

The Village Residence	POLICY NO:	
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Policy on Information		

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Developed by: Drogheda Services for Older People.	Date Developed: Revised February 2011 March 2014, May 2017, August 2020, Sept 2023
Developed By: Nursing Department.	Date Approved: February 2011 March 2014 May 2017, August 2020, Sept 2023
Implementation Date: April 2009	Review Date: Sept 2026
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Status of the Policy: Final	

1.0 Introduction

1.1 The provision of good quality, appropriate and timely information is an integral part of resident/ client care. Information produced will be quality controlled, standardised, consistent and accessible to all residents/clients. *This policy should be read in conjunction*

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with **The Village Residence** communication policy.

1.2 Information will be made available in formats appropriate to meet the communication needs of those with language, sight, hearing, special needs difficulties and other impairments. In this way all residents/ clients will have appropriate written or alternative information including that to support their consent process.

1.3 We recognise that:

- Appropriate resident/ client information can lead to 'increased orientation, increased satisfaction with treatment and care, realistic expectations, the promotion of self-care and participation, and reduced uncertainty and anxiety, (Mills & Sullivan 1999).
- Information is an important part of the resident/clients' journey and central to the overall quality of each persons' experience.

2.0 What is Resident/ Client information?

2.1 For the purposes of this policy, 'Resident/Client information' is defined as written information about a clinical condition, its treatment, effects and side effects and the help and support available to optimise a good health outcome. However, the principles of this policy also apply to alternative methods of communication that may be required for those with special communication needs. It may also apply to other written resident/client information such as posters, displays or information leaflets/residents guide. .

2.2 This policy does not relate to written information about residents/clients such as medical records or personal information.

2.3 Written information should compliment face to face communication between the resident/client and health professionals. Residents must be given appropriate information which states the risks, benefits and alternatives to treatments and procedures, to support

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decision making in the consent process. It must also assist residents/clients and their advocates with making choices in the care process.

2.4 Clinical staff should be aware of the range of booklets and leaflets available to residents/ clients in their own sphere of work.

2.5 Information for residents/clients and members of the public on their right to complain and the process is included in this policy.

3.0 Responsibilities and Process

Responsibility for producing information lies with the Director of Nursing for Drogheda Services for Older People. Anyone wishing to produce resident/ client information within these services must consult with the Director of Nursing. Managers have the ultimate accountability for ensuring that the process for producing resident/ client information outlined in this policy is adhered to. Responsibility for distributing information lies with relevant head of department/ ward managers.

4.0 The Production of Resident/ Client Information

4.1 Information produced by The Village Residence must be accurate and evidence based.

4.2 To maintain quality all resident/ client information must be printed either from a PC to a digital copier / printer or must be printed by an external printer. Repeat photocopying of resident/ client information is not permitted.

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4.3 Information must be reviewed in a timely fashion if there is a change in clinical or operational practice; a change in personnel; or the review date is reached.

Recommended format is Arial Size 14 double spacing

5.0 The Display and Provision of Resident/ Client Information

5.1 Resident/ Client information is:

- Freely available in the areas where the relevant service or treatment is provided
- Staff are aware of the resident/client information available to support the service and treatment they provide to residents/ clients and relatives and use it at the appropriate time to support the verbal information they provide;
- Recorded in the resident/client record as having been provided as part of treatment or the care process.

6.0 Review and Monitoring

6.1 To ensure that information remains current and reflects best practice, it is important that it is reviewed.

6.2 Resident/ Client Information produced and used in The Village Residence will be reviewed, as minimum, every three years following the publication date unless there has been a change in:

- Clinical or operational practice; and/ or
- Change in personnel mentioned in the information.

6.3 The new copy will supersede the previous one. All superseded documents will be stored as archive documents.

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6.4 Resident/ Client Information produced by and / or used in The Village Residence `will be displayed on notice-boards and maintained by the Director of Nursing and will be reviewed and monitored on an ongoing basis.

7.0 Guidelines and quality standards for producing information

7.1 Good resident/ client information is important as it can:

- Give residents/ clients confidence so their overall experience as a resident/client is improved;

It must be:

- Clear, concise and grammatically correct – so it can be understood;
- Straightforward – using fewer words and keeping to the necessary information;
- Modern – using everyday language and current images;
- Accessible – available to as many people as possible, avoiding jargon, up to date and given to the resident/ client at the appropriate time;
- Be up to date. Give the most recent practice and latest phone numbers.
- Be easily accessible and available to resident/ clients
- Before producing any information leaflets etc, good practice in consulting with residents/clients is important to ascertain what information they need and how it is presented.
- Avoid abbreviations

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Reference:

Andy Hollebon, (2007) Policy on the Publication and Provision of Patient Information.
Ashford and St. Peter's Hospital, NHS.

The Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009

HIQA (2008) The National Quality Standards for Residential Care Settings for Older People in Ireland: