a Podiatry Clinic and Counsellor.

Our friendly and experienced staff will tailor individual and holistic care packages designed to recognise the dignity and uniqueness of each person.

Our proximity to several major Cork hospitals and our adjacent GP surgery and support from Kinsale's award winning Primary Care team means that we have the support of the best medical expertise in the country.

Haven Bay Care Centre has 115 single bedrooms, mostly with ensembles and 6 twin bedrooms. 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 activation. Several bright dining rooms allow dining with other residents or tables where residents can dine with relatives when they visit.

An oratory allows for quiet reflection. A fully fitted hair salon adds to the beauty treatments available. The ground floor has its Kinsale Garden which replicates the shopfronts in the town of Kinsale. Access to the Kinsale Garden is via the ground floor, roof top garden from the first floor and three outdoor gardens from the Armada. Therapies are available in our therapies room. Guest tablets are available to residents to have internet access and to use internet, email and video link apps.

Full floor maps are placed around the home on all corridors and a copy is available in Appendices. Please see Appendix B for room sizes and function.

## **Catering:**

The menu is prepared by our Head Chef in consultation with Residents. The menu changes in accordance with the seasons, availability of products and also taking into account feedback from Residents' Forum and Nutrition focus meetings with nursing and care staff.

All individual dietary requirements are catered for – celiac, diabetic, textured diets and special requests can be pre-ordered. A member of staff on each floor will call to you on a daily basis with the menu for the next day. Each seasonal menu is available from catering. If you wish to have something different to that on the menu a list of 'always available' food will be given to you.

A number of dining rooms are available including the "Asgard" Dining Room on Ground Floor, "Ringcurran Lodge" in the Armada and in both the "Fastnet Lounge", the Sovereign Lounge and the "Haven Lounge " on the first floor. Breakfast is served in your room or at our breakfast clubs which are open 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.

**Lunch** is served between 12.30 and 1.30

**Super** between 16.30 and 18.00

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.

## **Nutrition reviews:**

Residents weight changes are reviewed during team meetings and with the residents. Staff from several disciplines such as nursing, care and catering meet regularly and review menus, food plans etc. Weight management programmes are developed. Feedback is provided by Residents on food quality and choice. This is also used as a forum to gauge satisfaction with nutrition.

## **Laundry:**

Laundry services are provided on site 7 days per week.

## **Community involvement:**

Haven Bay Care Centre is an active participating member of the local community and provides services to others who may be in need of our care. 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. Your privacy and dignity will not be compromised by our visiting client group.



## **External Services**

There is a frequent bus service from Kinsale to Cork City, a timetable is available from Reception staff and there is a local taxi service. Our activities Coordinator arranges outdoor excursions for residents. The Local Link buses provide services to and from Bandon and Clonakilty. Our company vehicle facilitates smaller groups for outings. 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. Where an escort is required, 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. There is a cost for this service plus any transport costs incurred and is dependent on staff availability.

## Services

### Therapeutic services:

Residents living in Haven Bay Care Centre who have a medical card are entitled to free medical services through the GMS scheme and every effort will be made to ensure residents can access these services such as; physiotherapy, occupational therapy, Podiatry, Speech & Language Therapy, Pharmacist, Dietitian and other specialist services. While every effort is made to avail of HSE Services if they are not available or residents choose not to use them, Haven Bay contracts services from professionally registered and supervised therapists to enhance your rehabilitation potential. The cost of these services is fully outlined in our contract of care. The following therapy services are provided:

### Pharmacy



College Road Pharmacy in Cork dispense our pharmacy requirements. The pharmacist closely monitors all medications prescribed and will raise any concerns that they have if, for example, there is a potential interaction with another medication. Residents have access to their pharmacist. The pharmacist is normally available in person or on (021) 434 0455. This

service also includes staff education and ongoing audits. If you wish to remain with your own pharmacy, this will always be facilitated on a regular basis, when changes occur and in the event of an emergency. However it will be your responsibility to organize delivery of the prescription and the medications and any costs that are incurred.

### Physiotherapy



Haven Bay Care Centre continues to be supported by the experienced services of an inhouse physiotherapist. Their philosophy is to treat Resident's needs in a friendly manner and to the highest standards. Their aim is to work with Residents to help improve their quality of life and get them back doing the things they enjoy where appropriate. Residents are assessed on admission for mobility and falls prevention.

In line with best practice for falls management, reviews by our Physiotherapist are available. Regular falls reduction meetings are held. We also host regular exercise and mobility classes.

### Podiatry



There is an on site podiatrist in Haven Bay Care Village who visits the centre regularly.



**Speech and Language Therapist:**

Haven Bay Care Centre is well supported by a visiting Speech and Language Therapist.



**Occupational Therapist**

This service is also available if required.



**Dietician**

A dietician is always available if required.

*Other Services*

**Dental, Optical and audiology services are also available.**

**Hairdressing**

Hairdressing is available at our Hair 4 U salon by appointment.

**Beautician**

Our Beautician visits when required.

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

**Counselling**

This service is available to Residents if required.

## Services Charges

Service Charges are additional fees outside of the Nursing Home Support scheme's client contribution for services that are not available through the GMS programme or Fair Deal. You will be advised of costs on admission.

<b>Social Levy</b>	Cost Incurred
<b>Hairdressing &amp; Similar Services</b>	Cost Incurred
<b>Physiotherapy Services</b>	Cost Incurred
<b>Podiatry Services</b>	Cost Incurred
<b>Transport Services</b>	Cost Incurred
<b>Escort services</b>	Cost Incurred
<b>Laundry</b>	
Dry cleaning	Cost Incurred
Labelling of clothes (Laundry Tags)	Cost Incurred
<b>Dental &amp; Optical services</b>	Cost Incurred
<b>Falls Prevention Equipment</b>	Cost Incurred
<b>Courier Fees</b> for bloods and tests sent to laboratory	Cost Incurred
<b>Newspapers</b>	Cost Incurred
<b>Outgoing Phone calls</b>	Cost Incurred
<b>Banking admin fee</b> returned cheques & unpaid direct debits	Cost Incurred
<b>Prescription levy</b>	Cost Incurred

**Non GMS covered items** are charged at pharmacy rate eg. Dressings, vitamins and toiletries

**Other services** available on request eg. Counsellor, beautician etc.

**Religious Services:** Donations may be made to local clergy for services offered by them for example at End of Life. Multiple religions catered for.

Any changes in fees will be notified to you.

## Admission to Haven Bay Care Centre

The accommodation at Haven Bay Care Centre is suitable for a maximum number of 127 Residents with varying needs and levels of dependency. We care for both male and female residents aged 18 years upwards.

At Haven Bay Care Centre we understand that the decision to move into a long term care facility is an enormous life changing event for both the resident and their loved ones. It can take some time for a resident to settle into a nursing home.

Following an enquiry from a potential resident we will provide you with our promotional information, including our Resident's Guide, detailing the location and services we provide.

### Pre-admission assessment

A pre-admission assessment is always essential to ensure the centre can meet the individual's care requirements. The exceptions are for short term and emergency admissions. This pre-admission assessment is carried out by the Director of Care , ADON or a Senior Nurse Manager at the residents home or current location, for example hospital.

### National Screening Programme

As part of our pre admission process, Residents are checked for their eligibility for the National Screening Programme. Where a residents is eligible, this is discussed with the resident, their GP and/or their representative where appropriate. There are typically four areas where screening is routinely offered:

Breast Check	Cervical Check	Bowel Screen	Diabetic Retina Screen
For women aged 50-69 years	For women aged 25-60 years	For both men and women aged 60- 69 years	For all persons with diabetes aged 12 years and older

## **What is a life story?**

A life story is a book compiled to capture memories and experiences about a person's life. It can be referred to over and over again by the individual, their family and carers. A life story is often used as a valuable resource and can become a cherished family heirloom. Making a life story can be an enjoyable and empowering activity for a person with dementia.

"Passports" are another way of communicating with each other about a residents past life and experiences.

## **What are the benefits of a Life Story?**

- It draws on residual long term memory
- It provides a medium for communication that promotes self-esteem and wellbeing
- It safeguards personal identity
- It maintains links with familiar people which lessens encroaching isolation
- It increases carers' understanding of confused or agitated behaviour
- It assists care-planning, person-centred and relationship centred care
- It becomes a passport when transition to hospital or another home is necessary

A life story is a valuable communication tool as people who suffer with dementia are more likely to recognise than actively recall.

"Gaining better knowledge and understanding of the factors influencing behaviours and emotions transforms attitudes and fosters greater sensitivity, thoughtfulness and empathy towards the individual" (B.Pointon, in G.Stokes, 2010)

## **Admission of Potential Residents**

We fully understand that the decision to move into long-term care can be a stressful time. At Haven Bay Care Centre we want to make your transition as smooth as possible. Our Director of Care, ADON or Nurse Manager will be happy to meet with you and your family to give you a tour of the building and discuss any personal needs you may have. In order to ensure you receive our uninterrupted attention we would ask that you kindly schedule an appointment in the first instance.

Admissions to Haven Bay Care Centre are arranged by appointment only. This is to ensure that we have all the necessary equipment, knowledge and competencies to meet your care needs. Ideally admission would happen around 11am to ensure that the Resident has the day to settle in. We understand that in exceptional cases, where there is no alternative available, emergency admissions may be necessary. Please also see our admissions policy.

We reserve the right to refuse admission in certain circumstances. Examples of such circumstances are if the person poses a risk to the safety and welfare of other residents, staff or visitors or if the person or he/she is unable or unwilling to pay for the services provided. Haven Bay Care Centre operates a smoke free policy. The Tobacco Free Centre initiative is acknowledged as international best practice. Everyone has a right to health care in a smoke-free environment. Residents who smoke will not be accepted for admission to Haven Bay Care Centre.

Should a Resident who is admitted resume smoking, they will be assisted in the first instance to cease smoking but should this fail, will be assisted to relocate to another nursing home where smoking is permitted.

## **Personal Information**

Information governance is about setting a high standard for the handling of personal health information and giving us the tools they need to achieve that standard in order to facilitate:

- the collection of high quality data
- the maintenance of privacy and confidentiality of service users
- ensuring the security of data
- appropriate safeguards are in place for the secondary use of information

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.

## **Information Governance**

Quality information is an important resource for service providers in planning, managing, delivering and monitoring high quality safe services. Good information governance enables services and individuals to ensure all information, including personal information, is handled securely, efficiently, effectively and in line with legislation. This supports the delivery of person-centred, safe, high quality health and social care and helps ensure that when sharing information across services, service providers protect and manage personal information in a sensitive and responsible manner.

The maintenance of privacy and confidentiality of individuals is paramount. Your information is held securely. We safeguard the secondary use of information for example, appropriate information regarding your care is forwarded to the appropriate receiving hospital. Your health information is only discussed with people to whom you have consented.

## **Policies that inform our practice**

We constantly provide up to date user friendly policies that informs practice. There are a variety of policies which include the mandatory HIQA policies. Policies are available on request. Staff can also access policies on the staff portal.

## Contract of Care

By agreeing to take up residency within Haven Bay Care Centre you will have signed a contract of care issued to you on or prior to admission to Haven Bay Care Centre. This ensures that you have a legally binding assurance of high quality care standards and that we have an acknowledgement of your commitment to our terms and conditions. A copy of the contract is available on our website, in our Welcome pack and is generally emailed out in advance of admission. We are happy to discuss the contract on admission.

A copy of this contract will be securely retained by administration.

## Management and Staffing

### Governance and Management of Haven Bay Care Centre

The management and governance of Haven Bay Care Centre is directed by a team of dedicated and committed members of staff who continually strive to raise standards of care. Our management team includes:

#### **Registered Provider Representative & Director:** *Owen O'Brien*



Owen is a Civil Engineer. Prior to developing Haven Bay Owen thoroughly researched care homes and retirement villages on both sides of the Atlantic. He was so impressed by what he saw that he thought the town of Kinsale would benefit from its own care village. The concept of Independent Living Apartments, a Care Centre and on site GP surgery is unique to Haven Bay Care Village. Owen's keen interest in food has culminated in awards within the care centre. Owen constantly strives to ensure that Haven Bay Care Centre provides the highest quality food for Residents.

#### **Operations Manager:** *Helen O'Regan, FCA, Diploma in People Management*



Helen is a Chartered Accountant with many years' experience in senior finance roles both in Ireland and overseas. She has gained extensive experience in a range of industries including information technology, outsourcing, manufacturing and healthcare. Helen has been with Haven Bay since its inception. Since then, Helen has, in partnership with the Director of Care and staff, worked hard to implement systems and procedures to ensure this home maintains the highest standards. Continuous improvement programs for all areas of the centre are high on Helen's agenda. This includes risk management, health and safety and Helen has been a strong advocate for promoting continuous education for all staff.



**Person in Charge/ Director of Care:** *Yvonne McCarthy, RN, DipN, BSc(Hons), MSc, Dip Mgmt & Employee Relations*



Yvonne graduated as a nurse over 30 years ago in London. She then continued her education gaining a Diploma in Nursing from the Royal College of Surgeons in Ireland. She then completed a Bachelor of Science in Nursing and a Masters in Communications. She has completed a Diploma in Management and Employee Relations. Yvonne joined Haven Bay Care Centre as Director of Care in July 2010. More importantly however is her warmth and caring character which typifies the care offered at Haven Bay Care Centre. Yvonne leads by example with her dedicated Staff. She was awarded the Nursing Homes Ireland Director of Nursing of the Year in 2018.

Some of Yvonne's initiatives include Advance Care Directives and technology to assist communication. Following the completion of a course on Gerontology Yvonne strives to improve the life of older people in Residential care.

**Assistant Director of Care:** *Jill Fitzgerald RGN, BScN (Hons)*



During Jill's 20 year nursing career, she has occupied senior management roles from Director of Nursing to Clinical Nurse Manager in a number of large continuing care settings. A significant part of Jill's career has been in the area of care of the older adult. Jill's areas of special interest include tissue viability and end of life care, with Jill leading our End of Life Care Committee and providing valuable advice on wound management. Jill also holds QQI Level 6 Leadership Programme.

## Our Care Team

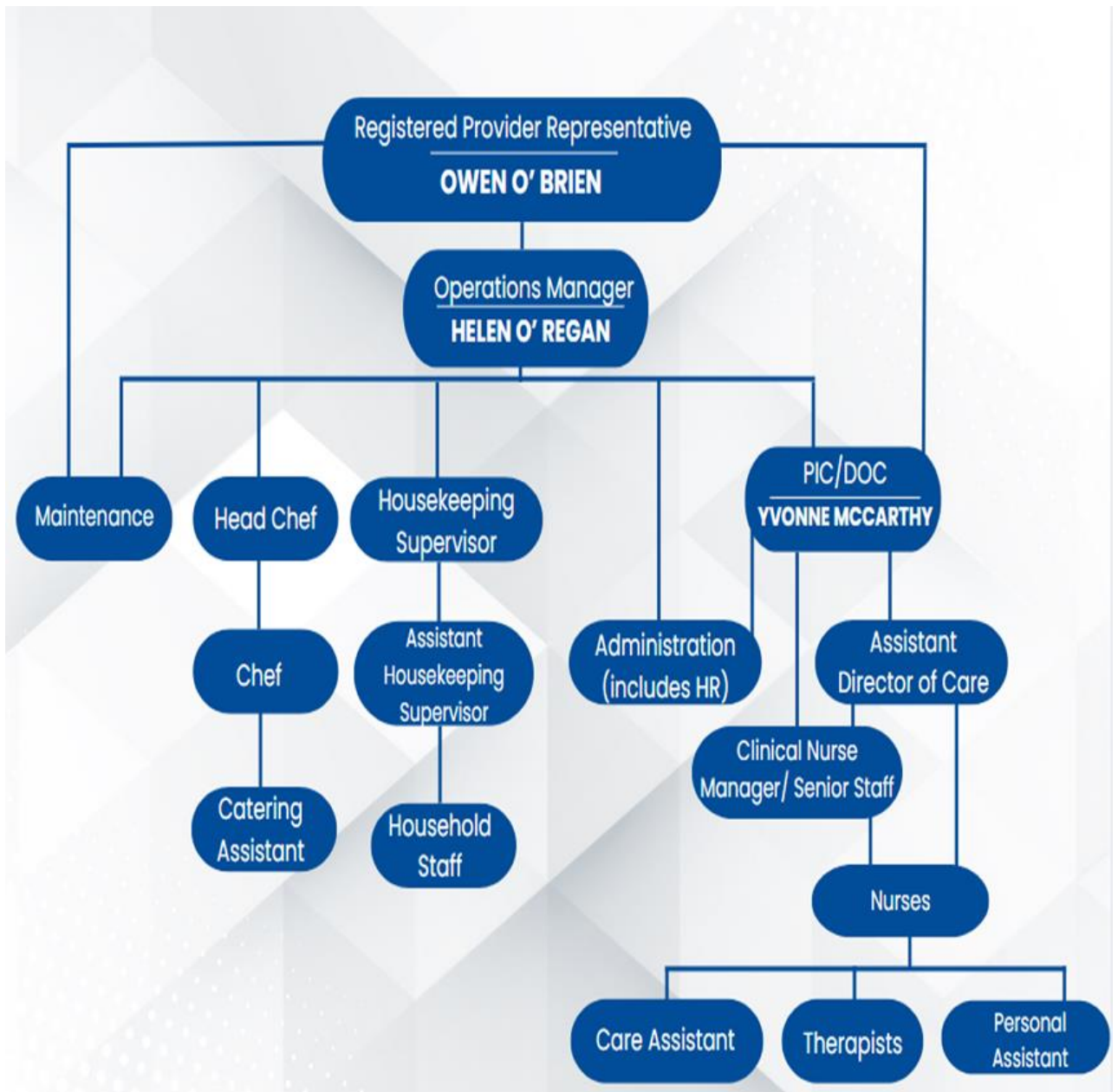


Health Care Staff at Haven Bay bring a variety of skills and expertise to the centre, from working as home helps to experience in art therapy and dementia care. All staff employed have experience working in the caring industry. All staff employed undertake an extensive induction program and manual handling training to ensure best practices are instilled and maintained. Staff are actively encourage to pursue accredited health qualifications as well other training which benefits resident care.

Staff are introduced to policies and procedures from the outset to maintain excellent standards of care at Haven Bay. Staff are supported and encouraged to participate in further education opportunities. Regular training is provided in topics such as Tissue Viability, Infection Prevention & Control, Nutrition, Dementia Care, Falls prevention and Age appropriate Activity Planning.

Staff take the lead as Champions in areas of special interest such as Infection Prevention & Control, Dementia, Health & Safety, Staff wellbeing etc.

## Organisational structure of Haven Bay Care Centre



\*Therapists: Activities Co-ordinator and Activity team, Physiotherapist, Podiatrist, Counsellor, Hairdresser, Speech & Language

The purpose of this Organisational Chart is to ensure that reporting lines of management are clear as well as the appropriate map of those who supervise which members of staff.

**Deputization:**

<b>Role</b>	<b>Deputy</b>
Registered Provider Representative	Operations Manager
Operations Manager	Registered Provider Representative
Director of Care	Assistant Director of Care
Assistant Director of Care	Clinical Nurse Manager
HR Manager	Admin Manager
Housekeeping Supervisor	Assistant Housekeeping Supervisor
Head Chef	Chef

**Total staffing complement (in whole time equivalent )**

<b>April 2024</b>	<b>No of residents</b>	<b>127</b>
<b>Position</b>	<b>Grade</b>	<b>No. Of WTEs</b>
<b>Management</b>	Registered Provider Representative	1.0
	Operations Manager	1.0
	Director of Care	1.0
	Assistant Director of Care	1.0
<b>Nursing</b>	Nurse Managers (CNM)	3.0
	Nurse Managers (SSN)	4.0
	Staff Nurse	22.5
<b>Care</b>	Healthcare Co-ordinator	11.0
	Healthcare Assistant	42.0
	Activity Team	4.5
<b>Cleaning and laundry</b>	Housekeeping Supervisor	1.0
	Housekeeping Assistant	11
<b>Administration</b>	Administration Support includes HR	5.5
<b>Catering</b>	Head Chef	1.0
	Chef	2.5
	Catering Assistant	3.0
<b>Maintenance</b>	Maintenance Support	3.0
<b>Total FTE</b>		<b>118.0</b>
NB. Whole Time Equivalent (WTE) is the number of staff who would be employed if all staff were employed full-time. Calculated on 48 working weeks		

Staffing numbers change in line with occupancy levels and the needs of residents.

## Review and development of residents' care plans



Your personalised care plan will be developed in consultation with you and/or your family/significant other, as per your request. Your care plan will be completed as soon as practical after admission and will reflect your individual care, social and psychological needs. This document is yours to read whenever you wish and will be amended or discontinued as necessary. The care plan will be formally reviewed at least every 4 months (or

sooner if care needs change) and discussed with each Resident or where appropriate, family member.

The care plan contains all the essential nursing and social information on each Resident. The care plan is a living document which is constantly changing and evolving. We try to make each Resident's care plan as person centred as possible. To ensure we have your full participation in this process you are invited to join in this review and we will then set a mutually convenient time to complete the review process. You are also invited to provide or participate in the compilation of your life story.

### *Advanced care planning*

We are happy to discuss advanced care plans. These are your wishes recorded should you become unable to communicate or lack the capacity to decide at a later stage. If a person becomes incompetent, decision making becomes the responsibility of medical personnel. Family and carers are consulted. We have been involved in the "Let me Decide" pilot programme, directed by Professor Willie Molloy.

## The Residents Forum



There is an active Resident Forum which meets at a minimum of quarterly. Minutes are taken and retained. Issues raised are acted upon. The Forum is chaired by a Resident. Staff consult with Residents and seek their views, in particular where the running of the service has implications for Residents' privacy, dignity and sense of home. We welcome Resident's suggestions and participation in the operation of the centre.

Management are invited to attend the Resident Forum meetings. Management and staff are also available in both group and individual settings. In addition guest speakers attend the Residents Forum.

## Advocates:

**How to Contact Us**

by post to:  
**Patient Advocacy Service**  
Level 3 Rear Unit, Marshalsea  
Court, Merchant's Quay,  
Dublin 8, D08 AEY8

Or email:  
[info@patientadvocacyservice.ie](mailto:info@patientadvocacyservice.ie)

You can also make  
your query online at  
[patientadvocacyservice.ie](http://patientadvocacyservice.ie)  
or by calling the national  
line **0818 293003**

Haven Bay Care Centre access independent Residents' advocates who can assist residents in areas of finance, legal, banking, property dealings. Independent advocates are available from SAGE. This is a free service. Telephone 1850 71 94 00. We also have a suggestion box. You are most welcome to make any suggestions, complaints or compliments. Residents' opinions are actively sought in both group and one to one settings. Patient Advocacy Services are also available.

## Assisted Decision Making supports



**The Decision Support Service** exists to promote the rights and interests of people who may need support with decision-making. Their job is to register new decision support arrangements and supervise the individuals who are providing a range of supports to people with capacity difficulties.

There are five different decision support arrangements (legally recognised) for people who have challenges with their capacity and who may need support to make certain decisions. These arrangements are based on the different levels of support that a person requires to make a specific decision at a specific time.

There are three types of support arrangements for people who currently, or may shortly, face challenges when making certain decisions:

- Decision-making assistance agreement
- Co-decision-making agreement
- Decision-making representation order

There are two types of arrangements for people who wish to plan ahead for a time in the future when they might lose capacity:

- Advance healthcare directive
- Enduring power of attorney

The Decision Support Services can be contacted via a staff member or directly at:

The Decision Support Service  
Waterloo Exchange,  
Waterloo Road, Dublin 4  
Eircode: D04 E5W7  
Republic of Ireland

**Phone** [+353 \(01\) 211 9750](tel:+353(0)2119750)

**Email** [queries@decisionsupportservice.ie](mailto:queries@decisionsupportservice.ie)

## **Newsletter**

There is a monthly newsletter called “Haven Bay Tidings” which is devised in consultation with Residents to provide updates and create awareness to Residents and families.

## Residents' privacy and dignity

### ***Privacy and Dignity:***



Each Resident is treated with dignity, respect and kindness. Person centered care recognises each Residents right to privacy and dignity which informs both personal care and organizational culture. Our Code of Professional Conduct outlines minimum standards required from all our staff. Haven Bay Care Centre is your home. Staff will do their utmost to protect your privacy and dignity by knocking before entering your room

- asking your permission prior to any personal/ nursing interventions
- asking your permission for staff undergoing training and development. If you feel your privacy and dignity is being compromised then please inform a member of staff that you feel comfortable with.

## Social activities, hobbies and leisure interests

### **Recreational services:**

The purpose of providing meaningful social and recreational activities for Residents is to provide stimulation, involvement, participation and fun. This cannot be underestimated.



Activities provide entertainment but the vital elements are inclusion, a sense of belonging and fulfilment. Activities in Haven Bay Care Centre are person centred. This process starts with asking each Resident and their family where appropriate to complete a "Life Story" or "Passport". This allows us to learn more about the person's life and interests before they came to Haven Bay Care Centre. This gives us greater insight and in turn helps us to plan what activities they may enjoy. 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. Staff have been trained in a number of different Dementia specific activities.



Our Activity Co-ordinator, Deirdre Mullins devises a weekly Activity Planner in consultation with Residents. It is a very varied programme and has a myriad of activities available. Deirdre Mullins was appointed Activities Co-ordinator in 2009, she comes from a background of art and teaching and has a huge interest in her local community.



Dementia Champion Linda Jordan has a Masters Degree, a Postgraduate diploma and Postgraduate certificate in advanced Dementia Studies.

She also has a Certificate in Psychology as well as being an Independent Certified Positive Approach to Care (PAC®) trainer and a QQi level 5 Dementia Tutor in Dementia Care and Support. Linda is the dementia and expressive communications trainer for staff. She brings with her a wealth of knowledge and understanding of dementia, undertaking assessments to formulate behaviour support plans to aid staff in supporting a resident living with dementia. With almost ten years' experience and study behind her in person-centred dementia care, Linda continues to develop her skills and learning in order to bring the best care practice and knowledge to the healthcare staff and the residents.

Activities on offer include;

<ul style="list-style-type: none"> <li>• Exercise Sessions</li> <li>• Book Club</li> <li>• Bowling</li> <li>• Quiz Time</li> <li>• Countdown</li> <li>• Trip down Memory Lane</li> <li>• Gardening Club</li> </ul>	<ul style="list-style-type: none"> <li>• Pet Therapy</li> <li>• Movie Club</li> <li>• Arts and Crafts</li> <li>• Boccia</li> <li>• Flower Arranging</li> <li>• Hand Massage and Nail</li> <li>• Care</li> </ul>	<ul style="list-style-type: none"> <li>• Initiatives; Bealtaine,</li> <li>• Vision Events,</li> <li>• St.Patrick's Parade</li> <li>• Schools Programme;</li> <li>• Bingo</li> <li>• Guest Entertainers</li> <li>• News and Chat</li> <li>• Residents Forum</li> </ul>
<ul style="list-style-type: none"> <li>• Card Playing</li> <li>• Choir</li> <li>• Painting Group</li> </ul>	<ul style="list-style-type: none"> <li>• One on one engagement</li> <li>• Sonas</li> </ul>	<ul style="list-style-type: none"> <li>• Community Involvement</li> <li>• Sensory relaxation therapy</li> </ul>

In addition to structured activities, daily interactions between staff and Residents provide short but meaningful moments in our life that actually make it worth living.



## **Access to religious services of residents' choice**

We welcome people of all denominations, faiths and beliefs. Mass and the Eucharistic Service are available. Local clergy hear confessions and anoint people on a regular basis, individual spiritual care is also catered for. We have visiting Church of Ireland and Methodist Ministers. Services can also be viewed on tablets.

There are no fees to attend religious services. Donations may be made to local clergy for services offered by them at End of Life.

## **Contact between residents and their relatives, friends and carers**

Contact may be made with relatives or friends in person, by phone, video link, email or post. For your privacy, there are quiet rooms available on each floor.

### **Visiting Arrangements**

Residents are encouraged to have visitors into their home as frequently as possible

All visitors sign in and out on entering and leaving. We would prefer if people would not visit before 09.30am (because Residents are having breakfast or receiving personal care) or after 22.00 (for security). We are however flexible about these arrangements, in particular if a Resident is unwell. Visiting may be restricted at times of illness or distress of a resident or under the direction of the medical practitioner where such a restriction is in the best interest of the resident. Restrictions may also apply in the event of a public health crisis or outbreak of disease within the Centre.

In order to afford Residents privacy and dignity during meal times, we ask that social visiting does not take place during meal times. However if a Resident wishes to share their dining experience, this can be booked by prior arrangement. If you are assisting a Resident with meals, you will be welcome. Visitors will be invited to wait for Residents during meal times in our reception area.

## Dealing with complaints

### At Haven Bay Care Centre we strive to:

- Achieve excellent standards
- Respond effectively to complaints
- Resolve any issues before they culminate in a complaint.
- Take a proactive method of finding out what we are doing well in Haven Bay Care Centre and what needs to be improved.

We create a climate where feedback is encouraged and service users feel able to comment both positively and negatively about the service we provide. The emphasis is on swift and positive resolution of complaints as close to the source as possible. Every staff member within Haven Bay Care Centre, no matter what grade or level takes responsibility for handling complaints within the guidelines.

### 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 can be in person, by phone (021) 4777328, by email [jill.havenbay@gmail.com](mailto:jill.havenbay@gmail.com) or by using our complaints form which is available on our website and on each floor. All complaints are 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 the Complaints Officer Jill Fitzgerald, ADON (021 4777328 or [jill.havenbay@gmail.com](mailto:jill.havenbay@gmail.com)) and will be concluded within 30 days.
- † A written complaint received will be acknowledged within 5 working days.
- † If you are unhappy with the outcome of your complaint, you may request a review by the Review Officer, Helen O'Regan, Operations Manager (021 4777328 or [Helen.OREgan@havenbay.ie](mailto:Helen.OREgan@havenbay.ie)). The review will be carried out within 20 days.
- † If you want an external organisation to look at how your complaint has been handled, you can contact relevant agency below to consider your complaint.

Agency	Email	Telephone
The Office of the Ombudsman	<a href="mailto:ombudsman@ombudsman.gov.ie">ombudsman@ombudsman.gov.ie</a>	1890 22 30 30 or (01) 639 5600
Nursing and Midwifery Board of Ireland (NMBI)	<a href="mailto:complaints@nmbi.ie">complaints@nmbi.ie</a>	0818 200 116
Medical Council (medical Doctors)	<a href="mailto:complaints@mcirl.ie">complaints@mcirl.ie</a>	<b>(01) 498 3100</b>
CORU (other healthcare professionals)	complaint form to <a href="mailto:FTP@CORU.IE">FTP@CORU.IE</a>	01 293 3160

**Assistance:** If you require assistance with making a complaints, our Activities Co-ordinator Deirdre Mullins can assist you. In addition, the following free and independent Advocacy Agencies are available:

1. Patient Advocacy Service, [info@patientadvocacyservice.ie](mailto:info@patientadvocacyservice.ie), 0818293003 or
2. SAGE, [info@sageadvocacy.ie](mailto:info@sageadvocacy.ie), 1850 719 400

**Redress:** 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.

## Fire precautions and emergency procedures

### Fire precautions:

At Haven Bay Care Centre, we take fire safety very seriously. We have a fire management plan in place which incorporates the following:



- Ample fire fighting and fire detection equipment in place.
- Bedding and furnishings are fire retardant.
- We provide adequate means of escape, including four stairwells
- Adequate emergency lighting
- Arrangements are in place to maintain all fire equipment, to review all fire precautions and to test all fire equipment.
- Continuous training is provided incorporating fire drills, simulations and evacuations. Where practical, Residents are involved. We have our own inhouse Fire Marshall Instructor.
- The procedures to be followed in the event of a fire are displayed in prominent locations throughout the centre. The procedures are available at each nurses station and evacuation maps are located on each corridor.
- In order to minimize the risks from fire, Haven Bay Care Centre has become a smoke free centre.

We operate a test fire alarm at regular intervals. This will last approx 2 minutes and it will be intermittent in sound. Each Resident has a Personal Emergency Evacuation Plan (PEEP). Regular simulations of Fire Evacuations are carried out. Where possible resident's participate.

In the event of a fire, the aim is for everyone in the building to reach an assembly point at a safe place. The Fire Marshall or Safety officer or any member of the emergency response team may be responsible for making the decision to evacuate horizontally within the building or to exit the building.

*A horizontal evacuation* involves removing a Resident from the area of immediate danger and moving them into a safe waiting area with at least two compartments of separation between the incident and the location of the Resident.

If vertical evacuation is required, this will be co-ordinated by the Fire Brigade. Staff will be on hand at all times to ensure your safety. Our visitors book is an essential part of our fire safety procedure, allowing us to track visitors on site – so don't forget to sign in!

## Other Emergencies:

If you discover other scenarios/ circumstances which pose a risk to Residents/ staff, please inform your nearest staff member immediately. Detailed Fire Safety Management and Responding to Emergencies policies are available on request.

### Appendix A:

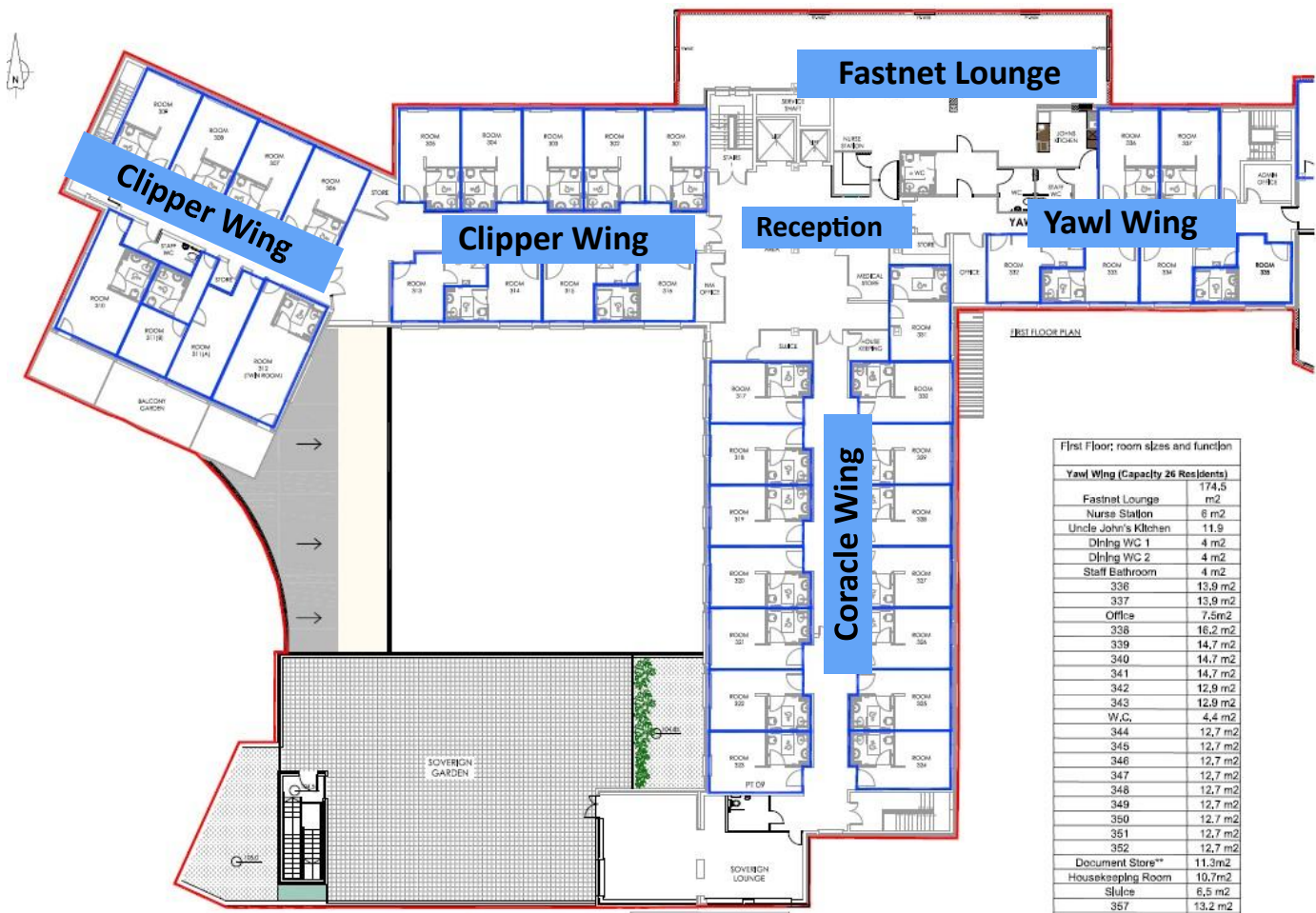
#### Conditions of Registration:

<b>Certificate of Registration</b>		
<b>Section 50 of the Health Act 2007</b>		
<b>Name of designated centre:</b>	Haven Bay Care Centre	
<b>Telephone number:</b>	021 477 7328	
<b>Address:</b>	Ballinacubby, Kinsale, Cork	
<b>Registered provider:</b>	Haven Bay Care Centre Limited	
<b>Companies registration office number:</b>	426932	
<b>Telephone number:</b>	021 477 7328	
<b>Address:</b>	Ballinacubby, Kinsale, Cork	
<b>Centre ID:</b>	OSV-0000235	<b>Registration Number:</b> REG-0038839
<b>Date of Registration:</b>	27 August 2024	<b>Expiry Date:</b> 26 August 2027
<p>This is to certify that <b>Haven Bay Care Centre</b> is registered with the Office of the Chief Inspector of Social Services as a designated centre for the period noted above, with <b>Haven Bay Care Centre Limited</b> as its registered provider and subject to the conditions of registration, specified below.</p>		
<b>Management of the centre:</b>		
<b>Person(s) in charge name and telephone number:</b> Yvonne McCarthy - 021 477 7328		
<b>Name and telephone number of each person participating in management:</b> Helen O'Regan - 021 477 7328 ext 512		
<b>The maximum number of residents that can be accommodated at the centre is 127.</b>		
<b>Conditions of registration:</b>		
Condition 1 Subject to any prohibitions or restrictions contained in any other condition(s), the designated centre shall be operated at all times in accordance with the Statement of Purpose within the footprint of the designated centre on the floor plan received on 31/05/24. The registered provider shall only provide for the specific care and support needs, and services, within the facilities as set out the Statement of Purpose, as agreed with the Chief Inspector at the time of registration. Any changes to the specific care and support needs and services provided must be agreed in advance with the Chief Inspector.		
Condition 2 Only persons aged 18 years or older shall be accommodated at the designated centre at any time.		
Condition 3 The maximum number of persons that may be accommodated at the designated centre is: 127.		
<b>Pursuant to Section 56 of the Health Act 2007, the Registered Provider must ensure that this Certificate is affixed in a conspicuous place at the centre.</b>		
Issued by the: <b>Office of the Chief Inspector</b> Health Information and Quality Authority Unit 1301, City Gate, Mahon, Cork, T12 Y2XT. Telephone: 021 240 9300 <a href="http://www.higa.ie">www.higa.ie</a>		

## Appendix B:

### Layout of Haven Bay Care Centre: 3 Floors

#### First Floor (Capacity 59 Residents)



- Clipper Wing
  - Coracle Wing
  - Yawl Wing
- Bedrooms 301-316  
 Bedrooms 317-331  
 Bedrooms 332-357

## Room Sizes and Function by Floor

First Floor: room sizes and function		
<b>Reception area</b>		
Room	Size	Description of contents
Reception	84.7 m <sup>2</sup>	Visitors/socialisation
Nurse Managers Office	7.2m <sup>2</sup>	Administration
Sluice	4.8 m <sup>2</sup>	Cleaning & Waste Disposal
Medical Store	9 m <sup>2</sup>	Storage
<b>Clipper wing (Capacity 18 Residents)</b>		
Room	Size	Description of contents
301	15 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
302	15 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
303	15 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
304	15 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
305	15 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
Store	3.2 M <sup>2</sup>	Store
306	15 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
307	15 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
308	15 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
309	15 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
310	23 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
Staff W.C	3 m <sup>2</sup>	Sink, WC
Store	4.3 m <sup>2</sup>	Storage
Bathroom	4m <sup>2</sup>	Shower, WC, sink
311a	17.3m <sup>2</sup>	Single Room with sink
311b	12.5m <sup>2</sup>	Single Room with sink
312	27 m <sup>2</sup>	Twin Room* with ensuite: sink, WC, shower
313	13.2 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
314	13.2 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
315	13.2 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
316	13.2 m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
<b>Coracle Wing (Capacity 15 Residents)</b>		
Room	Size	Description of contents
317	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
318	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
319	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
320	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
321	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
322	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
323	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
Sovereign lounge & access to Sovereign Garden	75 m <sup>2</sup>	Relaxation and socialising. Also contains bathroom with sink and WC. Therapeutic sessions.
324	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
325	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
326	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
327	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
328	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
329	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
330	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower
Housekeeping Room	4 m <sup>2</sup>	Storage
331	15m <sup>2</sup>	Single Room* with ensuite: sink, WC, shower

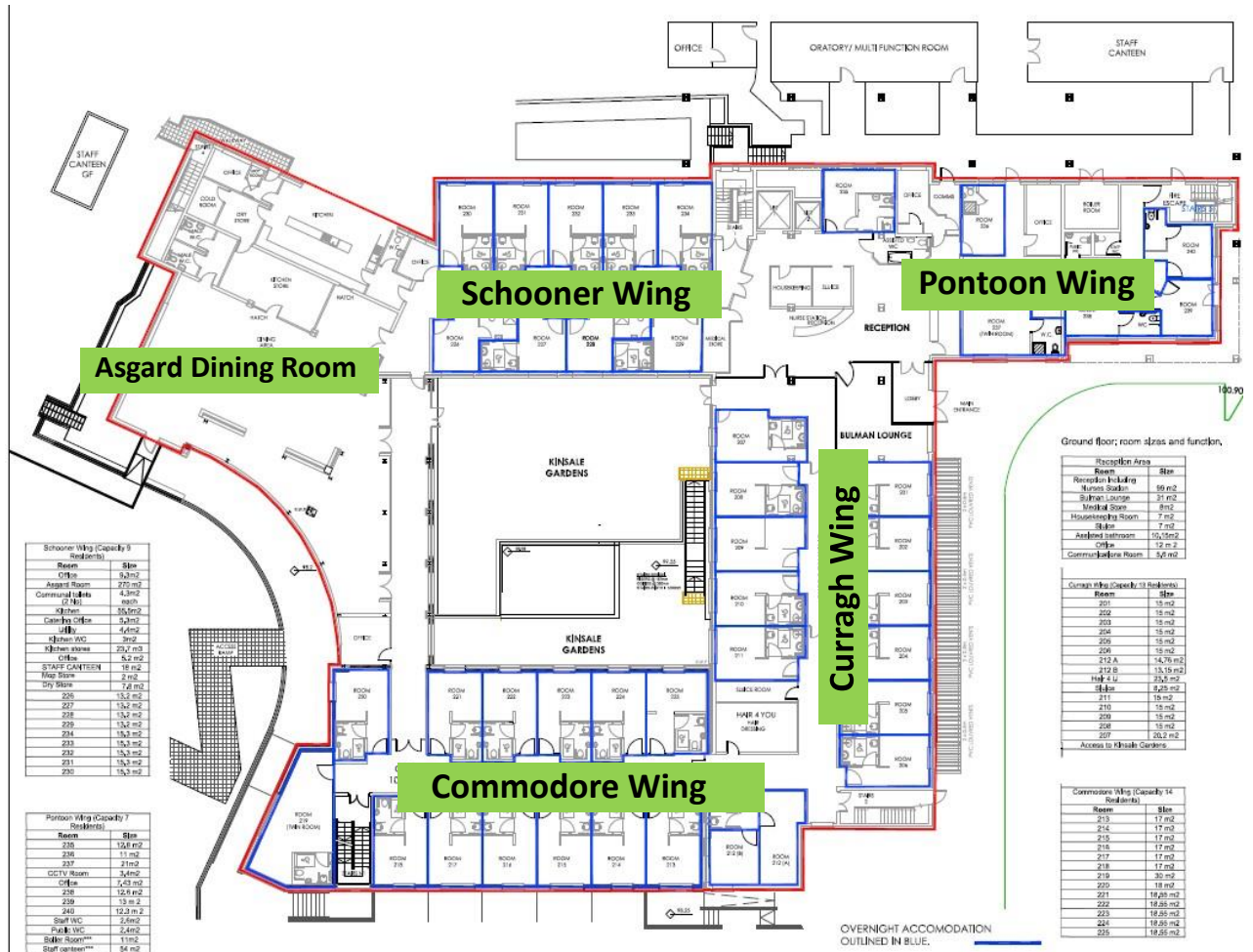
First Floor: room sizes and function continued		
Yawl Wing (Capacity 26 Residents)		
Room	Size	Description of contents
Fastnet Lounge	174.5 m2	Dining/socialising
Nurse Station	6 m2	Administration
Uncle John's Kitchen	11.9	Catering
Dining WC 1	4 m2	Sanitary facilities
Dining WC 2	4 m2	Sanitary facilities
Staff Bathroom	4 m2	Sink, WC, shower
336	13.9 m2	Single Room* with ensuite: sink, WC, shower
337	13.9 m2	Single Room* with ensuite: sink, WC, shower
Office	7.5m2	Administration
338	16.2 m2	Single Room* with ensuite: sink, WC, shower
339	14.7 m2	Single Room* with ensuite: sink, WC, shower
340	14.7 m2	Single Room* with ensuite: sink, WC, shower
341	14.7 m2	Single Room* with ensuite: sink, WC, shower
342	12.9 m2	Single Room* with ensuite: sink, WC, shower
343	12.9 m2	Single Room* with ensuite: sink, WC, shower
W.C.	4.4 m2	Sanitary facilities
344	12.7 m2	Single Room* with ensuite: sink, WC, shower
345	12.7 m2	Single Room* with ensuite: sink, WC, shower
346	12.7 m2	Single Room* with ensuite: sink, WC, shower
347	12.7 m2	Single Room* with ensuite: sink, WC, shower
348	12.7 m2	Single Room* with ensuite: sink, WC, shower
349	12.7 m2	Single Room* with ensuite: sink, WC, shower
350	12.7 m2	Single Room* with ensuite: sink, WC, shower
351	12.7 m2	Single Room* with ensuite: sink, WC, shower
352	12.7 m2	Single Room* with ensuite: sink, WC, shower
Document Store**	11.3m2	Storage
Housekeeping Room	10.7m2	Storage
Sluice	6.5 m2	Cleaning & Waste Disposal
357	13.2 m2	Single Room* with ensuite: sink, WC, shower
356	13.2 m2	Single Room* with ensuite: sink, WC, shower
355	13.2 m2	Single Room* with ensuite: sink, WC, shower
354	13.2 m2	Single Room* with ensuite: sink, WC, shower
353	13.2 m2	Single Room* with ensuite: sink, WC, shower
Staff training room***	23.5 m2	Training
Haven lounge	96.9 m2	Relaxation and socialising
Nurse Station	11 m2	Administration
335	12.2 m2	Single Room* with ensuite: sink, WC, shower
334	12.2 m2	Single Room* with ensuite: sink, WC, shower
333	12.2 m2	Single Room* with ensuite: sink, WC, shower
332	13 m2	Single Room* with ensuite: sink, WC, shower
Office	7.8m2	Administration
Store	4.3 m2	Storage

\*\*Access this ground floor area via stairwell beside room 352.

\*\*\*Access via stairwell from first floor

## Ground Floor (Capacity 43 Residents)

- Curragh Wing Bedrooms 201-212
- Commodore Wing Bedrooms 213-225
- Schooner Wing Bedrooms 226-234
- Pontoon Wing Bedrooms 235-240



Ground floor: room sizes and function		
Room	Size	Description of contents
Reception including Nurses Station	99 m <sup>2</sup>	Visitors/administration and socialisation
Bulman Lounge	31 m <sup>2</sup>	Relaxation and socialisation
Medical Store	8m <sup>2</sup>	Medical store
Housekeeping Room	7 m <sup>2</sup>	Storage
Sluice	7 m <sup>2</sup>	Cleaning & Waste Disposal
Assisted bathroom	10.15m <sup>2</sup>	Bath, sink, WC
Office	12 m <sup>2</sup>	Administration
Communications Room	5.6 m <sup>2</sup>	Technology Storage



Curragh Wing (Capacity 13 Residents)		
Room	Size	Description of contents
201	15 m2	Single Room* with ensuite: sink, WC, shower
202	15 m2	Single Room* with ensuite: sink, WC, shower
203	15 m2	Single Room* with ensuite: sink, WC, shower
204	15 m2	Single Room* with ensuite: sink, WC, shower
205	15 m2	Single Room* with ensuite: sink, WC, shower
206	15 m2	Single Room* with ensuite: sink, WC, shower
Bathroom	4m2	Shower, toilet, sink
212a	14.76m2	Single Room with sink
212b	13.15m2	Single Room with sink
Hair 4 U	23.5 m2	Hairdressing
Sluice	8.25 m2	Cleaning & Waste Disposal
211	15 m2	Single Room* with ensuite: sink, WC, shower
210	15 m2	Single Room* with ensuite: sink, WC, shower
209	15 m2	Single Room* with ensuite: sink, WC, shower
208	15 m2	Single Room* with ensuite: sink, WC, shower
207	20.2 m2	Single Room* with ensuite: sink, WC, shower
Access to Kinsale Gardens		

Ground floor: room sizes and function continued		
Commodore Wing (Capacity 14 Residents)		
Room	Size	Description of contents
213	17 m2	Single Room* with ensuite: sink, WC, shower
214	17 m2	Single Room* with ensuite: sink, WC, shower
215	17 m2	Single Room* with ensuite: sink, WC, shower
216	17 m2	Single Room* with ensuite: sink, WC, shower
217	17 m2	Single Room* with ensuite: sink, WC, shower
218	17 m2	Single Room* with ensuite: sink, WC, shower
219	30 m2	Twin Room* with ensuite: sink, WC, shower
220	18 m2	Single Room* with ensuite: sink, WC, shower
221	18.55 m2	Single Room* with ensuite: sink, WC, shower
222	18.55 m2	Single Room* with ensuite: sink, WC, shower
223	18.55 m2	Single Room* with ensuite: sink, WC, shower
224	18.55 m2	Single Room* with ensuite: sink, WC, shower
225	18.55 m2	Single Room* with ensuite: sink, WC, shower
Schooner Wing (Capacity 9 Residents)		
Office	9.3m2	Administration
Asgard Room	270 m2	Dining/Recreation
Communal toilets (2 No)	4.3m2 each	Sanitary facilities
Kitchen	55.5m2	Catering & food storage
Catering Office	5.3m2	Administration
Utility	4.4m2	Storage
Kitchen WC	3m2	Sanitary facilities
Kitchen stores	23.7 m2	Storage
Staff Canteen	18.m2	Dining
Mop store	2m2	Storage
Dry store	7.8m2	Storage
Office	5.2 m2	Administration
226	13.2 m2	Single Room* with ensuite: sink, WC, shower
227	13.2 m2	Single Room* with ensuite: sink, WC, shower
228	13.2 m2	Single Room* with ensuite: sink, WC, shower

229	13.2 m2	Single Room* with ensuite: sink, WC, shower
234	15.3 m2	Single Room* with ensuite: sink, WC, shower
233	15.3 m2	Single Room* with ensuite: sink, WC, shower
232	15.3 m2	Single Room* with ensuite: sink, WC, shower
231	15.3 m2	Single Room* with ensuite: sink, WC, shower
230	15.3 m2	Single Room* with ensuite: sink, WC, shower
<b>Pontoon Wing (Capacity 7 Residents)</b>		
235	12.8 m2	Single Room* with ensuite: sink, WC, shower
236	11 m2	Single Room* with ensuite: sink, WC, shower
237	21m2	Twin Room* with ensuite: sink, WC, shower
CCTV Room	3.4m2	CCTV storage
Office	7.43 m2	Administration
238	12.6 m2	Single Room* with ensuite: sink, WC, shower
239	13 m 2	Single Room* with ensuite: sink, WC, shower
240	12.3 m 2	Single Room* with ensuite: sink, WC, shower
Staff WC	2.6m2	Sanitary facilities
Public WC	2.4m2	Sanitary facilities
Boiler Room***	11m2	Heat and water generation
Staff canteen***	54 m2	Dining, relaxation
Multifunction Room/ Oratory***	54 m2	Visiting/ Prayer, Spiritual Connection
Office***	18 m2	Administration
Store 11***	21.1m2	Storage (PPE)
Store 12***	27m2	Storage (general)

\*\*\*External to main building

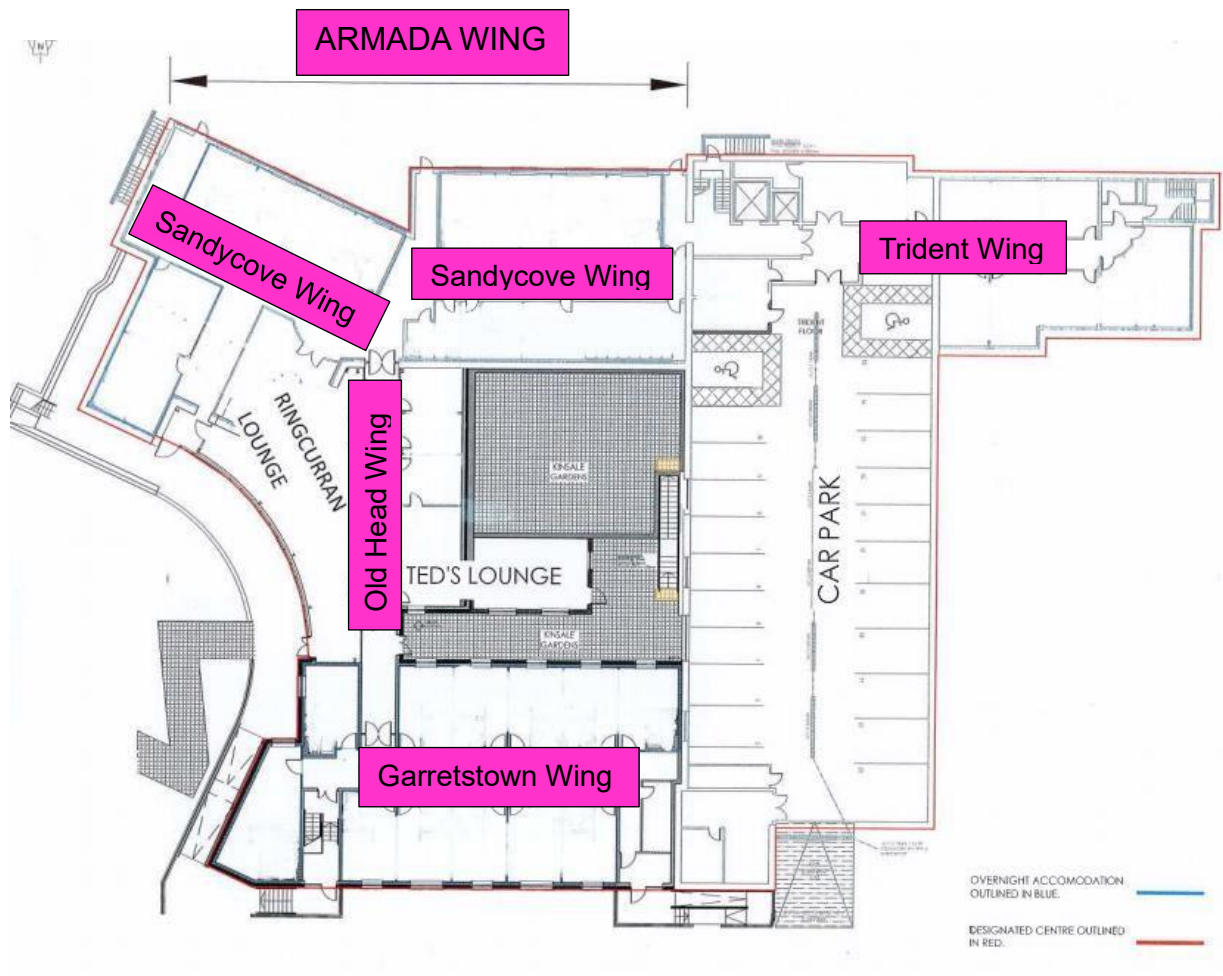
## Trident Floor (Capacity 25 Residents)

### *Armada Suite*

- Old Head Wing
- Garretstown Wing                      Bedrooms 111-122
- Sandycove Wing                         Bedrooms 101-110

### *Trident Wing*

- Treatment Room
- Staff facilities
- Storage



Trident Floor: Room sizes and function		
<b>Armada Suite</b>		
<b>Sandy Cove Wing (Capacity 12 Residents)</b>		
Room	Size	Description of contents
101	16 m2	Single Room* with ensuite: sink, WC, shower
102	16 m2	Single Room* with ensuite: sink, WC, shower
103	16 m2	Single Room* with ensuite: sink, WC, shower
104	16 m2	Single Room* with ensuite: sink, WC, shower
Store 1	5m2	Storage
Store 2	7.6m2	Storage
Shower Room	7.50 m2	Shower,WC,sink
Toilet	6 m2	Sink, WC
105	12.50 m2	Single Room* with ensuite: sink, WC, shower
106	12.50 m2	Single Room* with ensuite: sink, WC
107	12.50m2	Single Room* with ensuite: sink, WC, shower
108	12.50 m2	Single Room* with ensuite: sink, WC, shower
109	20 m2	Twin Room* with ensuite: sink, WC, shower
110	20 m2	Twin Room* with ensuite: sink, WC, shower
Sandy Cove Open Area	80m2	Relaxation and socialisation
Ringcurran Lounge	150 m2	Dining Room

<b>Old Head Wing</b>		
<b>Room</b>	<b>Size</b>	<b>Description of contents</b>
Sluice	12.5 m2	Cleaning & Waste Disposal
Medical Store	11.5 m2	Storage
Nurse Station	14 m2	Administration
Teds Lounge	28 m2	Relaxation and socialisation
Ardbrack Lounge with access to Kinsale Gardens	37 m3	Relaxation and socialisation
<b>Garretstown Wing (Capacity 13 Residents)</b>		
<b>Room</b>	<b>Size</b>	<b>Description of contents</b>
Bedroom 111	18 m2	Single Room* with ensuite: sink, WC, shower
Bedroom 112	18.55 m2	Single Room* with ensuite: sink, WC, shower
Bedroom 113	18.55 m2	Single Room* with ensuite: sink, WC, shower
Bedroom 114	18.55 m2	Single Room* with ensuite: sink, WC, shower
Bedroom 115	18.55 m2	Single Room* with ensuite: sink, WC, shower
Bedroom 116	18.55 m2	Single Room* with ensuite: sink, WC, shower
Store 3	9.2 m	Storage
Bedroom122	17 m2	Single Room* with ensuite: sink, WC, shower
Bedroom121	17 m2	Single Room* with ensuite: sink, WC, shower
Bedroom120	17 m2	Single Room* with ensuite: sink, WC, shower
Bedroom119	17 m2	Single Room* with ensuite: sink, WC, shower
Bedroom118	17 m2	Single Room* with ensuite: sink, WC, shower
Bedroom 117	30 m2	Twin Room* with ensuite: sink, WC, shower

<b>Trident Wing</b>		
<b>Room</b>	<b>Size</b>	<b>Description of contents</b>
Laundry	42 m2	4 washing machine,2 dryer,1 iron press,2 sinks
Linen	9.2 m2	Linen Management
Maintenance Store 1	38 m2	Maintenance storage
Maintenance Store 2	6 m2	Maintenance storage
Store	6m2	Maintenance storage
Store 5	13 m2	Catering
Changing Room	13m2	Changing Room
Treatment Room	4m2	Therapies
Store 9	13m2	General storage
Female Staff Changing	32m2	Female changing with two WCs
Staff Shower Room	2.1m2	Staff shower
Male Staff Changing	13.2 m2	Male changing
Store 8	12 m2	General storage
Store 7	12 m2	Document storage
<b>Car Park Area</b>		
<b>Room</b>	<b>Size</b>	<b>Description of contents</b>
Store 4	9 m2	Incontinence Wear
Paint Store	6.84m2	Paint Storage
Boiler Room	9.72m2	Heat and Water generation
Store 10	15.7m2	Maintenance storage

\*Single Room/Twin Room: each resident has a bed, wardrobe, lockable locker, TV, Nurse Call Unit, chair, optional telephone.

### Document Version History

Version Number	Version update comment	Effective date
V14	Organizational Structure Updated Deputization added	March 2025
V13	Registration Certificate updated	September 2024
V12	Change of 2 twin rooms to 4 single rooms, charges removed, complaint procedure updated. Change to most rooms have ensuites.	May 2024
V11.1	Amended drawings update	February 2024
V11.0	Include Assisted Decision Making	February 2024
V9.0	Additional storage, dining and staff changing areas created	February 2021
V9.0	Covid-19 referred to in relevant sections.	February 2021