



Bishops**Court**

Resident's Guide

2017 V5.1

Registered Provider: **Bishops court Residential
Care Ltd.**

Proprietors & Directors: **Patricia O’Sullivan
Catherine O’Connor
David O’Sullivan
Timothy O’Connor**

Person in Charge: **Helen Butler**

Asst. Director of Nursing: **Vipin Karata**

General Manager: **Paul Vassallo**

Activities: **Lee Francis**

Address: **Liskillea
Waterfall
Nr. Cork
Co. Cork**

Telephone: **021 488 5833**

Facsimile: **021 488 5864**

Email: **info@bishops court.ie**

Website: **www.bishops court.ie**

A note from the Director of Nursing / Person in Charge

Welcome to Bishopscourt, we are delighted that you have chosen our nursing home and we trust you will have a happy and fulfilling stay with us. We appreciate that moving into a 24 hour care may be a traumatic and daunting experience and that it takes time for people to adjust. Our staff are here to help you, so do not hesitate to talk to them about any concerns you may have no matter how insignificant they may seem.

Remember just because you have now decided to come into a nursing home it does not mean that you cannot continue to look after yourself, at Bishopscourt we encourage independence as much as possible. You can arrange to go out with family and friends, visit the pub, theatre or go out to dinner; you can go away for a night or two or go on holidays.

Should you have any queries or concerns in the meantime, please talk with a member of staff

Thank You,

Helen Butler

Director of Nursing

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1. STATEMENT OF PURPOSE

Bishopscourt's purpose is to provide the very best possible care to our resident's in a person centred environment. Bishopscourt provides security and peace of mind, respects the rights of each resident to be treated with dignity and respect. This is achieved by:

1. Allowing residents the right to participate in the planning and implementation of their care.
2. Providing the best possible staff and providing them with continuous training.
3. Facilitating Resident's individual choices as far as possible.
4. Providing a varied and interesting menu using quality fresh produce from local suppliers.
5. Providing a wide range of social and recreational activities.
6. Creating a work environment which encourages staff to excel.
7. Providing a modern comfortable and safe facility
8. Quality Assurance for continuous improvement of our services.
9. Offering as much advice and support as requested or need by from families and friends of our residents.

2. **SERVICES PROVIDED**

Bishopscourt provides long term, short term, convalescent and respite care. The nursing home caters for male and female resident at all levels of care from Low, Medium, High to Maximum dependency.

Other services provide at Bishopscourt are as follows:

- Hairdresser – Weekly by appointment
- Newspaper – Daily (excludes Sundays)
- Physiotherapist – By appointment
- Telephone – In each bedroom
- Chiropodist – Monthly by appointment
- Denture Work – By arrangement with the Director of Nursing.
- Optician – By arrangement with the Director of Nursing.
- Social and Activities Programme
- Skype

Fees Applicable for Services

Bishopscourt is registered as providing services under the Nursing Home Support Scheme, also known as “The Fair Deal”.

Private, respite and convalescent beds are €1,050 per week plus costs incurred for services provided by the nursing home listed above.

3. SERVICES AND FACILITIES AVAILABLE IN THE COMMUNITY

In Ballinhassig there is a local Social and Active Retirement Association and they have regular events throughout the year. They will always welcome participants from Bishops court. Residents must organize their own transport to same.

Taxi Service: Wilton Cabs 021-434 6666

ABC cabs 021-496 1961 this company have a wheelchair taxi but it must be ordered in advance.

Catholic Church is located at Goggins Hill Mass time is 11:30am on Sunday and Tuesdays at 9.30am (Ministers of the Eucharist attend the Nursing Home after Mass every Sunday).

Church Of Ireland is located at Carrigrohane and Service is every Sunday at 9:00 am. Any details can be found on www.carrigrohaneunionofparishes.ie

Should you wish to go shopping and require a companion there are two numbers you can ring to organize same: Comfort Keepers 021-4341961 or Home Instead 021-500 2190. These companies have no affiliation with Bishops court and any payment is between the resident and the company.

4. FACILITIES IN THE HOME

Bishops court is a registered nursing home and has H.I.Q.A. approval to facilitate 60 Residents.

There are 12 Semi-private bedrooms and 36 Private bedrooms in

the nursing home and all bedrooms are en-suite with walk in shower facilities. All residents are supervised by a member of staff when showering to ensure safety.

All rooms accessible to residents have a call bell located so that residents can call for assistance if required.

There are three lounge rooms in the home and residents are encouraged to use all of them as they wish. If residents would like to bring in either DVD's or CD's we would be delighted.

We have two Dining Rooms for Residents. All Residents are requested to come to the dining room for their Dinner and Tea. All residents shall be assigned a seat in the Dining room, however should you wish to be changed you can speak with the Nursing staff and they will try to accommodate same.

There is an internal walk way which we encourage residents to use on a rainy day to help get exercise. We are situated on 2.5 acres of gardens, these gardens are designed so that resident's can walk about unhindered by steps and with seating placed strategically along the walks. There is also an internal garden which can be a real sun trap make sure to bring your hat on a warm day.

There is a family room located by the front door and Tea & Coffee facilitates are available for anyone who wishes to use same.

A notice board is located in the main reception. This will inform residents and their families of up-coming events.

5. MEAL TIMES

Breakfast is served in the resident's room by Day Staff after 8.00 am.

Dinner is from 12.15 and Tea is from 5:00pm both are served in the Dining room.

However should you have a visitor we will be delighted to offer you your meal in your room or keep same until your visitor is gone whichever is your preference. It is not the policy of Bishopscourt to give meals to visitors on a regular basis, however should you wish to offer one of your visitors a meal from time to time, please discuss same with a member of staff in advance and we will endeavour to facilitate this request, however it must be understood that we may not always be able to comply with such request.

Breakfast consists of Juices, choice of cereal, Toast /Bread, Tea / Coffee.

Dinner consists of a starter, homemade soup, a choice of two main dishes, two vegetables and potatoes, hot or cold desert, tea and coffee with a biscuit.

Supper consists of a hot or cold plate, plus something sweet and tea or coffee.

There is always a choice on the menu for breakfast, dinner and tea.

If you have any suggestions for the menu we would be delighted.

6. VISITING TIMES

Visitors are encouraged to come at any time that suits and stay as long as they like. However, we do not allow visitors to sit in the dining room when residents are having their meals. In that case residents can be served their meal in their room, if necessary.

If visitors are going to be very late arriving at night we would ask that they telephone to let staff know they are coming as the front door is locked when things get quiet at night.

Residents are encouraged to go out to the pub for a drink or to visit with relatives. Residents can take holidays, but in order to keep their room; they will be charged the full rate while away.

There are no restrictions on visits except when requested to do so by the resident or when the visit or timing of the visit is deemed to pose a risk.

7. GENERAL INFORMATION

Alcohol is allowed in the home, but residents and families should check with nursing staff to ensure that the alcohol is not interfering with the Resident's medication. At Bishopscourt we provide some drinks for special occasions such as Christmas or any major sporting events; however it is not served on a regular basis.

If a resident of this nursing home goes to hospital / clinic for an appointment, relatives are asked to accompany them. If that is not possible then we will try to reschedule their appointments to a more convenient time for families. If family wish for a member of staff to accompany residents out they must give at least two weeks' notice and if we have staff available we will accommodate same. The fee for this service will be invoiced at €20.00 Euro per hour and there is a minimum charge of €100.00. Cost of travel to and from the appointment will also be charged.

If a resident is going out we ask that you inform the Nurse on Duty and if any medication is due when you are out he/she will give you or your family member same to take with you

8. HEALTH PROMOTION AND PROGRAMME OF ACTIVITIES

Bishopscourt promotes activity be it mental or physical. Our Recreation / Activity Co-Coordinator is Lee Francis. Lee is responsible for all the entertainment be it indoor, outdoor, mental or physical. Lee enjoys working with the resident, relatives, staff and current activity provider's to develop a respectful, collaborative and fun approach to recreation. He is passionate in his belief that every older person has a right to be stimulated and entertained.

Listed below are some of the activities that you can expect to find at Bishopscourt:

Percussion therapy

Harp Therapy

Sonos Sessions

Music Sessions

Films

Card games

Bingo

Spiritual / Cultural needs

Mobile library

Friday Social

Physiotherapy exercise classes

Flower arranging

Christmas, Easter and Halloween parties

Visiting musicians and choir recitals

Painting and exhibitions

Knitting club

Storytelling and drama shows

Active retirement Socials

All birthday's celebrated

So keep a close eye on the Website and Notice Board weekly to see what else is planned.

Remember if you have any new ideas or a special talent let Lee know, as we are always looking for new ways to help our residents enjoy their stay at Bishops court.

9. ACCESS TO AN ADVOCATE

We strive to provide a high quality service to all residents. There is a structured process for receiving and acting upon comments, compliments and complaints. This process is open, honest and strictly confidential and we would urge you to direct your comments to the Director of Nursing in the first instance. We encourage family participation in residents care and therefore welcome comments from anyone acting on our resident's behalf. We will of course check that they have the permission of our resident.

If you are dissatisfied with our response you may seek assistance from a recognised external advocacy group a list of which is available on the notice board.

We ask that all residents nominate an advocate when coming into the nursing home. Where the resident has been admitted to the nursing home in an emergency he/she will be given access to an advocate in order to decide whether or not to remain in the nursing home setting.

The resident shall be facilitated to access their advocate when making decisions relating to consent to treatment or care.

Lists of advocates are available on the community notice board.

Bishopscourt has engaged with Third Age Ireland's Sage Advocacy Service.



Support & Advocacy

Sage provides support and advocacy services for older people who may experience challenges in their lives due to ageing. Here we describe the support and advocacy services that we provide in different settings.

If you are an older person seeking support or you are a staff member of a nursing home or hospital seeking urgent support on behalf of a resident or patient you can call the Sage team on 01 536 7330. Sage has identified the following issues that older people may have (either as individuals or in groups of older people in the same location) where it can offer its services;

- Activities of daily living
(for example, food, bill paying etc)
- More complex or multi-dimensional issues
(for example, family conflict)
- Where a person is in a process of transition
(for example, between care settings)
- Where there are issues about a person's rights.

Sage advocacy services and/or support will be provided as required once consent to receive such services is received from the person concerned.

Sage's National Advisory Committee (NAC) provides specialist assistance for complex issues. In addition, specific groups, such as the Legal and Financial Support Group have been appointed to Sage to cover any area where information and assistance may be needed.

10. RIGHTS OF RESIDENTS

All residents will be assessed and an individual care plans will be devised for each resident within 48 Hours of entering the home. This plan will be reviewed every four months and should there be any changes in care they will be discussed with residents or their chosen representative.

All Residents are presumed to be capable of making informed decisions unless evidence to the contrary is available.

Each Resident has the right to refuse treatment or care-giving however in the case of emergency the nursing home will act in accordance with best practice.

Each resident has the right to make an informed choice on all matters relating to their care and shall be given as much time as possible to consider the information given and the options for same.

Each Resident has the right to decide what information is given to their relatives or representatives in relation to his / her care. These instructions will be kept in the Nurse's file and will not be changed without the patients consent, unless the Director of Nursing in consultation with the Doctor decide that the condition of the residents capacity has deteriorated and the resident can no longer make important decisions for themselves.

Advanced Healthcare Directive

An Advance Healthcare Directive, sometimes known as a 'Living will', is a statement about the type and extent of medical or surgical treatment you want in the future, on the assumption that you will not be able to make that decision at the relevant time.

At Bishops court we use the “Let Me Decide” template devised by Prof. D. William Molloy MB, BCh, BAO, MRCPI, FRCP. For further information on this visit the website www.letmedecide.ie

It is the responsibility of residents to choose a general practitioner to take care of their medical needs. It is important to ensure a high standard of service from the general practitioner with whom he / she is registered with, including regular (minimum 3 monthly review) and timely consultation and an out-of hours service that is responsive to his / her needs. Bishops court can advise on same, but residents and family must satisfy themselves as to the suitability of the service provided by the general practitioner.

Medical service is not provided by the Nursing Home directly, but we facilitate same.

All Residents decision to participate in activities involving personal risk is respected. The Nursing home will advise residents on these matters.

The Nursing Home will facilitate residents in the practice of their religious beliefs, as far as is possible. It will also respect resident's right to abstain from any religious practices.

Notwithstanding the resident's freedom to discharge him / her from the residential care setting, discharge decisions are based on assessment and are in accordance with the resident's care plan. If

a resident is to be discharged from the residential care setting in a planned manner then the discharge is discussed, planned for and agreed with the resident and or his/her representative.

11. COMPLAINTS

This nursing home is conducive to residents and their families being able to raise issues and make suggestions and complaints in a spirit of openness. Complainants can be assured that no adverse consequences will result following any complaint that is made.

This can be done through any member of staff, members of the residents association, Director of Nursing or through the suggestion box located in reception. Complaints procedure is located on the wall in main reception.

If a resident or their family member is not satisfied with the response to complaints, etc. They can make a formal complaint to the Management of the Home.

Should this not satisfy then complaints can be made to the Ombudsman. Details of this procedure are on display at reception.

12. CONTRACT OF CARE

H.I.Q.A. requires a contract of care to be signed by residents and management of Bishops court. This outlines services provided. During temporary absences from the nursing home fees will be charged at the regular weekly rate, no reduction in fees will be facilitated.

The following fees are not covered by the weekly rate:
Medicine, Hairdresser, Chiropodist, Physiotherapy, Social pro-

gramme, papers and telephone. Medicine is usually covered by the medical card however, if a resident is not entitled to a medical card they will be charged for all medication. It is also the responsibility of the resident to ensure that they are entitled to a medical card.

Some medication and dressings are not available under the Medical Card scheme and these will be charged for. However, at the nursing home we will endeavour to avoid such medication by advising General Practitioner of costs.

While we do provide some equipment for Residents, specialized items will not be provided for.

Four weeks' notice is required by permanent residents when discharging from the home unless an alternative is agreed with management.

13. PROTECTION

Each Resident in our home has the right to feel safe and secure at all times. The Nursing home will not tolerate abuse of our residents either physically or mentally.

All staff at Bishopscourt are given training in "Safe Guarding" and what to do should they witness same.

We would appreciate that if a Resident, Family member and / or visitor becomes aware of abuse that they would bring it to the attention of Management IMMEDIATELY.

14. FINANCE

We recommend that Residents do not hold large sums of money

in the nursing home as we cannot be responsible for it. We have the facility of a safe where we can keep some small items or money should a resident require it. Signed records and receipts will be kept of any items placed in the safe for residents.

Employees are not allowed to witness any documents on behalf of family or residents.

At Bishopscourt we do not deal with any banking on behalf of residents. Residents are requested to organize someone they trust to help them deal with this issue. With the resident's consent we can organise for Bishopscourt Residential Care to become the agent and have their pension sent directly to the Nursing Home. Accounts will be maintained to record same.

Bishopscourt does not give any financial advice to residents.

15. MEDICATION

Instruction on medication is received from the General practitioner. The Nurse on duty will request any regular monthly prescriptions and will co-ordinate with the pharmacy to deliver same.

Residents may opt to self-administer medication should the nursing home assessment deem them suitable candidates.

The pharmacy operates from 9.00 – 18.00 Monday through Saturday. Bishopscourt holds some medicines in reserve should medicine need to be administered out of hours. However, if we are unable to source said medication we may request families to go to the late night pharmacy to collect a prescription. Alternatively we will organize a taxi for same and said will be charged to the residents account.

The Nursing home has facilities in place to support end of life care so that the resident is not unnecessarily transferred to an acute setting except for specific medical reasons and in accordance with his / her wishes.

Every effort is made to ensure that the resident's choice as to the place of death, including the option of a single room or returning home is identified and respected.

16. HIQA INSPECTION

Bishopscourt is inspected periodically by the governing body HIQA. The inspection team will speak with residents, families and staff. Should a resident wish to speak privately with the team they are welcome to do so.

17. GENERAL STAFFING

The Director of Nursing is Butler and all staff report to her.

If you have any problems you should speak with the Nurse on Duty in your wing.

18. SMOKING POLICY

Smoking is prohibited on the premises at Bishopscourt. Should a visitor wish to smoke they will have to go out to the garden to partake.

Any resident or visitors attempting to smoke on the premises will be asked to leave immediately.

19. FIRE ALARM

Bishops court is fitted with a fire alarm system and the building is designed to be compartmentalized in the event of a fire. This allows us to evacuate one area of the home without requiring all of the building to be evacuated. In an emergency all staff will congregate in the area that the fire alarm is indicating and they will assist residents either out of the building or into a fire zone that is not affected. All doors and cross corridor doors are linked to the fire alarm system, so when the alarm goes off all bedroom, living room and cross corridor doors will close, however they can be opened by hand. Also all our fire exit doors are connected to the fire alarm system and these will automatically release in an emergency allowing them to be opened.

All staff receive regular fire evacuation and fire extinguisher training.

20. TV CHANNELS

The following are the channels available in the nursing home:

RTE 1
RTE 2
TV3
TG4
BBC1
BBC2
CHANNEL 4
SKY NEWS

At Bishops court we recognize that everyone's vote is very important, with this in mind we will help any resident, wishing to change their vote to the Nursing Home. Please contact a member of Staff to

arrange same. The process is simple, we have all necessary forms in the office which will have to be signed and approved by a Doctor but we will arrange that for you. All we need from you is a signature or mark.

22. RESIDENT'S ASSOCIATION

We have a resident's association. This is open to any resident who wishes to attend.

The Resident's Group meets monthly to discuss any matters they consider important to the resident's of the nursing home. Our activities co coordinator is designated to facilitate the meeting and bring any matters the committee deem necessary to the attention of management Meetings are held once a month to discuss any suggestions and issues and to update on issues raised at the previous meetings.

Please join us and help make Bishops court a better place for you to live. Don't be shy come and join us.

23. LOCAL AREA SERVICES EXECUTIVE

The Local Area Services Executive is located in Continuing Care, South Mall Cork. Their telephone number is 021-4921841.

24. ACCESS INSPECTION REPORTS

Inspection reports for Bishops court are available on the Bishops court website www.bishops court.ie or the H.I.Q.A. website: www.hiqa.ie. The Chief Inspector can be reached at H.I.Q.A. Head Office, Unit 1301, City Centre, Mahon, and Cork. T: 021 240 9300. Or email: info@hiqa.ie.

25. DATA ACCESSIBILITY / PROTECTION

If a resident requests copies of their medical records they must do so in writing. A copy must be received within 40 days of the request. Should next of kin request information they will only be given same based on current legislation and the express consent of the resident. The request must be in writing and can only be given to the designated next of kin.

Data on an individual can only be for a purpose(s) that are specific, lawful and clearly stated and the data should only be processed in a manner compatible with that purpose(s). An individual has a right to question the purpose for which we hold his/her data.

To comply with this rule data at Bishopscourt Residential Care is kept for:

- The provision of Carebilling purposes
- Notification purposes
- Marketing purposes

Bishopscourt Residential Care retains the following information in relation to it's residents

- Personal Information – Name, Address, Contact details, Date of Birth.
- Medical Information – in relation to the provision of care
- Financial Information – in relation to resident accounts

This information is available to employees of Bishopscourt Residential Care and to Healthcare Professionals in the provision of care.

If you would like further any information in relation to the data

held at Bishopscourt please contact Paul Vassallo, General Manager or email your query to info@bishopscourt.ie

27. PROPRIETORS

Patricia O’Sullivan, Catherine O’Connor, Tim O’Connor and David O’Sullivan are the registered proprietors of Bishopscourt Residential Care.

We hope you enjoy your stay with us.

