

**Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023**



**Main Correspondence Address:
The Village Residence;
Dublin Road Drogheda. A92 X862**

**Michael McCaul 041 9893203 or 041 9893204
Person in Charge
041 9893201 or 9893202 Administration
041 9893205 Meadowview
041 9893209 or 9893210. Sunnyside
Butterfly Cottage Tel:
Red Robin Tel:
Forget me Not Cottage Tel :**

CONTRACT OF CARE

**Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023**

RESIDENTIAL

CONTRACT OF CARE

With

Resident's Name.

Date of Contract:



Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023

You are very welcome to The Village Residence. You have chosen The Village Residence as the place you would like to live.

The aim of the staff who work here is to provide you with a high standard of personal and social care.

We will work with you to provide you with the enhanced support you may require to live your life that respects your wishes aspirations and hopes



Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023
Your Rights in The Village Residence Residents Rights .

You have the right to make your own decisions and you have the right to seek help if you need to assist you in making decisions.

You have the right for your privacy

You have a right to ensure your dignity is upheld

You have a right to feel protected

You have the right to say no.

You have the right to be cared for and receive healthcare.

You have the right to special care and enhanced support if you need it.

You have a right to education and to be kept informed.

You have a right to live.

You have a right to express your sexuality

You have a right to vote

You have the right to have your culture, language and religion respected.

You have the right to have your identity upheld

You have the right to have your say and at all times to be listened to.

You have the right to have my family and friends

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

You have a right to see this centre as the place you live and see it as your home.

You have the right to healthy and adequate food

You have the right to go places and see people.

You have the right to be talked to and to be listened to.

Like all human beings you are am happiest when you know you belong.

The Health Act 2007 (Care and Welfare of residents in designated centres for older people) regulations 2013 require:

The registered provider shall agree in writing with each resident, on the admission of that resident to the designated centre concerned, the terms on which that resident shall reside in that centre.

The agreement referred to in paragraph (1) shall relate to the care and welfare of the resident in the designated centre concerned and include details of—

(a) the services to be provided, whether under the Nursing Homes Support Scheme or otherwise, to the resident concerned,

(b) the fees, if any, to be charged for such services,

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

(c) where appropriate, the arrangements for the application for or receipt of financial support under the Nursing Homes Support Scheme, including the arrangements for the payment or refund of monies, or

(d) any other service of which the resident may choose to avail but which is not included in the Nursing Homes Support Scheme or to which the resident is not entitled under any other health entitlement.

This document, referred to as a Contract of Care sets out in writing, the terms on which a resident resides in an extended care bed in The Village Residence.

The services provided as outlined in this document are funded by the Nursing Home Support Scheme also referred to as Fair Deal. All services as outlined in this contract are funded by this Support Scheme. It does however not cover charges such as hairdressing/barber or private travel. It does not cover private taxi use, or payment of any transport, other than that required, where a person may have a medical appointment. This charge does not cover

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

private therapy if that is what a resident or family may feel they require.



Philosophy.

The Village Residence is committed to providing a high standard of individualised care to all residents in accordance with best practice, in an environment in which all care focuses on the resident as an individual, safeguarding their wellbeing, interests, customs, values and beliefs and respecting that residents have the ability to make decisions for themselves..

Every day the team here will work with enthusiasm, compassion, dedication and respect for you. We aim to add value to improve the quality of your life.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

Our ethos is to recognise your uniqueness and talents and respond in a meaningful way by promoting your independence and choice in a comfortable, homely setting.

If palliative care is required, our goal is to achieve the highest possible quality of life for you and how best to support your family and friends.

Our overall philosophy is to promote your individual wellbeing

Services to be provided to you:

(a) **the services to be provided, whether under the Nursing Homes Support Scheme or otherwise, to you,**

The Services Provided under the Nursing Home Support Scheme are outlined below.

Note:

You are eligible for specific services if you who hold a medical card and you will be supported to avail of relevant allied health care services free of charge.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



- **Nursing Care** –
- Nursing Care is provided 24 hours per day, 7 days per week and includes the assessing, planning, implementing and reviewing your plan for your care. Full nursing review is carried out on all residents every three months or more frequently if health status changes. While nursing staff facilitate your plan of care, it is your plan of care.



- **Health Care Assistants**

Health Care Assistants support the Nursing Team in providing individualised care to all residents. **There is no extra charge for this service.**

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



Hygiene staff.

Hygiene staff support nursing staff in ensuring that the household is kept cleaned to the highest possible standards.

There is no charge for this service.



Home Maker Staff

Home Maker staff support nursing staff to ensure each day that each household is maintained in as homely a way as is possible.

Home maker staff are trained in food hygiene and will serve you with meals and drinks as you need.

There is no charge for this service.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023



Maintenance Staff

Maintenance staff work closely with nursing staff to ensure that all equipment and the environment is kept safe and that all repairs are carried out when required.

There is no charge for this service



- **Medical Officer/Doctor** –
- You will be seen and have your medical condition, if any, reviewed by your own G/P or by the G/P attached to this

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

service. Your general practitioner will prescribe any medications you may need and/or review medications you are currently prescribed. This is normally undertaken within 24 hours of you coming to the household. You will be seen by the doctor/medical officer if there is a change in your current condition or if you were to become ill. Otherwise you will be reviewed by your doctor/ medical officer on a three monthly basis. The Medical Officer visits The Village Residence twice per week or more often if required. **There is no extra charge for this service**

-

From 5pm each evening until 8am the next morning Monday to Friday, and from 5pm on Friday evening until 8am on Monday morning and on Bank Holidays, Medical cover is provided by North East Doctor on Call Service. Tel:1850 777 911. **There is no extra charge for this service**

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

- **Physiotherapy-**



Physiotherapy may be available to you in relation to your mobility issues, post stroke care and in respiratory conditions. If required you would normally be referred to the physiotherapist by the nursing staff in the household. There is **no extra charge** for this service.

- **Occupational Therapy**



Occupational Therapy may be available to you for functional seating, pressure care and equipment or advice that will assist you with everyday living activities. If required a referral to the Occupational Therapist will be facilitated through the nursing staff in your household, following nursing assessment and if

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

there is a need identified. There is no extra charge for this service.

- **Speech and Language Therapy –**



A Speech and Language Therapist

may be available within Services for Older Persons, Louth, to carry out assessments on residents, following an identified need such as problems with swallowing. Referrals are made by nursing staff in consultation with the Medical Officer. There is no charge for this service.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



- **Dietician –**

- Access to dietetic services is arranged through the Clinical Nurse Manager. **There is no extra charge for this service.**

-



- **Chiropody**

- Chiropody services are available to you on a sessional basis at **no extra charge**. First referral to chiropodist is carried out by the nursing staff within the centre, and following assessment and treatment by the chiropodist you will be reviewed on a regular basis depending on need.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

- **Catering**



- All your meals are cooked fresh each day in our Main Kitchen. Special diets and requests can be catered for. The kitchen operates seven days per week from 7 30am until 7 30pm.
- **There is no extra charge for this service**

- **Hairdressing**



- Hairdressing services will be available to you weekly. **There is a charge** for this service as per HSE patient's private property interim guidelines 2006. Hair dressing services are normally

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

provided at the resident's expense. This service is delivered on a needs basis and all residents are reviewed by the hairdresser on a regular basis. If you prefer to have your hairdressing undertaken by someone that you are familiar with outside this centre, staff will help facilitate this for you.

- **Activities, Recreation and Occupations**



- A variety of activities and recreational events are available in each household for you facilitated by staff who work closely with nursing staff in ensuring that your days are filled with different activities, recreational opportunities and occupational interests. There is **no charge** for participating in activities.
- **Should you wish to go on events away from the centre or on holidays, the centre will support you in planning for this**
A supply of Daily and weekly National and Local newspapers are available at **no extra charge.**

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



- **Pastoral Care** _____ Mass is held on Wednesdays and Holy Days at 11.00 AM. **There is no extra charge for this service.** Pastoral and spiritual care is available through any denomination depending on the spiritual beliefs of every resident
- Where you decide to have your laundry laundered privately, then there will be a charge for you. This will be a private contract arrangement between you and the private provider

Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023
Other Services :

Dental –



If you require Dental treatment, the Centre Manager or Staff Nurse in Charge will ring the dental treatment within Louth Community Care (042 9332287) and make an appointment for the you to have dental treatment. This treatment is covered by the Medical Card scheme so there is **no charge** to you if you hold a medical card. A list of all private and public dentists is available in each household where dental services are required urgently

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



Optical

–The Unit Manager or Nurse in charge will contact the Optician of choice for you, and request an application form for eye treatment. On receipt of this form the Unit Manager or Nurse in Charge completes same and forwards it to Optical Services, Louth Community Care Dublin Road Dundalk.. Confirmation is received back within ten (10) days (approx). An appointment is then arranged with the Optician.

There is no charge to the resident.



Hearing

– The Medical Officer would send a letter to Hearing Aid Department, Louth Community Care requesting an appointment for the resident. An appointment will be

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

received back to attend Dundalk). Medical Card covers this appointment so there is no charge to the resident.



Pharmacy.

You are welcome to retain the pharmacist of your choice if you so want . The Pharmacy Service that provides services to the household you live in currently is;

Stacks Pharmacy.

Address: Strand Rd, Co.Meath, Laytown, Co. Meath

Hours:

Open · Closes 7 p.m.

Phone: (041) 982 7163

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



- **Laundry** –Laundry services are available to all residents. Personal laundering of clothes is provided by a local laundry service. It is collected on Tuesdays and Thursday's .We ask that all residents' clothes are clearly marked. Laundry is collected and returned twice weekly Please discuss with Unit Manager. **There is no extra charge for this service.**



National Screening Programmes.

You may be entitled to be included in the national screening programmes

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

The criteria for inclusion on all screening programmes are dependent on age limits (no age limit for the Diabetic Retinal Screen) and any resident who falls into the correct age bracket should be automatically entered on the screening programme via their PPS numbers. As letters are sent out from the National Screening Programme notifying people of appointment slots we will make sure to contact info@screeningservices.ie with the resident's change of address and GP when admitted or when they fall within the correct age bracket and, therefore, meet the criteria. The age limits are as follows:

- Cervical Screening: Females aged 25-60.
- Bowel Screening: Males and females aged 60 to 69
- Breast Check: females from 50 to 69

Diabetic Retinal Screening: Males and females aged 12 and upwards.

1. For residents who have difficulties understanding or communicating that choice, arrangements will be made by communicating with the resident using body language, liaising with families to ascertain if the resident were able to speak, what do they think the preferred choice of the resident would be. SAGE

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

Advocacy services can also be utilized to assist the resident in decision making processes.

You, and when appropriate, your family member are included in all aspects of your plan of care. Your eligibility to be included on the appropriate screening programmes will be discussed with you and your decision to either be included or not will be supported. Assurances from the National Screening Programme will be sought to ensure that they have the correct information including your address. You will be notified of these services for National Screening on or after admission.



TRANSPORT:

The Health Service Executive may provide transport for you to attend Medical appointments but, **not** for private, social or family outings.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

There is a charge for private transport, and this is an agreement between you the resident and the private provider.



BED ALLOCATION:

On coming to live here, you will be allocated a bedroom in your house in accordance with your needs. You will not be moved unless there is a specific reason for doing so, and with full consultation with you and/or their family/representative.

If for any reason you request to be moved, then everything reasonably practicable will be done to accommodate your request.

There are a limited number of single rooms on Sunnyside and Meadowview, but all rooms within the Butterfly Cottage, Red Robin Cottage and Forget me Not Cottage are single rooms with ensuite. who are very ill or dying. We ask you to clarify this with the Unit

Contract of Care (Residential Care) **The Village Residence. Reviewed August 2023**

Manager, as soon as is reasonably practicable for you. Due to accomodation arrangements within the centre, it maybe that the bedroom you are offered is in a three bedded room.



Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

The Room you are staying in is Room _____ which

Is _____.



PERSONAL BELONGINGS:

You are welcome to bring in personal items e.g. photographs, alarm clock, radio or any other personal items from their home which can ease the transition into residential services. You are welcome to bring in furniture with you and we will document any furniture that you bring in. You will be given a receipt for same. We ask that items such as linen, quilts or pillows are fire retardant in nature.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

The household will make every effort to care for personal property and items. Items or property that may become lost are insured up to the value of 5,000 euro.

In a situation where you have money or other valuables with you then you are provided with a locked space to keep these items safe. If you wish to keep money or cards safe then a locked safe is available to you. Monies can be lodged in to a HSE Patients Private Property Account specifically in your name. Where you wish to have money from this account, administration staff will facilitate this urgently for residents.

However you are entitled to keep on your possession any items you wish as you would normally do.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



Personal clothing – Items of clothing and personal possessions **must** be clearly and permanently marked. We will do everything possible to look after your personal clothing, but, since the introduction by relatives of new items of clothing and the removal of old items, is out of our control, we cannot take responsibility for any items of personal clothing which are damaged or mislaid. A copy of all clothing and other items brought into the household will be registered by staff. Relatives should ensure that any items of clothes brought into the household are marked by staff as clothing may sometimes get mixed with other clothes within the laundry

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



Your Money-

The Health Service

has in place Guidelines for the management and safeguarding of monies or valuables which the HSE holds in safekeeping for residents in its care facilities. These Guidelines are called the Patients Private Property Interim Guidelines. The HSE is committed to promoting the continued independence of people living here to the greatest extent practicable, consistent with the provision of safe and appropriate care. In this context, and having regard to the foregoing, you will be encouraged and supported to make your own arrangements regarding safeguarding of funds and valuables. However, where necessary and /or requested by on your behalf, the HSE offers the Patients Private Property Account service.

Further information or any queries regarding the operation of the HSE Patient Private Property Guidelines may be obtained from the Administration Accounts Office in Saint Mary's Hospital at 041 9893202.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



SAFETY:

- Residents, Visitors and Staff have a responsibility for Safety. Safety Regulations **must** be complied with. Your co-operation is essential at all times.
- All medications, alcohol, cigarettes etc. brought into the households should be notified to the nurse on duty at that time. Relatives and visitors are asked **not** to bring substances or food into the households without first consulting with the nurse on duty at the time. This is a Food Hygiene Regulation. However packaged items or preferred meals are supported for you

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

- **The Village Residence has a NO SMOKING** policy in place.

There are small covered areas outside where residents may go if Residents wish to smoke and if a person is exempted from the smoking prohibition.

Smoking is strictly prohibited within the Centre and on the grounds of the Centre..

- We request that the nurse on duty be informed when you are leaving the premises and **again** upon your return.
- Residents are asked to fill out the temporary discharge book which outlines the time a person is leaving the centre, where they are going and an expected time of return. This is solely for the purposes of your safety
- Access to and from the household is on the ground floor. There are rails provided for resident's safety on either sides of ramps.
There are rails along either side of the corridors in the ward.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

VISITING:



Residents in The Village Residence have the right to receive visitors to support meaningful contact with family members if they wish to do so and also to participate in the life of the wider community.

Visitors are asked to sign in the visitor register.

Visitors will be assisted to become familiar with the fire evacuation plans for the centre.

Please inform the nurse on duty if there are special circumstances which we should take in the event of an evacuation for any visitor.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

The resident's right to decline a visitor will be respected at all times.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

You have the right to maintain meaningful relationships with people who are important to you. Visiting is an essential part of that right.

Definitions

The terms visitor, essential service provider, important service provider, and compassionate circumstances

Nominated Support Person

Each resident should have the opportunity to identify one nominated support person. The nominated support person should normally have unrestricted access to the resident for most of the day. If it is considered necessary to limit access in the morning or evening when staff and residents are occupied with getting up or preparing for bed, when then at a minimum the nominated support person should have access from at least mid-morning to late afternoon or into evening.

This is in addition to and not instead of visitor access as outlined below. The nominated support person should comply with the infection prevention and control measures that apply to a visitor when they attend the any of the households. The nominated support person is a partner in care. Access of the nominated support person to the resident they support will only be limited if the nominated support person is subject to self-isolation or restricted movement or otherwise represents an infection risk to staff or residents

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

Organised outings by bus or car can now be facilitated once the person in charge ensures that there are no identified risks.

Children will be facilitated to visit if a child is accompanied by an adult.

The resident's right to decline a visitor will be respected at all times.

Family members are invited to be involved in the care planning process.

A quiet room is available for residents to meet with families and friends in private.

Relatives are encouraged to take residents out when possible, transport can be arranged. Different trips and shopping trips are arranged through staff for during the week and at weekends. Staff volunteer their time to accompany residents on various trips of their choice. If a family member wishes to accompany a resident, then there may be a voluntary contribution for same. Any outings are organised as a result of resident wishes, based on previous trips.

Residents are facilitated onsite to hold special occasion parties such as birthdays and other events if they so wish and to use the Centre. Any relative may if the resident wishes have their relative dine with them.

We facilitate family members to bring in family pets.

Residents and their families and/or their representatives are facilitated to participate in End of Life Decisions using "My Preferred Priorities for Care". Families are facilitated to make telephone calls at

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

any time and make enquiries about their relative. Residents are facilitated take and make phone calls in private. A number of private rooms are available for residents to meet with families and friends in private if they so wish.

Residents are encouraged through their families and with staff to attend various events within the community. Family and staff are also encouraged to bring in posters of various local events.

A special event is held annually to remember all those residents who die during the year, and this assists in helping people come back to visit The Village and meet with different residents that people may have got to know over the years.

We facilitate communication with families through Famileo which is an online platform to maintain contact with all family members, near and far.

Various social media platforms are also available to aid communication with friends and relatives.

Residents are facilitated to attend special occasions for friends and families including funerals.

Residents are facilitated to attend the local hairdressers or barbers if they so wish rather than attending the onsite hairdresser.

They are facilitated to attend concerts, cinema nights and restaurants. They are also facilitated to attend various religious services outside the centre if they so wish. Shopping trips are also facilitated.

Should a resident wish to go for a drink to the local bar or bar of choice this will be facilitated.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

COMMENTS, COMPLIMENTS, COMPLAINTS



We are anxious to develop and improve the service we offer. We gladly welcome any comments or suggestions you may wish to make, to the Manager or Nurse in Charge.

We provide a comment card to residents and/or their relative/representative on which they can write their comments/suggestions. Signing of this card by the person completing it is optional or you may wish to remain anonymous.

There is a HSE leaflet “**Your Service, Your Say**” available in the Centre. By completing this leaflet and placing it in the box provided, your comments, compliments or complaints will be dealt with in accordance with the HSE Complaints Procedure.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

If you have an issue or concern or a complaint, please do tell any staff member.

Your issue concern or complaint will be treated with the utmost respect.

Your complaint, concern or issue will be recorded using a first point of contact complaints form.

If possible the resolution of your issue, concern or complaint can be dealt with urgently.

The Centre is required to be compliant with S.I. No. 628/2022 - Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) (Amendment) Regulations 2022

Each resident aware of the complaints procedure as soon as is practicable after the admission of the resident to the designated centre concerned, and

(b) display a copy of the complaints procedure in a prominent position in the designated centre, and where the provider has a website, on that website.

We shall ensure that the complaints procedure provides for the following:

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

(a) the nomination of a complaints officer to investigate complaints;

There are currently three complaints officers onsite as nominated by the Health Service Executive

(b) that complaints are investigated and concluded, as soon as possible and in any case no later than 30 working days after the receipt of the complaint;

We do ensure that all complaints are investigated and concluded no later than 30 days after the receipt of the complaint.

(c) the provision of a written response informing the complainant whether or not their complaint has been upheld, the reasons for that decision, any improvements recommended and details of the review process;

The person in charge along with the registered provider nominee ensures the provision of a written response informing the complainant whether or not their complaint has been upheld, the reasons for the decision and any improvements recommended along with details of the review process.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

The registered provider may, where appropriate assist a person making or seeking to make a complaint, subject to his or her agreement, to identify another person or independent advocacy service who could assist with the making of the complaint.

The registered provider shall ensure that:

(a) all complaints received, the outcomes of any investigations into complaints, any actions taken on foot of a complaint, any reviews requested and the outcomes of any reviews are fully and properly recorded and that such records are in addition to and distinct from a resident's individual care plan; and

(b) as part of the designated centre's annual review, as referred to in Part 7, a general report is provided on:

(i) the level of engagement of independent advocacy services with residents, and

(ii) complaints received, including reviews conducted.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

(7) The registered provider shall ensure that –

(a) nominated complaints officers and review officers receive suitable training to deal with complaints in accordance with the designated centre's complaints procedures, and

(b) all staff are aware of the designated centre's complaints procedures, including how to identify a complaint." This training has commenced. All issues, concerns or complaints are documented by any staff member receiving a complaint using first point of contact complaints resolution form.

Should the complaint remain unresolved, the complaint will be managed by one of the complaints officers as delegated by the person in charge in conjunction with the provider nominee who is also the General Manager of the services for older people in CHO8.

Each resident and their family has been provided with information on who they can go to if they have an issue concern or complaint. The person in charge has ensured that a copy of the complaints procedure is in a prominent place. The new website is currently under

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

construction and this information will be provided under information for residents as well in the section information for staff

All residents and their families have been given information on who they could talk to if they had an issue, concern or a complaint. The process of dealing with an issue, concern or a complaint is the same.

The service keeps a record of all complaints and all compliments

An analysis is completed of all complaints to analyse trends or specific issues that may emerge.

Complaints, comments concerns or issues are welcomed and are viewed as an opportunity to learn.

The Centre fully participates in the Health Services Executive “Your Service, Your Say” comments and complaints system. Service users and their families are advised that complaints may be made openly or anonymously and that complaints will be dealt with thoroughly and sensitively as per the Health Services Executive Complaints Procedure. All complaints are dealt with through a Point of Contact Complaint Resolution or if not resolved through a Point of Contact Escalation Process.

The independent designated complaints officer for the service is Ms. Eimear Hickey, on behalf of the HSE, phone 0429334488. Ms.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

Eimear Hickey along with the Manager of Services for Older People

is responsible for the appointment of an independent complaints

investigator as per article 39 (5) to ensure that

- a. all complaints are appropriately responded to
- b. the independent person maintains the records specified under article 39 (7)
- c. Records pertaining to complaints are retained for a period of not less than seven years after the complaint has been investigated.

There are guidelines displayed throughout the Centre on the procedure involved in making a complaint, comments or compliments.

A Comments/Compliments Complaints Box is provided in different areas of The Village in order to help residents and their representatives give us any Comments, Compliment and Complaints.

Complaints, comments, issues, concerns are all dealt with as per the complaints process and the Key Senior Manager is responsible for the safe storage and handling of all complaints, concerns and issues in conjunction with the person in charge.

Complaints and complaints data including analysis of complaints are returned to the Regional Office of Consumer Affairs on a monthly

Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023

basis through the named person to act on behalf of the Registered Provider. Since 2014, all complaints data are also compiled and returned to the Regional Director of Quality Improvement on a QPS Template. This is facilitated by the Registered Provider.

The local Manager with responsibility for the above is Michael McCaul . Michael McCaul can be contacted at 041 9893203.

**Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023
ADVOCACY:**

ADVOCACY.



Advocacy Information for Resident's and Relative's
The Village Residence

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

Advocacy is defined as any action that speaks in favour of, recommends, argues for a cause, supports or defends, or pleads on behalf of residents living in this service

Advocates are completely independent of this service. They are not staff members,

Advocates are trained to listen to residents, speak on residents behalf and ensure that the choices and decisions of residents are met.

Without strong advocacy at all levels, older people may not have access to needed supports as well as opportunities to exercise their civil and human rights. Additionally, strong advocacy may be required to prevent and/or address abuse, neglect and exploitation that older people may experience. Older people may need the support of advocates to become effective self-advocates.

There are a number of services you can access freely and in confidence.

SAGE ADVOCACY IS A NATIONAL ORGANISATION THAT PROVIDES FREE INDEPENDENT ADVOCACY AND SUPPORT SERVICES TO OLDER PEOPLE, ADULTS WHO MAY BE VULNERABLE AND MAY ALSO BE LIVING WITHIN RESIDENTIAL CARE FACILITIES.HEALTHCARE PATIENTS

Their team throughout the country will support you to ensure your voice is heard, to express your views and wishes, and to participate in decisions that affect you.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

RAPID RESPONSE SERVICE 0818 719 400 - Where urgent support is needed Sage Representatives can be available nationwide within 24 hours.

The Patient Advocacy Service is independent, free and confidential. They can support you to make a complaint about the care you have experienced in a Public Acute Hospital or a HSE-operated Nursing Home.

National Phone Line
0818 293003

The National Advocacy Services for People with a Disability.

Provide a free and independent representative advocacy service to adults with disabilities across Ireland.

National Line: 0818 07 3000

REVIEW OF PLACEMENT:

When a risk is identified i.e. Dementia/Cognitive impairment, a referral is sent to Psychiatry of Old Age and/or Geriatric Day Hospital, Our Lady of Lourdes Hospital. Following review of the resident, the Care Team may identify an alternative placement where the

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

resident's needs may be better met. This would be done in full consultation with the resident and/or relatives.

CIRCUMSTANCES IN WHICH A RESIDENT MAY BE ASKED TO LEAVE THE CENTRE:

Where the resident fails to comply with Fire and Safety Regulations, and knowingly, deliberately puts other residents and staff's lives at major risk, it would be necessary to discuss such behaviours and request resolutions. In the absence of any change it would be necessary to terminate the residency, having given the resident every opportunity to reform. There may be occasions where a resident may cause psychological or physical distress to other residents. In these instances, this may be determined as being abusive to other residents. If it was determined that a resident abused another resident, then that person may be requested to leave the Centre.

Where reasonably practicable, four (4) weeks notice of termination will be given to the resident and/or next of kin/representative.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



FEES: Fair Deal.

(b) the fees, if any, to be charged for such services,

The Nursing Homes Support Scheme is a new scheme of financial support for people who need long-term nursing home care. It replaces the Subvention Scheme which has been in existence since 1993. Under the Nursing Homes Support Scheme, you will make a contribution towards the cost of your care and the State will pay the balance. This applies whether the nursing home is public, private or voluntary.

Prior to you accepting a place within this service, the financial assessment that took place with you will now determine the fees you have to pay. Please make sure that you fully understand the fees involved before signing this contract. Our administration staff will be happy to clarify what you are paying.

Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023
The fees that are being charged per week for you are

_____ . Fees will continue to be charged even when the resident is absent from the centre.



End of Life CareCare of dying patient /procedure on death



The staff are committed to meeting the physical, spiritual and emotional needs of any person coming to the end of their life. All personal wishes of an ill resident are facilitated where possible.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

Residents/ Family members or nominated representatives are invited to discuss End of Life Care issues with Unit Staff.

Support is offered to the grieving relatives /next of kin who are encouraged to be present. We are a member of the Hospice Friendly Hospitals, whose ethos is to make the experience of dying and death more positive for the resident, the relatives and the staff.

When a death occurs we assist /advise relatives with regards to funeral arrangements

INSURANCE:



The HSE provide Public Liability, Employer Liability and Professional Liability through State Claims Agency. A copy of the insurance can be made available on request.

GENERAL:

**Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023**

In addition to the terms and conditions of this Agreement, we shall be responsible to the Health service Executive for ensuring that this Centre Persons complies with the relevant requirements of the National Quality Standards for Residential care Settings for Older People in Ireland, and the HEALTH ACT 2007 (CARE AND WELFARE OF RESIDENTS IN DESIGNATED CENTRES FOR OLDER PEOPLE) REGULATIONS 2013

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

Managing your transition into the Village Residence August 2023



This guide will hopefully inspire discussion about how to make your move into The Village Residence as smooth as possible . It will also

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

inspire discussion with your family and those providing care and support to you.

I didn't know what to expect'



For all of us living in the wider community, residential facilities are for the most part an unknown entity. Unless you have had a cause to visit one as a relative or friend of a resident or as a working

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

professional, your view of residential care facilities could be coloured mostly by the often negative image portrayed sometimes by the media.

However, there are numerous examples and stories of excellent practice and quality of care in residential homes that usually don't get the attention of the public.

This means that when you come to live in The Village Residence, you and your family may feel anxious.

- 'What is it going to be like?'
- 'What am I allowed to bring with me?'
- 'Can I visit mum when I like?'
- 'What about my cat?'
- 'I'm on a special diet; will they be able to cater for my needs?'
- 'What if I don't like the people there?'

What if I don't like it?

Am I going to be here for a long time?

What do I pay for?.

Will my information about me be kept confidential?

Can I make my own decisions?

Will I know the staff/

You and your family a great deal of support and time to help you to come to terms with your new situation and allay many of the fears you all may have. You will always get invited to come here and view the centre before you make your final decision to move here. Even if

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

you didn't get that opportunity, we will listen to you and act on your behalf if you don't like it and wish to move elsewhere.

Even if this does not appear to be working for you, we will ensure that you have access to a free independent and confidential advocacy service.

During this time your family are more than welcome to come and have lunch or dinner with you, in order to help you get to know other residents and staff.

Open and regular communication is key when it comes to assisting you and your family come to terms with your new situation and surroundings. A regular care home newsletter is a good way of keeping families informed about what is going on in the home. This centre uses a system called "Famileo" as an aid to assist you with continuing communication with your family.

Managing the move

The reasons for an older person to move into a residential facility can be many and varied. Some of these are:

- Increased frailty and dependency

You feel you are not able to manage anymore looking after yourself.

- Poor physical or mental health, a fall, stroke or other sudden change in health
- Change in personal circumstances for you and your family.

What can help in making you feel comfortable and safe and give you a sense of belonging?

- Information about this centre, written in a way that is welcoming

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

- Meeting other people living here. Encourage other residents to go up and introduce themselves to you and being able to have a cup of tea/coffee with other residents
- A warm smile and friendly disposition
- You and your family need to be able to ask questions and talk over your new situation.
- Family member's should feel assured that you can visit at anytime
- Take part in all the different activities, recreation and occupational experiences e.g. ask to help out, engage in activities
- We will ensure that all staff introduce themselves to you and remind you who they are just in case you forget. It will take time to remember faces and names.

A resident explained how he felt about moving into the home.

'I really didn't want to be here. I wanted to go home, but I wasn't able to. I was angry and frustrated and didn't want to mix with anyone. But the staff here have been great; they always have time to have a little chat and always have a smile. For me, it wasn't until I finally accepted my situation that I started to settle in. I realised that I couldn't go home, that I needed to be here and get the care. Once I accepted that, I settled down well.'

Other residents have said

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

“ I am not staying here, why would I be bothered making this place homely as I have no intention of staying here”

Other residents have stated,

“If I had a complaint, I don’t know who I would talk to”. “If I was being harmed I am not sure who I would ask for help”

For all these reasons it is important that you receive this information in a timely manner and that you are regularly kept up to date on who you can talk to if you had a concern and who you could go to if you felt you were being harmed in anyway.

Top Tips to support practice in managing transitions.

Moving from one’s own home into The Village Residence is a major life transition for you, but with appropriate planning and support from care staff, good quality of life can ultimately be achieved for you and your family.

- As staff we need to constantly and creatively about how to best provide you and your family with information so that you all have a real sense of what to expect from this centre and the role that we as staff can play.
- Although it is not always possible to arrange one, a good way for a prospective resident to make an informed choice of a home is the ‘try

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

it and see' approach, whereby you could stay here and see what it is like for you, even a few days.

- When the prospective new resident comes to visit, we could invite another resident to take the lead in giving you a tour of the home?
- Moving is likely to be traumatic. People need to feel that they have sufficient time to consider the move without undue pressure being placed on them. Care staff can help by encouraging you to take their time and listen and act on your concerns.
- It is crucial that wherever possible you feel in control of the decision to move to this centre. Engaging the services of advocates or friends to support you through the process can be helpful.

Engaging the services of advocates or friends to support you when you have a concern or issue can be helpful.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



- You and your family and friends Residents and relatives need to feel a part of the community of the home. You need to understand the layout and routines of the centre, your room, what is available to you and who to go to for help.

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

- Many relatives want to continue to play a role in looking after their loved one, and we will support you and encourage you to keep doing so for as long and as often as you wish. We will work with you closely with you to help you feel you are a valued part of the team in the care home.
- Relatives and residents need to feel that others are aware of the impact of the move on them and their loved ones.
- Assigning a particular staff member to a resident and family can help. Care staff in such a role will try to understand carers' and residents' feelings and the reasons why they might seem angry and suspicious. This way, care staff will gain trust.
- Where possible, other residents can help to support the new resident and the key staff member(s), offering friendship and understanding.
- Moving to a care home should not be the end of life outside of the home. You are encouraged and will be assisted to maintain relationships with family, friends and other individuals who may be able to help you through the transition.
- All of our work is based on building friendship and building relationships with you. Our role is to support and assist you. Our

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

role is not to direct or force you to do anything against your will.

Our role is to ensure that you live as fulfilled a life as possible and that you are at all times feel safe.

How well are you doing?

What information might you want or still need?

- What are your main fears about going into a care home be?

What might help alleviate these fears?

- What kind of support might you need to come to terms with the loss of your home, your health, your loved one?

- What practical help would you need to move into a care home?

- What possessions would you hope to bring with you to the home?

What can we do to make you feel welcome, cared-for and valued?

How can you be helped to remain linked to the past, to old friends, hobbies and places?

- What things in life are most important to you? How can these things remain with you in a care home?
- What will help you feel positive about the future?

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023



Main Points.

Older people can be proactive in choosing to move into a care home and choosing which one they prefer. Where an admission is planned and where residents are involved in the decision making process, the adjustment to care is easier. The decision to move into a home can be particularly difficult when it is triggered by need rather than desire. Additionally, there is evidence that inappropriate admissions occur. This has obvious financial implications but it also raises the question

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

of whether people are sometimes being placed in care homes unnecessarily,

Safety.

If at anytime you are not feeling safe or your rights are not being met, please speak to any staff member. If you wish you are most welcome to contact Seamus McCaul Person in Charge at any time, day or night.

Complaints.

If at anytime you have a concern or issue or wish to complain, please speak in confidence to any member of staff. If you wish you are most welcome to contact Seamus McCaul Person in Charge at any time, day or night.

The Patient Advocacy Service is independent, free and confidential. They can support you to make a complaint about the care you have experienced in a Public Acute Hospital or a HSE-operated Nursing Home. Telephone 0818 293003

You can make a complaint verbally in person by talking to a member of staff in your hospital or nursing home; or you can make a complaint

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

over the phone, via email, in writing or by filling out the feedback form online.

You can complain by doing one of the following:

- **Talking** to any member of staff
- **Phoncall:** [1890 424 555](tel:1890424555) from 9am-5pm Monday to Friday
- **Phoncall to HSE Live:** on [1850 24 1850](tel:1850241850) from 8am-8pm Monday to Friday and 10am-5pm on Saturdays
- **Emailing** HSE complaints inbox at yoursay@hse.ie
- **Filling out online** the HSE complaints [form](#)
- **Writing to or emailing the Complaints Officer in your hospital or nursing home directly;** For hospitals, you can find these contact details, including postal addresses and email addresses, on the HSE website complaints officers page [here](#)
- **Visiting** www.hse.ie/yoursay for more information

How long do I have to make a complaint?

- A service user has 12 months from the time of the event/action which is being complained about to lodge a complaint.
- In situations, where the person making the complaint was not aware of the issue/event until a later date, the person has 12

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

months from the date they became aware of the issue to lodge a complaint.

- A complaints officer may decide to investigate a complaint outside of these timeframes in special circumstances.

When should I get a response to my complaint/ how long do I have to wait to get a response?

- If you make a complaint verbally to a staff member of the person providing your care they should try and resolve your complaint immediately if possible or within 48 hours.
- If you have made a written/emailed complaint, receipt of the complaint should be acknowledged within 5 working days. The formal investigation should be completed within 30 working days and if this is not the case, the complaints officer must inform the complainant of the delay by the due date and update every 20 days thereafter.

Who can I make a complaint to?

For nearly all types of complaint, the first place you should complain is directly to any staff

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

Confidentiality.

Your information that you share with us will always be kept confidential. We always need your permission before we share your information with anyone including family member's.

Can I make my own decisions?

You have always made your own decisions. You will continue to make your own decisions, and your decisions will be respected at all times.

The Assisted Decision-Making (Capacity) Act is a new law due to come into effect in Ireland in early 2023. This is an important law which will advance the rights of older people, including people experiencing memory problems.

Important principles of the Act include that:

- a person is presumed to have capacity to make decisions unless proven otherwise
- a person should be supported to make decisions in so far as possible

Contract of Care (Residential Care)

The Village Residence. Reviewed August 2023

- a person has the right to make an "unwise" decision if they choose to
- a person has the right to access different supports to help make decisions if they need them.

We all have the right to make decisions about our own lives, what is important to us, and what our preferences are on different matters. At different stages in our lives, we may be unable to make or have difficulty with making decisions about important issues for a variety of reasons.

Support to make decisions may be needed only to help with specific areas of our lives. For example, a person might be able to make decisions about healthcare independently, but then may need help to make decisions about finances or housing. Someone also may only need support to make decisions for a limited amount of time; for example, due to mental health reasons. Someone else may need ongoing or increasing decision supports; for example, if someone has a progressive condition such as dementia.

Assisted or supported decision-making means that our will and preferences are at the centre of decisions about our lives, even at times when we may be unable to communicate them clearly by ourselves. A person's "will" is about their values, beliefs and goals, and a person's "preferences" means a greater liking for one choice over another.

**Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023**

Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023
Useful Contacts.

Office of The Chief Inspector.

Health Information and Quality Authority:

George's Court, George's Lane

Dublin 7, D07 E98Y

Telephone :(01) 814 7400.

Office of the Ombudsman.

Address: 6 Earlsfort Terrace, Saint Kevin's, Dublin 2, D02 W773

Hours:

Open 09.00 AM· Closes 5 p.m.

Phone: (01) 639 5600 Address:

Twitter: @OfficeOmbudsman

Email: ombudsman@ombudsman.ie

**Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023**

I have read this contract (it was read to me) and I understand the content and I understand the fees applicable to me

Name of Resident _____

Address _____

Signature
Resident _____ **Date** _____

OR

Representative
_____ **Date** _____

Address _____

Relationship _____

Person in Charge Michael McCaul. Person in Charge.

Signature of Person in Charge _____

Date _____

This contract must be signed within **one month of admission.**

Contract of Care (Residential Care)
The Village Residence. Reviewed August 2023

Where the resident and or Representative is unable to do so, or chooses not to sign, this is recorded in the residents file.

Original must be placed in the residents file and copy made available to the resident /representative and a copy will be kept in administration Department.

Contract of Care (Residential Care) The Village Residence. Reviewed August 2023

My Notes. My Questions

