



Haven Bay
... a caring community ...

Haven Bay Care Centre

“A Caring Community”

Statement of Purpose & Function

Information Booklet



Registration number: REG/0010993

Date of registration: 1st April 2014 Date of expiry: 31st March 2017

Centre Information

Address

Ballinacubby, Kinsale

Cork

Maximum accommodation

79

Centre phone number

021 477 7328

Person in Charge

Yvonne McCarthy

Person in Charge phone number

021 477 7328

Name and telephone number of each person(s) participating in management

Helen O' Regan

Jill Fitzgerald

Patricia Noonan

Registration Conditions

Registration Details

Registered Provider

Haven Bay Care Centre Limited

Registration number

REG-0010993

Registration Date

1 Apr 2014

Registration expiry date

31 Mar 2017

Registered provider address

Haven

Bay

Care

Centre

Ballinacubby

Kinsale

Cork

Registered provider phone number

021 477 7328

Companies registration office number

426932

Condition 1

The designated centre Haven Bay Care Centre shall be operated at all times in compliance with the Health Act 2007 as amended from time to time.

Condition 2

The designated centre Haven Bay Care Centre 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 Haven Bay Care Centre 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 Haven Bay Care Centre shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it.

Condition 5

The designated centre Haven Bay Care Centre shall be operated at all times in accordance with and shall only provide 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 Haven Bay Care Centre at any time.

Condition 7

The maximum number of persons that may be accommodated at the designated centre Haven Bay Care Centre is 79.

About this booklet

This booklet is designed to complement your resident's guide/ information booklet. The details provided below will give you information on the governance and management of the Care Centre and it will also meet the requirements set out in the 'National Standards for Residential Care Settings for Older People in Ireland 2016' and Regulation 3 of the Health Act 2007 (Care and Welfare of Residents In Designated Centres For Older People) Regulations 2013 (S.I. No. 415 of 2013) (as amended, consolidated, restated or replaced from time to time).

Haven Bay Care Village

Set in the picturesque town of Kinsale, Haven Bay Care Village is dedicated to delivering the highest standards of care. Haven Bay is committed to enhancing the quality of life for all residents, whether staying with us 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 excellence care to our 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 79 bedded care facility, our independent and supported living Apartments, a Doctor's surgery and a Podiatry Clinic.

Our aim is to provide care and support in a secure and professional environment. 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.

Our Mission, aims and objectives

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.

Ethos

Our ethos is to provide the most caring environment possible in which to live and to ensure that the highest professional standards are adhered to.

Continuous quality improvement is a way of life at Haven Bay.

Philosophy

At Haven Bay we strive to deliver a holistic, resident focused care package, tailored to meet individual needs and support ability.

Our holistic approach includes the provision of support to families and friends, providing them with information and assurance that their loved ones are receiving the best possible care.

Haven Bay encourages residents to play an active role in the decision making process regarding their care and the running of the facility, believing an informed choice and a multi disciplinary approach is of benefit to both residents and staff.

Principles of Service

The Management and Staff at Haven Bay adopt the principle that residents within the Care Centre will be encouraged to lead full lives which reflect, as far as possible; the lives they led prior to admission into what will be their home for the remainder of their lives by promoting the following:

- A person centred ethos and culture which govern the provision of care
- Respect and dignity of residents at all times
- The treatment of residents in an equitable manner regardless of gender or ethnic origin, sexual or religious orientation
- Resident focused individualised care plans for each resident
- Collaborative approach to support and encourage multidisciplinary team working
- Staff supported by clinical supervision
- Appropriate staffing levels and skills mix at all times
- Supporting stimulating activities for resident by encouraging participation in daily activities/programmes
- Collaborative approach with residents and their friends/family to ensure and maintain a clear and accurate flow of information at all times
- High quality care standards and facility based on best practice and supported by robust monitoring and evaluation systems

Governance/Management:

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 team includes:

Owen O Brien, Director

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.

Helen O Regan, Operations Manager FCA, Diploma in People Management

Helen is a Chartered Accountant with over 20 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 and manufacturing. Prior to becoming involved with Haven Bay she was a member of the senior management team in a large Cork nursing home. Helen has been with Haven Bay since inception. Since then, Helen has, in partnership with the owners and staff, worked hard to implement systems and procedures to ensure this nursing 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.

Yvonne McCarthy, Director of Care RN, DipN, BSc(Hons), MSc, Dip Mgmt & Employee Relations

Yvonne graduated as a nurse over 20 years ago in London. Yvonne 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. Some of Yvonne's initiatives include Advance Care Directives and technology to assist communication. Following the completion of a course on Gereontology Yvonne strives to improve the life of older people in residential care. Yvonne currently represents the South Region on the Nursing Homes Ireland Nursing Committee. Yvonne is supported in her role by Clinical Nurse Managers.

Clinical Nurse Manager, 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. Jill has worked for over a decade 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.

Clinical Nurse Manager, Patricia Noonan RGN

Patricia Noonan worked as a general nurse in Cork University Hospital from 1978 to 1981. Over a 26 year period, Patricia progressed to Director of Nursing in one of Cork's leading private hospitals. She has been very fortunate to have worked in a variety of areas in clinical and management roles and these opportunities have enhanced her experience.

Patricia has a wealth of experience in the acute setting and care of the elderly over many years together with her positive attitude and the awareness and sensitivity towards resident's needs help deliver quality care at Haven Bay Care Centre. Her current areas of interest include infection control and cardio-pulmonary resuscitation.

Our Care Team

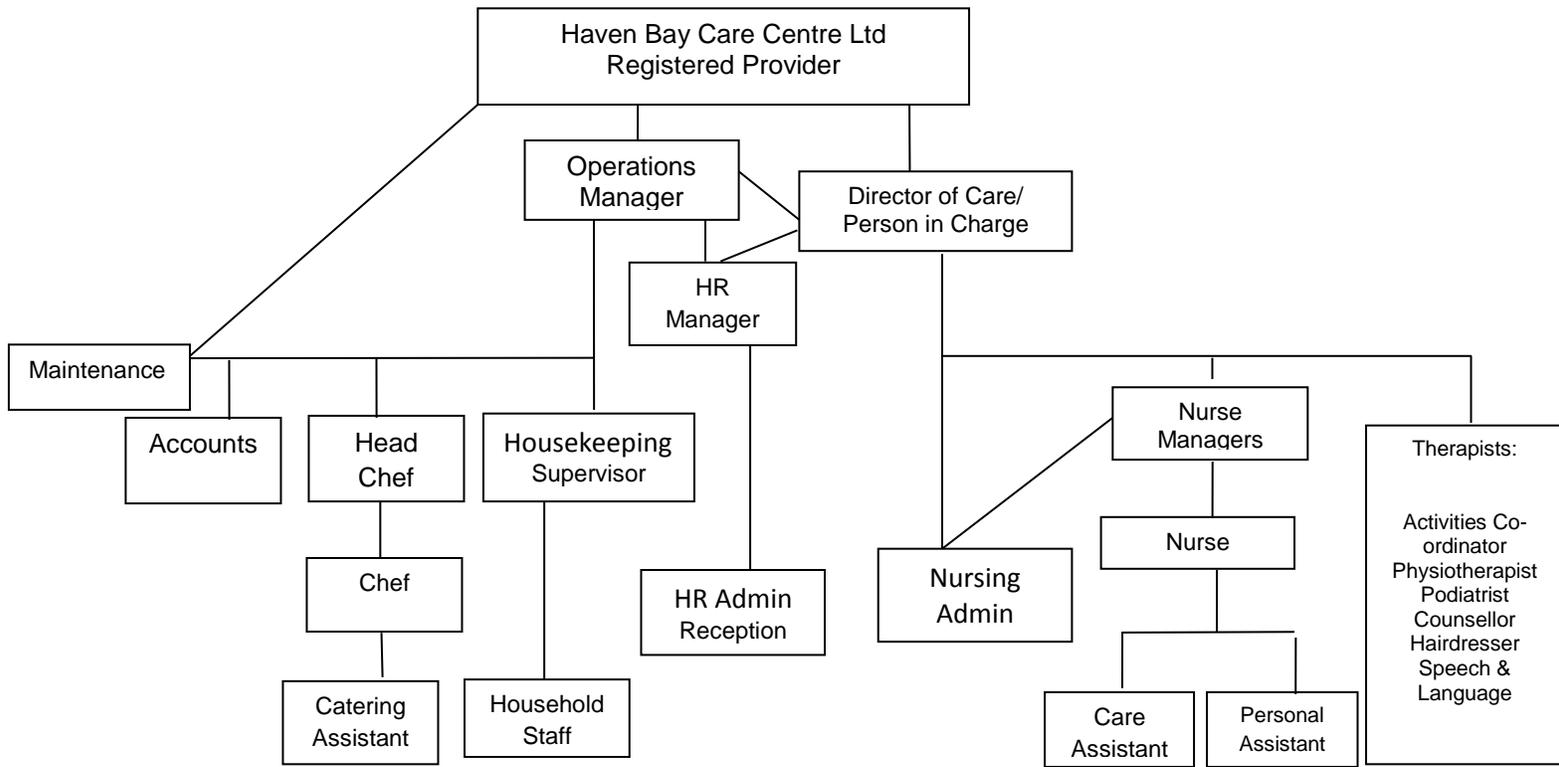
Care Staff at Haven Bay bring a variety of skills and expertise to the centre, from working as home helps to experience in art therapy and dementia care. All staff employed have experience working in the caring industry.

All staff employed undertake an extensive induction program and manual handling training to ensure best practices are instilled and maintained.

Staff are 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 Control, Nutrition and Dietetics, Dementia Care and Age appropriate Activity Planning.

If the Person in charge is absent, the Clinical Nurse Manager deputises.

Organisational Structure:



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.

The staff complement by grade and whole time equivalent numbers:

Position	Grade	No of Staff	No. Of WTEs
Management	Operations Manager	1	1
	Director of Care	1	1
Nursing	CNM1	2	2
	Senior staff Nurse	2	1
	Staff Nurse	22	15
Care	Healthcare Assistant	49	36
Cleaning and laundry	Housekeeping Supervisor	1	1
	Housekeeping Assistant	7	6
Human Resource	HR Manager	1	1
	HR Administrator	1	0.5
Administration	Reception/Admin/Accounts	3	4
Catering	Head Chef	1	1
	Chef	2	1.2
	Catering Assistant	3	3
Activities Coordinator		1	1
Maintenance		3	1.4

NB. Whole Time Equivalent (WTE) is the number of staff who would be employed if all staff were employed full-time in September 2016

Occupancy/ Resident profile:

The accommodation at Haven Bay Care Centre is suitable for a maximum number of 79 residents with varying needs and levels of dependency from 18 onwards and both sexes. Our nursing and healthcare staffing levels are based on both resident numbers and their dependency levels. Haven Bay Care Centre delivers care to residents with varying and complex needs ranging from lower dependency individuals to maximum dependency requirements. The dependency levels are described as follows:

Our dependency levels* as of the end of September 2016 as follows and based on occupancy of 79 residents:

	Maximum	High	Medium	Low/Independent
Dependency level of current residents	28	22	17	16

*Dependency Levels are based on Barthel scoring.

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.

Haven Bay Care Centre also offers care to those under 65 years.

We offer long and short-term care, respite, convalescence and palliative care. Our catering department can cater for special diets such as Diabetic or Coeliac, and for residents with swallowing difficulties.

Specific Care Needs

There is no Day Service available within Haven Bay Care Centre

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 our 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 ensures that individuals are best prepared for their return to home.

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

Care in a Secure setting

Our Armada Suite is our smallest and most intimate unit, with a real focus on person centred care.

Twelve residents reside in a homely environment. 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, colourful planters and relaxing 'Snug Lounge' captures the very essence of calm.

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.

In conjunction with Kinsale College of Further Education, 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 supported by a community Psychiatry for Later Life team.

End of life Care

Haven Bay is a final home for many of our residents. As a care provider, we recognise the privileged position we occupy in accompanying our 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 is fortunate to have a doctors 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 on site 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. We offer facilities for rosary, removals and provide refreshments. We provide a complimentary personalised booklet for the deceased resident's prayer service. 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 from the residents as they leave their home for the final time.

Let Me Decide

At Haven Bay, we encourage all of our residents to play an active role in decision making regarding their care. We respect our residents' rights to self determination and our medical and care team ensure that those rights are protected.

An essential component of our care delivery is planning for the future and we are pleased to work with Professor Willie Molloy and his team in facilitating the 'Let me Decide' programme.

'Through age, illness or accident, people can lose their capacity to understand the nature and consequence of proposed medical treatment. Health care decisions then fall to families, friends and physicians, who may not be aware of the patient's wishes'.

The 'Let me Decide' Programme invites residents, along with family or significant others, to discuss with a member of nursing staff, what kind of care they would like to receive in the event of an unforeseen emergency or at the end of their lives.

Capturing these individual wishes and establishing what a resident would want if they were unable to speak for themselves is known as an Advanced Care Directive or Living Will.

Professor Willie Molloy is a Professor of Medicine and Chair of the Centre of Gerontology & Rehabilitation in University College Cork

For more information in the topic visit www.letmedecide.ie

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
- ❖ Health & Safety
- ❖ Palliative & End of Life Care
- ❖ Tissue Viability
- ❖ Manual Handling
- ❖ Infection Control
- ❖ Dementia care & Communication
- ❖ Nutrition & Dietetics
- ❖ Care Planning
- ❖ Data Protection & Information Control
- ❖ Risk Assessments
- ❖ Venepuncture
- ❖ Auditing
- ❖ Sonas & Reminiscence Therapy
- ❖ Art Therapy
- ❖ CPR

Medical Services

Haven Bay Care Centre is unique as it has a GP Surgery on site. Doctors rounds are scheduled twice weekly with an on call service available if required. Haven Bay is also serviced by GPs from Kinsale Medical centre who visit weekly for rounds and are also available on call if needed.

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 examined thus formulating up to date relevant treatment plans.

Education sessions are also provided on the medical conditions of residents.

The team work in collaboration with Haven bay staff on Health Promotion initiatives eg. Smoking Cessation, Healthy eating and Mobility programmes.



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 available in person or on (021) 434 0455. This service also includes staff education and ongoing audits.

Physio

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. All residents are assessed admission for mobility and falls prevention. In

line with best practice for falls management, any resident who experiences a fall is reviewed by our physiotherapist.

Admission Criteria:

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. We will invite you and your family to come and visit the home and have a look around, as well as spend some time with us discussing the day to day operations of the home.

A pre-admission assessment is always essential to ensure the centre can meet their unique care requirements. The exceptions are for short term and emergency admissions. This pre-admission assessment is carried out by a Senior Nurse Manager at the residents home or current location, for example hospital. This assessment is quite detailed and therefore there is fee attached to this service.

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. Within Dementia care, 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.

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 well-being
- 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:

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. Family are invited to join

in the first meal with the resident. 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 HSE 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 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. (Quality & Compliance, April 2013).

Visiting Arrangements

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 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.

Existing Residents

Residents are encouraged to have visitors into the home as frequently as possible. We operate an open visiting policy within Haven Bay Care Centre however to protect our residents we ask that all visitors sign in and out on entering and leaving; wait in the designated visitors' area to enable staff to announce their arrival and partake in precautionary infection control measures as appropriate. 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. Haven Bay Care Centre reserves the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk (for example in the event of an infectious outbreak) or where the resident requests restrictions.

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. Visitors will be invited to wait for residents during meal times in our reception area.

Contact with relatives/friends

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

Care plan

Your personalised care plan will be developed in consultation with you and/or your family/significant other, as per your request. Your care plan should be completed as soon as practical after admission and should 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 changed) 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 our residents care plans as person centred as possible. To ensure we have your full participation in this process you are invited to join in this review and will then set a mutually convenient time to complete the review process. You are also invited to provide or participate in the compilation of the resident's 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 but the final decision is not theirs. We are currently involved in the "Let me Decide" pilot programme, directed by Professor Willie Molloy.

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 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 this contract will be securely retained by administration. We attach a copy for your perusal.

Services

In order to enhance the care provided and enable you to fulfil your personal, social and psychological needs the following services and activities are available within Haven Bay Care Centre.

Internal Services and Facilities



Physiotherapy



Podiatry



Counselling



**Beautician
& Speech and Language
therapy**

Services:

In order to enhance the care provided and enable you to fulfil your personal, social and psychological needs the following services and activities are available within Haven Bay Care Centre.

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". 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.

Our Activity Co-ordinator, Deirdre Mullins devises a weekly Activity Planner. 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.

Activities on offer include;

1. Exercise Sessions
2. Book Club
3. Bowling
4. Quiz Time
5. Countdown
6. Trip down Memory Lane
7. Gardening Club
8. Crosswords
9. Card Playing
10. Choir
11. Painting Group
12. Sonas
13. Guest Entertainers
14. News and Chat
15. Residents Forum
16. Pet Therapy
17. Movie Club
18. Arts and Crafts
19. Boccia
20. Flower Arranging
21. Hand Massage and Nail Care



Hairdresser



Mass



Bingo



Outings

22. One on one engagement
23. Social Outings; Coffee Mornings, Visits to Historic Buildings, Summer Tea Dances, Sightseeing
24. Community Involvement Initiatives; Positive Ageing Week Bealtaine, Vision Events, St. Patrick's Parade
25. Schools Programme; Adopt a Granny
26. Inhouse Fundraisers; Coffee Morning, Christmas Fayre
27. Bingo

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.

Therapeutic services:

Limited HSE services are available. In addition, Haven Bay Care Centre has employed professionally registered and supervised therapists to enhance your rehabilitation potential. The following therapy services include:

- Physiotherapy: Haven Bay Care Centre has a physiotherapist on site twice weekly.
- Podiatry: there is an on site podiatrist in Haven Bay Care Village who visits the centre when required.
- Hairdressing: the salon at Haven Bay Care Centre is available by appointment.
- Beautician: our Beautician visits when required.
- 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 on request.
- Dietician: we have an in-house nutritionist and a dietician is always available if required.
- Counselling: this service is available to residents if required.

Alternative therapies such as massage, acupuncture or reflexology can be provided here. In addition a variety of support services such as Hospice, Psychiatrist visit.

Supervision of Therapeutic techniques: Nursing staff are responsible for informally supervising therapeutic techniques.

The Residents Forum, Advocacy and Dignity

There is an active resident Forum which meets every month. 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:

Haven Bay Care Centre have both in house and residents advocates. 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.

Privacy and Dignity:

Each resident is treated with dignity, respect and kindness. Person centred care recognises each residents standards and 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.

Newsletter

There is monthly newsletter called "Haven Bay Tidings" which is devised in consultation with residents to provide updates and create awareness to residents and families.

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.

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.

All individual dietary requirements are catered for – celiac, diabetic, soft 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.

Main meals are served in 'Asgard' Dining Room on Ground 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:

Karen Lordan is an award winning nutritionist and nurse. In 2013 Karen won the Nursing Home Ireland Catering and Nutrition award. Karen's nursing and nutritional qualifications combined to formulate "Karen's Kitchen". Karen analysed Resident's weight and our relationship with food. In collaboration with the residents and the catering team, 2 weight management food plans were devised and implemented to assist those who were both overweight and underweight.

Spiritual Care

We welcome people of all denominations, faiths and beliefs. Residents attend mass regularly. In addition to Mass 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 and provides services to others who may be in need of our care. Kinsale Active Retirement Group are regular visitors to Haven Bay with the Care Centre hosting some of their monthly events. With the Community School adjacent to our Centre we are regularly visited by Transition Year students and those on work placements. Haven Bay hosts the local Cardiac Support Group meetings. We also facilitate groups meeting at Haven Bay where it is beneficial to our Residents. Your privacy and dignity will not be compromised by our visiting client group.

Environmental Facilities:

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.

An oratory allows for quiet reflection. A fully fitted hair salon adds to the beauty treatments available. Access to the front garden and pond area is available from the ground floor. Therapies are available in our therapies room. Guest computers are available for residents to have internet access and to use email and SKYPE.

Full floor maps are placed around the home on all corridors and a copy is available at the front reception also.

Ground Floor	Trident Floor	First Floor
<ul style="list-style-type: none"> • Reception • 3 double bedrooms (min 20.2m²) • 23 single bedrooms (min 12.6m²) • Dining room & kitchen (213m²) • Bulman sitting room (29m²) • Assisted bathroom (11m²) • Public toilets (24m²) • Operation Manager (8m²) • Garden and pond (1970m²) • Conservatory (4m²) • Meeting room (9m²) • Services* (40m²) 	<p><i>Armada:</i></p> <ul style="list-style-type: none"> • 2 double bedrooms (min 20.4m²) • 8 single bedrooms (min 12.6m²) • Day & dining room (52m²) • The snug sitting room (14m²) • Residents toilets & bathroom (14m²) • Staff car park (608m²) • Residents Garden (118m²) • Common area (92m²) 	<ul style="list-style-type: none"> • Reception (52m²) • 38 single bedrooms (min 12.5m²) • Fastnet lounge & toilets (114m²) • Sovereign lounge (36m²) • Tea room (8m²) • Nursing offices: Nurse & CNM (8m²)
<p><i>Other rooms include: Hair Salon, Therapy room, Linen & laundry room, Staff room & changing room, Store room, Administration office, Directors office, Director of Care Office, CNM office, HR Office</i></p> <p><i>*Services: Sluice room, housekeeping room, dispensary, linen storage, nurses station</i></p>		

External Services and Facilities

There is a Bus Eireann 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.

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.

Safety:

Your safety is of paramount importance to us. If you need assistance please ask a member of staff or alternatively use your call bell to seek assistance. As part of your Nursing Assessment many factors of your general condition will be assessed based on your risk levels, these will form a large part of your care plan. We will plan your care and your environment around what poses the least risk to your personal safety.

Fire

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 staff training is provided incorporating fire drills and evacuations. Where practical, residents are involved.
- The procedures to be followed in the event of a fire are displayed in prominent locations throughout the centre.
- 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. We will inform you before we test the fire alarm bell so as not to startle you. However if you hear a continuous alarm at any time of the day or night, this is **not** a test.

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.

Policies that inform our practice

We constantly provide upto date user friendly policies that informs practice. There are a variety of policies which also include the mandatory HIQA policies,

As a provider of high quality nursing care we welcomed the 'National Standards for Residential Care Settings for Older People in Ireland 2016 and all subsequent publications. These standards have helped to consolidate existing good practice whilst also identifying areas for development. A copy of the standards is available on all floors or can be obtained either online at:

<https://www.hiqa.ie/publications/national-standards-residential-care-settings-older-people-ireland>

or in writing to: Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork.

Our practice is guided by a range of policies and procedures. You are welcome to view these policies.

Comments/ Compliments and Complaints:

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:

1. We operate a resident forum on monthly basis in the Fastnet Lounge. All residents are invited to participate. This is a structured meeting which allows for open and honest communication about any comments or concerns you may have. The meeting is facilitated by a staff member, is minuted and available for all residents. It is important to note that this meeting is run by the residents themselves and content or topics for discussion are not influenced by staff. However pertinent topics/suggestions will be fed back to the management of the home, and where practicable, action plans will be formulated and implemented.
2. If you have individual comments/ concerns which you do not wish to raise at the resident's forum then please feel free to speak to any member of staff.
3. You may also nominate a family member, friend or advocate to act on your behalf. We will of course check that they have your permission.

Haven Bay Care Centre

Complaints Procedure

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 the 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 the 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 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
 - You can also make a complaint online using the online complaint form www.ombudsman.gov.ie