

Helping in your transition into The Village Residence from Boyne View House and St. Mary's 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 inspire discussion with your family and those providing care and support to you.

I don'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 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 are planning your move to the Village Residence you and your family maybe 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?'
- What can I bring with me and what do I have to bring with me?
- Will my clothes come with me?
- Will I know the staff?
- Will the staff who know me come with me?
- '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?
- If I smoke can I continue to do so?
- Can I go out for social events when I like?
- Who will be looking after me?
- Who will I have my meals with?
- Will I fit in?
- Will people be sympathetic towards me?
- Can I sit on my own in private if I wish?
- Can I go to bed when I like?
- Do I have a room to myself?
- Do I have to share my room with the opposite sex?
- Is there a nurse on duty at all times?

- Will I have to worry about my medications?
- Will I be safe?

You and your family need 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 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.

As family members you can come and visit for as long and as often as you wish.

If you have to work but are able to connect through internet to your work, then you are welcome at anytime to undertake your work here, if it assists you.

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 you you're your family 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 only reason you are moving, is that a new purpose built unit has now been completed. This will allow you to live as fulfilled life as you possibly can.

As a staff team who are here to support you in whatever way we can, we will work to assist you in answering the following

What can help make me become familiar with my new house and surroundings?

- Information about this centre, written in a way that is welcoming and in a way that you can understand
- Meeting other residents and other family members. 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 if they wish to undertake virtual work, for their own occupation, in order to spend time with you, then they are welcome to do that

- Family member's should feel assured that they can visit you 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

"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 Boyne View House to The Village Residence will be major life transition for you and your family, particularly if it is unplanned.

It is the aim of all staff here that your move here will be planned with you in order to give you as much support as you need. We will ensure that this transition with the support of all of us ,will ensure a good quality of life can ultimately be achieved for you.

- 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 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.
- The living room, dining room and kitchen belong to you and your family. The kitchen is at the heart of every home, so in your new home, this does not change. As relatives take time for yourself and get tea or coffee. At meal time you are welcome to join your relative to have a meal.



- You and your family and friends 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.

- Many relatives want to continue to play a role in looking after their relative, 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 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 The Village Residence?
- 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?



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

Safety

If at any time 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 Michael (Seamus) McCaul Person in Charge at any time, day or night.

Complaints

If at any time 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 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
- **Phone call:** [1890 424 555](tel:1890424555) from 9am-5pm Monday to Friday
- **Phone call 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 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

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 members.

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
- 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.