

MULLINAHINCH HOUSE PRIVATE NURSING HOME

INFORMATION BOOKLET

Registration Number: HIQA ID148

Date of Registration: July 2009

Date of Expiry: July 2012

Conditions attached by the Chief Inspector under section 50 of the Act:
None

Mullinahinch House Private Nursing Home, Mullinahinch, Monaghan, Co Monaghan
Company Registration Number: 359628
Tel: 047 72138 Fax: 047 72139 Email: mullinahinch@yahoo.ie

WELCOME:

Welcome to *Mullinahinch House*. This booklet has been designed to provide you with the necessary information required to make an informed choice on the care provider and/or assist you in making your stay with us more comfortable.

BACKGROUND:

Mullinahinch House was established in December 2002 by the Proprietors and operators Marie & Aidan Murray. Our Nursing Home is situated 2.5km from Monaghan Town in a quiet country area, natural in setting with mature trees and over one acre of landscaped gardens that blend with the local countryside.

The unique design of our home incorporates 41 en-suite bedrooms, dining room, day room, two common rooms and a tranquil Oratory. Outlined below will give you information on the governance and management of this Home, that meets with the requirements set out in the “National Care Settings for Older People in Ireland” and the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People 2009).

STATEMENT OF PURPOSE

Our Nursing Home is designated for the comfort, well-being and the provision of a very high standard of care for all our residents. This is achieved by way of excellent healthcare from an multidisciplinary team and by the creation of a warm and homely environment that will improve the quality of life for our residents. *Mullinahinch House* adopts a holistic approach to the provisions of healthcare for all the physical and special needs of residents in an individualised, dignified and compassionate nature.

GOVERNANCE / MANAGEMENT

Marie Murray Rgn

Registered Provider and Person in Charge

Aidan Murary

Registered Provider and General Manager

Contact: Tel: 047 72138 Fax: 047 72139
 Mullinahinch House
 Mullinahinch
 Monaghan
 Co Monaghan
 Email: mullinahinch@yahoo.ie

ORGANISATION STRUCTURE

Marie Murray	Aidan Murray .
Staff Nurses	Chef / Kitchen .
Senior Carers (7)	Maintenance / Housekeeping (9) .
Care Assistants (28)	Admin (1) .

FACILITIES

Facilities:	Ground Floor:	First Floor:
Single Bedrooms with En-suite, telephone and television	14 209 sq ft	14 209 sq ft
Twin Bedrooms with En-suite, telephone and television	5 280 sq ft	7 280 sq ft
Four-bedded Unit with En-suite, telephone and television	1 322 sq ft	0
Lounge / Common Rooms	2 836 & 262 sq ft	1 262 sq ft
Dining Room	1 1040 sq ft	0
Kitchen	1	0
Treatment / Clinical Room	1	0
Oratory	1	0
Visitors / Family Room	1	1

MEMBERSHIP OF NURSING HOMES IRELAND:

As a member of Nursing Homes Ireland we are committed to their shared vision and goals. Nursing Homes Ireland is the single representative body for the private and voluntary nursing homes sector in Ireland and is therefore a key part of the Irish health service. Their vision is to ensure that all residents of nursing homes will receive high quality care. As a single representative body Nursing Homes Ireland, alongside the Government and other key stakeholders, can influence important health decisions and policies which affect residential care services.

Nursing Homes Ireland: Mission Statement and Charter:

The mission statement of NHI states that members are committed to the provision of high standards of care, support and respect for older people who are resident in nursing homes.

Members are committed to:

- Maintaining and enhancing the quality of life of residents.
- Preserving the autonomy of residents, guaranteeing free expression of opinion and freedom of choice.
- Maintaining a safe physical and emotional environment.
- Ensuring that the privacy and dignity of residents is respected.
- Being an employer of choice and providing continuous professional development and training.

Each resident in the nursing home has the right to:

- Receive a contract outlining the rights and obligations of both the nursing home and the resident.
- Quality care which is appropriate to their needs.
- Participate in the formulation of their care plans and to be informed of all services that may be relevant to their needs regardless of their immediate availability.
- Full information about their own state of health and about available treatments.
- Maintain control over, and continue to make decisions about, the personal aspects of their daily life, financial affairs and possessions.
- Be consulted on, and to choose to have an input into, decisions about their living arrangements in the home.
- Exercise all of their civil and natural rights and to have access to services and activities which are generally available in the community.
- Personal privacy.
- Live without being obliged to feel grateful to those providing their care and accommodation.
- Live in a safe, secure and homelike environment, and to move freely both within and outside the nursing home without undue/unnecessary restrictions.
- Maintain their personal independence, which includes a recognition of personal responsibility for their own actions or choices, including those within which there is a degree of personal risk.
- Take responsibility for their own personal affairs and to undertake daily living tasks of which they are capable.
- Be treated with dignity and respect.
- Be accepted as an individual and have their preferences taken into account.
- Be addressed in a form they are happy with.
- Select and maintain family, social and personal relationships with any other person, both within and outside the nursing home.
- Freedom of speech.
- Protection from harm and exploitation.

Each resident in a nursing home has the responsibility to:

- Respect the rights and needs of other people in the nursing home and to respect the needs of the nursing home community as a whole.
- Respect the rights of staff and the proprietor to work in an environment which is free from harassment.
- Care for their own health and well being in so far as they are capable.
- Inform their GP, as far as they are able, about their medical history and their current state of health.

OCCUPANCY / RESIDENTS PROFILE

Mullinahinch House can accommodate up to 56 residents. We accommodate both male and female residents with the following needs: 24 Hour General Nursing Care (long term & short term), Respite and Convalescent Care. Age restrictions will be determined on the completion of admission criteria.

ADMISSION CRITERIA

The Nurse Manager / Senior Staff Nurse from *Mullinahinch House* will carry out a comprehensive assessment on new residents so that a personalised profile of care can be designed for the Resident. This information will be received from the Resident themselves, a Designated Family Member, Hospital Liaison Nurse or General Practitioner in order to ensure we have all the necessary equipment, knowledge and competency relevant to meet the Resident's care needs. Where this is not possible, ie in the case of emergency admissions, all relevant details will be obtained within a maximum of 72 hours post admission.

DESCRIPTION OF CARE PROVIDED

An individualised care plan will be developed with you the Resident and/or a Family Member to set out your personal care needs that will provide direction for our staff when caring for you. A review of your care plan will be prompted following your feed-back or any changes in your personal needs or circumstances and will be updated at a three monthly interval.

We employ a minimum of 7 registered nurses (.56 nursing hours per Resident per day) and 36 care assistants (1.94 care hours per Resident per day) and therefore can provide care for low dependency, medium dependency, high dependency and maximum dependency residents. Descriptions of dependency levels as used by HIQA in their “**Annual Return for Providers of Designated Centres: Residential Care Centres for Older People**” are as follows:

Low Dependency: This category refers to people who need some support in the community and the more independent residents in residential accommodation who require little nursing care. They are usually independently mobile but may use a walking stick and have difficulty managing stairs.

Medium Dependency: Person whose independence is impaired to the extent that he/she requires residential care because the appropriate support and nursing care required by the person cannot be provided by the community. Mobility is impaired to the extent that the person requires supervision or a walking aid.

High Dependency: Independence is impaired to the extent that the person requires residential care but is not bed bound. The person may have a combination of physical and mental disabilities, may be confused at times and be incontinent. He/she may require a walking aid and physical assistance to walk.

Maximum Dependency: Person whose independence is impaired to the extent that he/she requires nursing care. The person is likely to be bed bound, requires assistance with all aspects of physical care and may be ambulant but confused, disturbed and incontinent.

CONTRACT OF CARE

By agreeing to take up residency in *Mullinahinch House* you will have signed a contract of care which 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 (copy attached).

VISITING ARRANGEMENTS

We operate an open visiting policy in *Mullinahinch House*, however, to protect our residents we ask that all visitors sign in and out on entering and leaving and partake in precautionary infection control measures as appropriate. *Mullinahinch House* reserves the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk or where the resident requests restrictions. For the comfort of our residents, restrictions are in place at meal times – 12.45pm-2.00pm & 4.30pm-5.30pm.

INTERNAL SERVICES AND ACTIVITIES

<i>Service/Facility/Activity</i>	<i>Frequency</i>	<i>Cost Incurred</i>
Newspapers	Daily	For private copy only
Hairdresser	Each Wednesday	Yes
Chiropody	By appointment	Yes
Physiotherapy	By arrangement	Maybe borne by HSE
Reflexology	By arrangement	Yes
Occupational Therapy	By arrangement	Yes
Activities	Two afternoons / week & One morning / week	None
Music	One afternoon / week	None
Laundry Services – Resident	Daily	No cost for general items Specialised will be charged
Laundry Services – Respite		Not provided

RELIGIOUS SERVICES

RC: Weekly Mass every Thursday at 12.00pm and Communion on Sundays.

COI / Presbyterian: By arrangement with local Clergy.

EXTERNAL FACILITIES / ACTIVITIES / HOSPITAL APPOINTMENTS

The above will be arranged based on your own requirements. If *Mullinahinch House* has to provide transport and Care Assistance, a charge will apply for this service. You or your family members are encouraged to avail of local activities and services with the prior consent of the Person in Charge.

PRIVACY AND DIGNITY

Mullinahinch House is designed to be your home from home. Our staff will do their utmost to protect your privacy and dignity at all times by:

- Knocking before entering your room.
- Asking your permission prior to any personal/nursing interventions.
- Asking your permission for staff undergoing training and development, members of the opposite sex or others to be involved in your care.
- Or any other personal likes or dislikes, ie title, Christian name or surname.

If for any reason you feel your privacy and dignity is being compromised then please inform a member of staff that you feel comfortable with.

COMMENTS, COMPLIMENTS AND COMPLAINTS

Mullinahinch House is interested in your feedback to ensure that our services are 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:

- By speaking to the Person in Charge or any other member of staff that you feel comfortable with.
- By requesting a Family Member, Friend or another Resident to act on your behalf
- By raising the issue with the Activity Co-ordinators who operate the Residents Monthly In-house Review Forum
- By our annually externally audited Residents Survey (2008 copy and findings displayed at reception)
- Anonymously via posting your views in the comments box at reception

Mullinahinch House stresses that any complaints are welcome and should be made without fear of reprimand or victimisation. *Mullinahinch House* gives a commitment to ensure that any complaints will be taken seriously and promptly rectified in a fair and impartial manner. A copy of our Code of Practice / Complaint Procedure is attached.

RESIDENTS FORUM

A pilot Residents Forum is currently under development in *Mullinahinch House*. This Forum is operated by our Activities Co-ordinators and is reviewed on a monthly basis until such time as precise parameters are in place.

MENUS & DIETS

Mullinahinch House operates a 28 day roll-over menu. Our weekly menus are displayed at reception. On your arrival, our Chef will meet you to discuss your likes / dislikes and your dietary requirements, if any.

SAFETY

The safety of our Residents is of paramount importance to *Mullinahinch House*. Our Home has the most up-to-date safety features for the welfare of our Residents. These include: security surveillance on all exit doors and corridors, a Nurse Call System in each room and en-suite and all exit doors. If you require assistance please ask a member of staff or alternatively press your Nurse Call Bell.

Fire:

Mullinahinch House has an up-to-date Fire Alarm System and each area of this Home is zoned. Our alarm system is serviced and activated bi-annually. You will be notified of these dates to ensure minimal disruption and discomfort to our Residents. In the event of the activation of the fire alarm a continuous ringing bell will sound, you are requested to co-operate with the direct instructions given to you by any staff member. **Do not** use the lifts at this time. Staff will be on hand to assist if required.

LOCAL HEALTH SERVICE EXECUTIVE CONTACTS

Your local HSE office may be able to guide you on options for financing your care.

Contact:	St Felims Hospital	or	Aidan Murray
	Cavan Town		General Manager
	Co Cavan		Mullinahinch House
	Tel: 049 437 6000		047 72138

NURSING HOME INSPECTIONS

Mullinahinch House is registered with the Health Information and Quality Authority and will be inspected regularly to ensure that standards of care are being maintained. Inspections may be announced or unannounced and may occur during the day, in the evening, at night or at weekends. Registration will be renewed every three years. The registration and inspection process is independent and reports will be published after each inspection. A copy of each report can be obtained online at www.hiqa.ie/functions_ssi_rep.asp . A copy of our most recent report is enclosed.

Further information from HIQA can be obtained by:

- Calling the advice line 021 240 9660
- Emailing inspections@hiqa.ie
- Writing to the Office of the Chief Inspector, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork

IN CONCLUSION

We are delighted that you have chosen *Mullinahinch House* as your preferred place of care and we trust that you will have a happy and fulfilling stay with us. We acknowledge that moving into 24 hour care may be a traumatic and daunting experience and therefore we will assist you in any way we can, to make your transition pleasant. Our staff are both friendly and approachable and are always willing to listen to any questions or concerns you may have.

For further information on this booklet or indeed on any aspect of your care, please contact your:

Director of Nursing: Marie Murray at Mullinahinch House, Monaghan
Tel: 047 72138 Email: mullinahinch@yahoo.ie

Or

Registered Provider: Aidan Murray at Mullinahinch house, Monaghan
Tel: 047 72138 Email: mullinahinch@yahoo.ie

Attachments:

- Most recent Inspection Report
- Residents Contract of Care / Terms and Conditions of Accommodation Provided
- Our Core of Practice for Complaints