



Resident Information Pack



Glengara Park

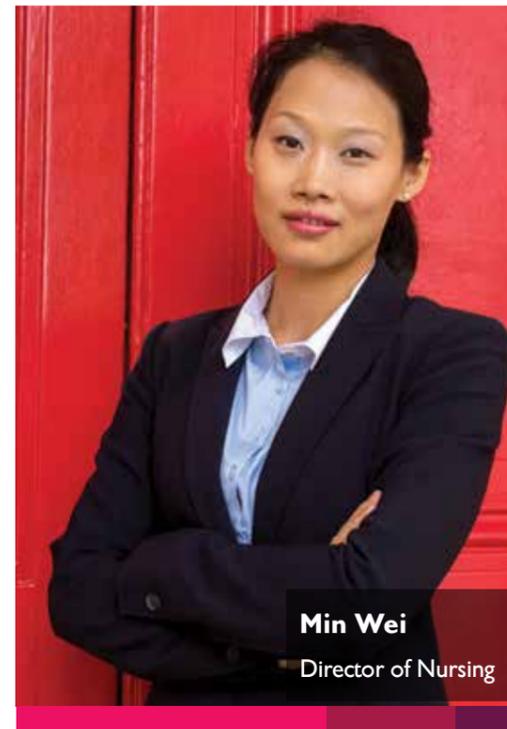
A BEECHFIELD NURSING HOME



Welcome to Glengara Park Nursing Home.

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Min Wei
Director of Nursing

We are a community of residents, carers, friends and relatives. We strive to provide a welcoming environment for our residents and visitors – a place where old friendships will continue, and new friendships will flourish.

We respect the individuality and uniqueness of every member of our community. We place a special value on privacy and dignity. We aim to provide an environment that is pleasing to the senses – calm, respectful, sensitive, free of stress – and, above all, happy. And we are always striving to be better! We are constantly listening, constantly learning, and constantly improving.



Our Promise

FOR OUR RESIDENTS...

We promise to do everything we possibly can to ensure that you are happy, safe and comfortable. We promise to respect your privacy, your individuality and your independence.

WE ALSO PROMISE THAT WE WILL

- Care for you as the person you are
- Help you to live to your full potential
- Ensure that you enjoy a high quality of life
- Safeguard and protect your health and wellbeing
- Provide high quality nursing care, informed by best practice and in full compliance with all relevant legislation and standards

- Promote a culture of continuous learning so that we can further improve the care and services we provide

FOR RELATIVES AND FRIENDS OF OUR RESIDENTS...

We promise to listen to you and to learn from you, and we promise to do everything in our power to make you feel welcome and valued.

About Glengara Park

Glengara Park Nursing Home is a residential care home in a distinctive Victorian country house with large gardens, located just off the Lower Glenageary Road in Dun Laoghaire, Dublin.



We are fortunate to be close to Sandycove and its amenities including churches, city bus routes and the Dart. We are also just a short walk from the sea, close to Dun Laoghaire Harbour and the People's Park.

Our building has been beautifully maintained and carefully extended over time. We now have accommodation for our residents in 62 single and two double rooms.

All floors, bedrooms and sitting areas are accessible by spacious stairwells and two lifts, which are located in the centre of the building.

We are part of the Beechfield Care Group which was created in the 1980s in response to our founder's need to provide care for his own mother. We are dedicated to providing the highest possible standard of elderly and post-operative care.

For more than 25 years we have maintained the founding ethos of caring for our residents as you would for your own family, building a reputation for compassionate and professional care in the communities that we serve.

Getting to Know You

There are 3 steps in the admission process to ensure that we fully understand and can provide for your personal, social and healthcare needs.

STEP 1

Starts when you think that you may wish to come to live or stay with us. We will sit down with you to carry out a broad assessment of your needs and wishes. It is important for you to know that we can provide what you need and want in a way that suits you – and for us to know that we can meet your needs.

STEP 2

Happens when we both decide that you will come to stay with us, long or short term. On admission, a staff member will undertake an assessment of your specific needs, including any risk-related safety needs. Special needs or, for example, preferences you may have for meals and mealtimes form part of the process. From this assessment, in which you will be fully involved, your Personal Care Plan will be developed and agreed with you.

STEP 3

Follows over the next seven or so days. We will conduct a comprehensive assessment of your needs and preferences so that your personal care plan can be further developed and made more specific to you – always in agreement with you.

It doesn't end there! Assessment and care planning continues throughout your stay and as we get to know each other better in the following weeks and months. Your Personal Care Plan will be continuously updated with a formal review every three months.

We encourage your full involvement in care planning and review. We will also facilitate the involvement of your family if you so wish.

Our Wish for You

Our deepest wish for you is that you will feel at home with us.

We know that it is difficult to leave your own home and all of the sights and sounds that have become so familiar. That is why you should bring some of your own possessions, especially photographs and other familiar items – and with our help re-create your home with us.

We want you to feel safe and well cared for. But we also want you to feel that we are not intruding on your privacy or doing things for you that you would prefer to do for yourself. We want you to be happy with us and

to be engaged in the life and activities of our community, to the extent that you wish to be. We want you to be able to continue with your normal daily routine to the greatest extent possible and to continue to do the things that you enjoy doing.

We want to remove stress and discomfort from your life so that you can enjoy your time with us, and with your relatives and friends, to the full.

What We Believe

Everything we do at Glengara Park is guided by strongly held beliefs:

- We believe that every person is different, each with their own life experiences, preferences and values
- We believe in every person's right to physical, emotional and spiritual wellbeing

- We believe in the independence and autonomy of every person
- We believe in the promotion of optimum health, happiness and independence
- We believe that everyone should be an active partner in their own care for as long as is possible
- We believe in the Golden Rule – the principle of treating others as we would wish ourselves to be treated
- We believe in the sacred nature of our duty of care when age or illness makes us less able to provide for our own needs
- We believe in respect, compassion, empathy and love

Your Rights: Our Duty

Our core duty is to provide you with excellent care, embracing standards and policies that are informed by current best practice.

We believe in a human rights-based approach to care, underpinned by principles of fairness, respect, equality, dignity and autonomy.

A human rights-based approach is about ensuring that the standards and the principles of human rights are integrated into our policymaking as well as our day to day practices. This means that we must ensure that you know your rights, and that you have every opportunity to assert

them. It also means that you will be given every possible opportunity to participate in making the decisions that have an impact on your life.

And for us it means accountability – every individual person who contributes to your care, as well as Glengara as a nursing home, is accountable for respecting, protecting and vindicating your rights.



What You Can Expect of Us

We will develop your Personal Care Plan to identify and assess all of your needs and discuss with you a detailed plan of how the Care Team will meet those needs. We will regularly review your Personal Care Plan to make sure that it continues to meet your changing needs and that it assists you in living to your full potential.

Our goal is to **provide excellent care in order to maximise your comfort, companionship and quality of life** in a homely environment in which dignity, independence, respect, confidentiality and privacy are maintained.

Our commitment to excellent care is underpinned by education and training of our staff and supported by policies, procedures, and protocols.

You have the right to receive and to access information about your needs, your human rights, your medical and general health condition, your treatment options and your care providers, as well as any personal information we hold about you, in a way that you can fully understand,

at any time you choose – so that you can make independent and informed choices.

However, **you also have the right to decide how much, or how little, information** you wish to receive. We will discuss this with you, and we will act on your wishes.



In **seeking your consent** for any course of action **we will ensure that you are fully informed** and that risks, benefits and possible alternatives of any course of action are explained in a way that you understand. We will encourage you to ask questions. We will do everything possible to make sure that your consent is given freely and without pressure.

You will be asked to give your consent on a variety of issues, each of which will require specific consent. You may wish to give consent to one issue but not to another. And of course, we have to be satisfied that your consent is freely given. It is important to be aware that should you decline to give consent on a particular matter our ability to respond to a health-care or other need may be impaired. The Director of Nursing is always available to discuss with you the implications of non-consent or any other consent issues.

We will always respect your right to privacy. Your medical records and other personal information are confidential and will only be disclosed if it is necessary to protect your interests.

We may at some point have to carry out a risk assessment for your safety. **Any risk assessment will be carried out in consultation with you** and your views will be taken into account. We ensure that there are clear and consistent processes in place for undertaking risk assessment.

You can make a complaint about any matter, at any time. Sometimes mistakes are made, or directives are not followed in full. We have a supportive, open and transparent environment for making a complaint. We will fully explain to you how you can make a complaint. There will never be negative consequences from making a complaint. Your complaint may be precisely what we need to do better. We will always endeavour to respond promptly and appropriately. Further details on complaints procedures are detailed in our



Questions and Answers document which accompanies this brochure.

We will always safeguard your right to personal liberty and freedom of movement as a fundamental human right. We maintain a restraint-free environment at all times. Any restriction on your personal freedom of movement will be approved only after discussion with you and only when we are convinced that it is absolutely necessary, legally justifiable and that there is a real risk to your wellbeing in not doing so. We regularly review any restrictions that may have been imposed.

Your right to personal liberty means that **we will never prevent you from**

leaving Glengara Park if that is your wish. The only exception is where safeguards have been put in place in compliance with relevant law.

There are times when decisions need to be made, sometimes about important matters but also about day to day living. **We will ensure that you are supported in reaching a decision** in a way that is fair and open, without time pressure and with due consideration of all relevant factors.

We will always adhere to the Codes of Practice on Advance Healthcare Directives in order to ensure that **your wishes and preferences will guide your medical treatment** if the time comes when you do not have the capacity to make decisions.



Day-to-day Life at Glengara

Your Health is Paramount

We provide **24-hour nursing care**. We have a large team of qualified registered nurses, led by our Director of Nursing and supported by experienced carers. We have a panel of **General Practitioners** who visit regularly to see residents and to liaise with nursing staff regarding care and treatment. Our GPs employ locum services for out of hours attendance.

We will also provide a **physiotherapy service**. The physiotherapist is especially helpful if you have reduced or impaired mobility. The physiotherapist has an important long-term role in assessing changes in your condition and determining, for example, whether you are at risk of falling and what can be done to minimise the risk. The physiotherapist will always liaise with our care staff as well as with your GP.

When it is medically indicated we provide ancillary health-related services such as:

- Occupational, speech and language therapy
- Dietary advice
- Ophthalmology
- Dental care
- Chiropody
- Psychological services
- Geriatrician services
- Complementary therapies
- Palliative care

Further details of various services that are available or can be accessed are outlined in our Questions and Answers document which accompanies this brochure.

You will be reviewed by the Medical Practitioner at least once in every four-month period, and more often where indicated. Our nursing staff are recruited specifically to ensure we have the qualifications and experience necessary to understand and meet your particular needs.

Medical care may of course be provided also, or alternatively, by **your own GP** or another GP of your choice. **Specialist medical treatment** or advice can be accessed through visiting medical consultants or through referral to specialist services in the normal way.

Other professional medical services can be accessed either through the Health Services Executive or on a private (fee paying) basis. Nursing staff will liaise with your general practitioner or contact professionals directly to access these services for you.

Your Room is Private

The privacy of your room will always be respected. No one will enter without first knocking. How much time you spend in your room is entirely your choice.





Newspapers and magazines can be ordered and delivered daily to your room. All rooms, as well as the main sitting room, have a television.

We will bring your breakfast to your room, or to some other location in the building if you prefer. You are welcome to take other meals in the dining room or in your own room.

There is good mobile phone and Wi-Fi reception in your room and indeed around the building and the garden. You can also use a land-line phone at reception for making and receiving phone calls.





Eating healthily is vital

We are committed to providing a healthy and nutritious diet, with choice and variety, in a calm and unhurried environment. And of course we will cater for dietary requirements as well as your own preferences. A menu is displayed each day in the dining room and can be delivered to your room.

Light refreshments are provided at various intervals during the day. You can have a cup of tea or coffee, a soft drink, juice or water at any time you choose.

Hairdressing

A hairdresser is available every weekday. You can make an appointment through one of our staff.

Staying Active!

We encourage you to keep up with your personal interests and social activities and indeed to pursue new interests. This important aspect of your daily life will be discussed as part of the initial assessment and care plan but can also be discussed at any other time you wish.

Various special activities are planned in advance and schedules are displayed in prominent places throughout the building. If you want to know what's

going on, just ask a staff member at any time. We will also let you know about external outings that are arranged from time to time.

Group activities are available every day. These include Sonas programmes, sensory stimulation, music, reminiscence therapy and board games.

You can participate in any of the following on a weekly basis:

- Fit for Life exercise class
- Extend classes
- Flower arranging
- Arts and crafts
- Piano music and other musicians
- Pottery
- Aromatherapy
- Pet therapy
- Outings, parties, seasonal celebrations and other activities that can be implemented in consultation with you and other residents

Your Religious and Spiritual Needs

We are very conscious of the value and importance of serving your religious and spiritual needs.

We arrange regular in-house Church Services for all major denominations. We also encourage and welcome visits by clergy of various denominations. Roman Catholic mass is celebrated once a month and a Eucharistic Minister visits every Sunday. A Church of Ireland service is also held once a month. We can arrange a visit from a priest or other minister of religion whenever you wish.

We recognise that there may be an important spiritual dimension to your life, separate from a specific religious practice. We encourage meditation and mindfulness, and we always endeavour to maintain an atmosphere in which every aspect of your being – including thoughts, feelings, memory and emotion – can be fully experienced and expressed.

Keeping up with Friends and Family

We strongly encourage you to maintain your relationships with friends and family as an important aspect of your wellbeing – and theirs. For that reason, we have an open visiting policy: visits from family and friends are always encouraged.

We also encourage you to go out socially with friends and family for a few hours, or a day, or indeed for overnight or longer stays. We will help you to decide what is possible or advisable if you are in any doubt.



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