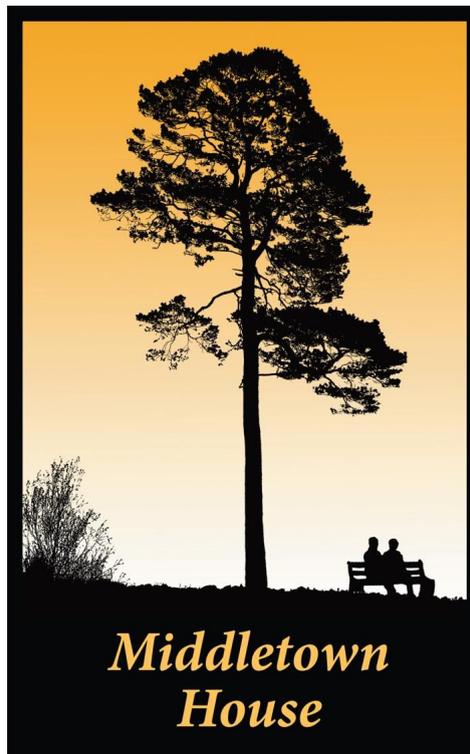




Middletown House Nursing Home



Statement of Purpose and Function

Statement of Purpose and Function

Joriding Ltd. T/A Middletown House Nursing Home,
Ardamine, Gorey, Co. Wexford. Tel/Fax: (053) 9425451

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Introduction

This booklet is designed to complement our Residents' Guide by providing information on the governance and management of Middletown House Nursing Home. It also meets the requirements set out in the National Standards for Residential Care Settings for Older People in Ireland (2016) and The Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009.

Contact Details

Our contact details are as follows:

Middletown House Nursing Home

Ardamine

Gorey

Co. Wexford

Tel/Fax: 00353(0)539425451

Email: info@middletownhouse.ie

Web: www.middletownhouse.ie

Registration Information.

Middletown House Nursing Home is registered with the Office of the Chief Inspectorate of Social Services as a designated centre under Section 50 of the Health Act 2007/2009/2013. Details of our registration are as follows:

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- Registration Number: REG-0011407
- Date of Registration: 05 February 2016
- Expiry of Registration: 04 February 2019
- Conditions attached by the Chief Inspector under Section 50 of the Act: See Appendix 1

Aim & Objective.

At Middletown House Nursing Home we strive to provide all of our residents with the highest possible standards of professional service and care, delivered to the same high level that we would expect for our own loved ones and for ourselves.

We are committed to providing person-focused care that:

- Meets each individual resident's requirements and needs
- Respects the individual resident's dignity by showing them the highest degree of courtesy, kindness and respect
- Enables residents to exercise individual choice and maintain maximum control over their own affairs
- Maintains the continuity of their life experience and care provision in a positive way
- Promotes privacy
- Addresses any concerns they may have.

Each resident of Middletown House Nursing Home has the right to:

- Be consulted on, and to choose to have an input into, decisions about his or her living arrangements in the home
- Live without being obliged to feel grateful to those providing his or her care and accommodation
- Live in a safe, secure and homelike environment, and to move freely both within and outside the nursing home without undue/unnecessary restrictions
- Take responsibility for their own personal affairs and to undertake daily living tasks of which they are capable

- Be addressed in a form he or she is happy with
- Select and maintain family, social and personal relationships with any other person, both within and outside the nursing home
- Freedom of speech
- Protection from harm and exploitation

Each resident of Middletown House Nursing Home has the responsibility to:

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- Respect the rights and needs of other people in the nursing home and to respect the needs of the nursing home community as a whole
- Respect the rights of staff and the proprietor to work in an environment which is free from harassment
- Care for his or her own health and wellbeing as far as he or she is capable
- Inform his or her General Practitioner, as far as he or she is able, about his or her medical history and his or her current state of health

Description of Care Provided.

The numbers and skill set of staff on duty is determined by, and provided for, according to a transparently applied, nationally validated assessment tool, to plan for and meet the needs of the residents. This is subject to daily review. All members of staff undergo regular and ongoing in-house training to ensure they are provided with the necessary skills to properly fulfil their duties, responsibilities, and roles.

Middletown House Nursing Home is approved to provide accommodation for up to 50 residents. We cater for residents of all dependencies, low, medium high and maximum and provide 24-hour Nursing care.

In their *Annual Return for Providers of Designated Centres: Residential Care Centres for Older People*, HIQA describes these dependency levels as follows:

Low Dependency: This category refers to people who need some support in the community and the more independent residents in residential accommodation who require little nursing care. They are usually independently mobile but may use a walking stick and have difficulty managing stairs.

Medium Dependency: Person whose independence is impaired to the extent that he/she requires residential care because the appropriate support and nursing care required by the person cannot be provided by the community. Mobility is impaired to the extent that the person requires supervision or a walking aid.

High Dependency: Independence is impaired to the extent that the person requires residential care but is not bed bound. The person may have a combination of physical and mental disabilities, may be confused at times and be incontinent. He/she may require a walking aid and physical assistance to walk.



Maximum Dependency: Person whose independence is impaired to the extent that he/she requires nursing care. The person is likely to be bed bound, requires assistance with all aspects of physical care and may be ambulant but confused, disturbed and incontinent.

Source: *Annual Survey of Long Stay Units* (Department of Health and Children, 2006)

We accommodate both female and male residents and residents aged 65 years and over. We also accommodate residents aged 64 years and under with the requirement that permission for this is granted by HIQA. We cater for a wide range of care needs including General Care, Respite Care and Convalescent Care.

Governance and Management.

The management and governance of Middletown House Nursing Home is directed by a team of dedicated and committed staff members who continually strive to maintain and enhance the highest standards of care. Your management team contacts are:

Joriding Ltd. – Provider

Address;

Middletown House Nursing Home
Ardamine, Gorey, Co. Wexford
Tel/fax: 00353(0)53 9425451

Joseph Butler – Company Director, Nominated person on behalf of the Provider

Middletown House Nursing Home
Ardamine, Gorey, Co. Wexford
Tel/fax: 00353(0)53 9425451
Email: joe@middletownhouse.ie

Joe has been managing Middletown House Nursing Home (non-medical) since opening in 1984.

Ingrid Ashmore–Butler; Nominated person on behalf of the Provider and Assistant Director of Nursing

Middletown House Nursing Home
Ardamine, Gorey, Co. Wexford
Tel/fax: 00353(0)53 9425451

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Email: ingrid@middletownhouse.ie

Ingrid has been a Registered General Nurse since 1973, gaining experience in St. Patrick's Hospital (Carrick on Shannon) Care for the Older Person and St. John's (Enniscorthy) Care for the Older Person. Ingrid has been the Person in Charge and Proprietor at Middletown House Nursing Home since 1984.

Deepa George – Person in Charge/ Director of Nursing

Middletown House Nursing Home

Ardamine, Gorey, Co. Wexford

Tel/fax: 00353(0)53 9425451

Email: deepa@middletownhouse.ie

As well as her current professional registration as a Registered General Nurse, Deepa holds a Diploma in General Nursing and Midwifery (1995) and a Masters in Science in Gerontology from Trinity College Dublin (2012). Deepa holds a FETAC level 6 in nursing Home Management (2013) and a Level 3 in Management of Food and Safety (2016). Deepa completed Person Centred Dementia Care (Level 8) in 2017 from DCU. She also has a certificate from Leeds University in management (2009). Her clinical experience includes 11 years as a staff nurse in acute hospitals and 11 years in care of the older people also. Deepa commenced at Middletown House Nursing Home in 2006.

Deepa is engaged in the effective governance, operational management and administration of the designated centre at all times. In the absence of PIC/D.O.N, Ingrid Ashmore Butler will take over the role for the effective management of the home.



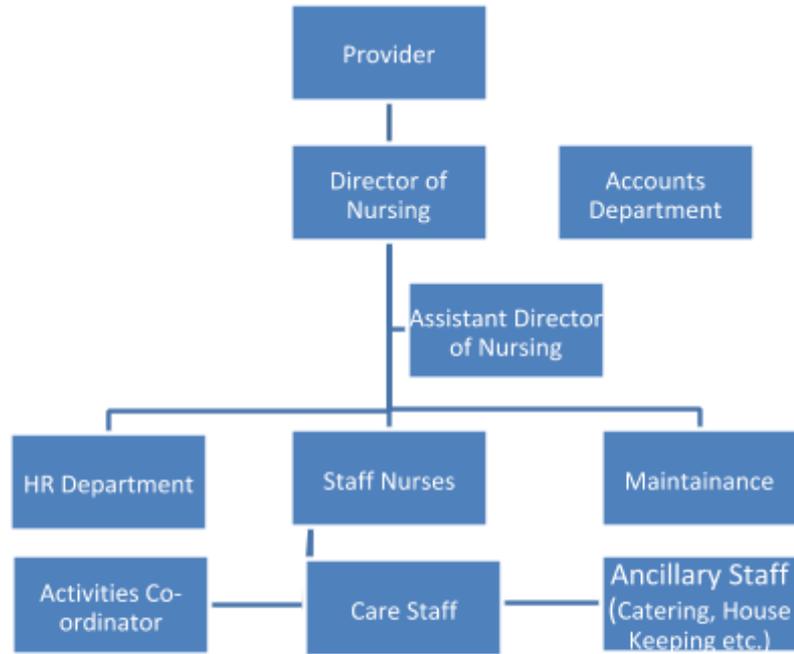
Staffing.

Middletown House Nursing Home employs 66 staff. The following table gives a breakdown of the staff complement by grade and whole time equivalent numbers. Whole Time Equivalent is the number of staff who would be employed if all staff were employed full-time.

Position	Number of Whole Time Equivalents
Management & Administration	3.00
Nursing	7.10
Health Care Assistants	25.00
Catering, Cleaning & Housekeeping	12.50
Activities Co-ordinator	1.00
Maintenance	3



ORGANISATION STRUCTURE



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Environment



Since it was established in 1984, Middletown House Nursing Home has undergone a series of major extension and improvement works as a result of which all accommodation and facilities have been designed and purpose built to provide our residents with the highest standards of residential amenity, service and care.

Type of Room	No.	Size of Room (In Sq. Metres)
Private Ensuite Bedroom	25	From 12.5 to 21.7 (average 16.5)
Twin Ensuite Bedroom	9	From 20.2 to 27.8 (average 22.5)
Private Bedroom	4	All 13.2
Private Ensuite Bedroom	3	18.0
Communal Areas:		
Sitting Area (proposed conservatory area lounge)		5.5
Oratory		22
Main lounge (to left of reception)		22

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Back Lounge (accessed from sun lounge and salon)		29.5
Sun room (to front, accessed from main lounge)		21
Reception Lobby (excl. circulation areas)		8
New Lounge to new wing (excl. circulation areas)		23
Visitors' Tea Room		14

Occupancy and Resident Profile

Middletown House Nursing Home can accommodate a maximum of 50 residents and is approved to provide accommodation for up to this number of residents under the Health Act 2007/2009/2013. We:

- Provide 24-hour nursing care
- Cater for residents of all dependencies
- Accommodate both female and male residents
- Accommodate residents aged 65 years and over
- Accommodate residents aged 18-64 years with the requirement that permission for this is granted by HIQA
- Cater for a wide range of care needs including General Care, Respite Care and Convalescent Care.

Admissions.

Referrals for admission come from acute hospitals, day hospitals for the older people, community healthcare services or through private application. Following referral, the Director of Nursing or another delegated nurse manager will visit the prospective resident at home or in the referring facility to carry out an assessment of the prospective resident's personal, social, and healthcare needs and identify the suitability of the facility to meet these needs.

Prospective residents (if able) and their family will be invited to visit the nursing home. During this visit the resident and /or representative will be given the opportunity to meet staff and other residents and view the surroundings prior to making a decision to stay.



Prior to making any decision to move into the facility, the resident and/or his representative will be provided with the Information Booklet and given an outline of:

- ☞ The statement of Purpose and Function.
- ☞ Contract of Care
- ☞ The services and facilities (including external facilities) provided.
- ☞ The program of all activities provided
- ☞ The individual accommodation and communal space provided.
- ☞ The name of the registered person-in-charge and the general staffing arrangements.
- ☞ The number of places provided, and any special needs or interests catered for.
- ☞ The arrangements for inspection of the facility and details of how to access inspection reports, the Social Services Inspectorate, and the Health Service Executive.
- ☞ An outline of the complaints procedure.
- ☞ The name of the registered provider.
- ☞ All fees payable including charges for activities and services that may have additional costs.

Emergency Admissions

We understand that in exceptional cases, where there is no alternative available, emergency admissions are necessary to promote the safety of the resident. Such cases would be individually assessed. When an emergency admission is made, the Director of Nursing or another delegated nurse manager should ensure that the resident and/or representative are informed within 48 hours about key aspects of the service.

Visiting Arrangements

Potential Residents

At Middletown House Nursing Home we understand that making the decision to move into long-term care can be stressful. We want to make your transition as smooth as possible. Our Director of Nursing will be happy to meet with you and your family to give you a tour of the building and discuss any personal needs you may have. In order to ensure you receive our uninterrupted attention we would ask that you kindly schedule an appointment in the first instance.



Visitors for Existing Residents

We operate an open visiting policy at Middletown House Nursing Home. However, to protect our residents, we ask that all visitors sign in on entering and sign out on leaving for health and safety reasons. Visitors should wait in the reception area to enable staff to announce their arrival and partake in precautionary infection control measures as appropriate.

Middletown House Nursing Home reserves the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk, or where a resident requests restriction.

Residents are allowed to receive and make phone calls from the house phone and able to use internet for video calls.

Care Plan.

Your care plan will be developed with your participation within 48 hours of admission. This will be individualised in accordance with your personal care needs and will provide direction to staff members caring for you. Your care plan will be reviewed in accordance with your feedback and any changes in your personal circumstances or needs and will be updated no less frequently than at four-monthly intervals. To ensure we have your full participation in this process we will formally communicate to you when a review is required and will then set a mutually convenient time to complete the review process. The staff nurse will generate the care plan after consulting with the Resident and relatives.

Contract of Care

Prior to admission, we provide each resident and, where requested, his or her relative or representative, with a written contract of care, setting out all fees, including any additional costs and extra charges that may apply. Nursing home fees are to be paid by standing order, one month in advance.

By agreeing to take up residency within Middletown House Nursing Home you will have signed the contract of care. This ensures that you have a legally binding assurance of high quality care standards and that we have an acknowledgement of your commitment to our terms and conditions. These are set out in full in specimen copy of our contract of care (See Appendix 2).

Internal Services, Facilities and Activities.

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In order to enhance the care, we provide and to enable you to fulfil your social and personal needs, as a resident you can avail of a range of additional services, facilities and activities. These are either provided directly by us, or by arrangement with external service providers.

At Middletown House we take our activities very seriously. Our Activities Co-Ordinator is Patricia Carroll, who organises our weekly activities and entertainment programme (currently Monday-Friday). The Co-ordinator regularly meets with the residents to seek their views and comments on day-to-day activities in the home. There is an additional cost of €30 weekly as the social activities charge, to be paid by the Resident.

There are many activities provided on a daily basis which are person centred and tailored to individual needs and wants following a detailed activity assessment of each resident, which is updated on a regular basis. Our programme, which provides opportunities to socialise and develop new interests, includes:

- Live music sessions
- Arts and crafts
- Physical activity classes including keep-fit exercises.
- Sing along music sessions
- Hobbies and board games
- Parties and other social functions
- Active Games
- Cross word Club
- Book Club
- Reminiscence Therapy
- Individual Room Visits
- Board Games
- Day Trips
- Garden Parties
- Memory Book
- Gardening
- Knitting
- Flower Pressing
- Movie Afternoons
- Hand Massage
- Gentle Exercises
- Newsletter writing

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- Hairdressing available weekly in house by appointment (this is subject to an extra charge)

Oratory and Religious Services.

Middletown House respects all religious denominations and caters for their spiritual needs. An Oratory is available for religious services and private prayer. It is also used for visits by the local parish priest to give Holy Communion (weekly) and celebrate mass (monthly). A Church of Ireland Minister calls monthly to say prayers and give communion. We also provide a mini-bus to transport residents to religious services outside the nursing home on Sundays and holy days. Arrangements are also made to cater for the spiritual needs of residents of other denominations.

Therapeutic Care.

Due to limited access to HSE services, Middletown House Nursing Home engages the services of professionally registered and supervised therapists to meet your care needs and enhance your rehabilitation potential. The following therapy services are provided (by arrangement) on a visiting basis:

- Chiropody (Private)
- Physiotherapy (Private)
- Dentist (GMS)
- Optician (GMS)

The following services are offered by Middletown House Nursing Home to our Residents.

- Dietician
- Speech and Language Services
- Sonas
- Massage Therapy
- Imagination Gym

External Facilities and Services.

Middletown House Nursing Home is set in a conveniently accessible location in North County Wexford within easy reach of the many sporting, shopping, recreational,



leisure and natural amenities of the southeast region. It is close to Courtown, under ten minutes' drive from Gorey and less than an hour from Dublin.

Recreational and other amenities in the locality include:

- A very active retirement group in nearby Gorey which regularly organises social evenings, day trips, outings and weekends away
- Courtown Community and Leisure Centre, with a large swimming pool and a gym offering keep-fit and aerobics for the over-65s
- Weekly whist drive in nearby Riverchapel Community Hall
- A wide range of sporting and natural amenities including golf, beaches and forest walk trails
- We also organise twice weekly shopping trips to Gorey, which offers a wide choice of shops, stores, and other retail outlets

Where possible, we assist residents who wish to participate in external activities outside of these arrangements. Please note that external activities may be subject to travelling expenses, admission charges and other additional costs.

Services to Others.

As an active participating member of the local community, Middletown House Nursing Home provides services to others who may be in need of our care. Clients may therefore attend here for day care, daily meals or other purposes. As a resident, you can rest assured that your privacy and dignity will not be compromised by visiting clients.

Safety

Your safety is of paramount importance to us. If you need assistance, please ask a member of staff, or alternatively use your call bell to seek assistance.

The visitors are requested to sign in and out on the visitors register which is situated at the main door for safety purposes. The sheet will be removed from the register daily and shredded after 24 hours. The data is not visible to public.

Fire Alarm Tests.

We conduct a fire alarm test at 12 noon every Monday. This lasts for approximately five minutes and the alarm is intermittent in sound.

Action to be taken on hearing fire alarm;

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All staff go quickly and calmly to the reception desk, after checking your own area for fire.

Kitchen Staff; make sure to turn off cookers and fat fryers before going to the reception desk.

The Person in Charge/ Nurse in charge to check the control panel which is located at the reception. Then the staff will be instructed in what area the fire is and what action to be taken.

Call the fire brigade

The Person in Charge / Nurse in Charge will instruct a member of staff to call the fire brigade. The person nominated to call the fire brigade will do the following;

Dial 999

Speak calmly and clearly

Ask for Fire Brigade

Give name and address of the nursing home

Note time of call

Return to the Person in Charge/ Nurse in Charge.

Fire Emergency.

In the event of a genuine emergency you will hear a continuous alarm. This may occur at any time of the day or night and is not a test. Doors should close automatically when fire alarm rings. In this event, please proceed to the closest fire exit and assemble at the nearest designated safety area, which are clearly signposted, located on the lawns outside. A staff member to stay outside with the Residents and organise to transfer Residents to the Amenity centre which is situated in the same premises. Staff will be on hand to assist. Do not use the lifts at this time. Personal Emergency Egress Plan is carried out for each Resident and the staff is aware of the plan too. Fire procedures are displayed at the front door, on each corridor and under the two fire panels which is located at the reception area and one at the New sitting area.

Other Emergencies

If you discover other situations or circumstances which pose a risk to residents or staff, please inform your nearest staff member immediately.

Privacy and Dignity

We would like you to think of Middletown House Nursing Home as your home from home. Our staff will do their utmost to protect your privacy and dignity by:

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- Knocking before entering your room
- Asking your permission prior to any personal or nursing interventions
- Asking your permission for staff undergoing training and development, members of the opposite sex or others to be involved in your care

If you feel your privacy and dignity is being compromised, then please inform a member of staff that you feel comfortable with.

Policies That Inform Our Practice

As a provider of high quality nursing care, we welcome The National Quality Standards for Residential Care Settings for Older People in Ireland laid down by the Health Information and Quality Authority (HIQA). These standards help to consolidate existing good practice whilst also identifying areas for development. A copy of the standards can be obtained by writing to:

Health Information and Quality Authority (HIQA)
Social Services Inspectorate
1301 City Gate, Mahon, Cork

Or online at

www.hiqa.ie/media/pdfs/HIQA_Residential_Care_Standards_2008.pdf

Other policies that we adhere to include:

- The Health Act 2007/2009/2013
- Responding to Allegations of Elder Abuse
- Infection Control Guidelines
- Communications and End of Life care
- GDPR 2018
- Nursing Act 1985
- Health and Safety Act 2005
- Fire Safety Act 1981
- Food Safety Authority Act 1998/2006
- Risk Management
- Medication Management
- Complaints Procedure
- Missing Persons
- Health and Safety
- Temporary Absence and Discharge of Residents
- Residents Information Guide
- Recruitment selection and vetting of staff

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- Emergencies and Admissions
- Statement of Purpose Information Booklet
- Monitoring and Documentation of Nutritional Intake
- Restraints Policy

Comments, Compliments and Complaints (Consultation & Participation Of residents).

To ensure that our service is continually reviewed and refined in line with best practice and resident choice, we are interested in receiving your feedback. There are a number of ways you can share your views with us and participate in the consultation process:

1. We operate a residents' meeting, which meets three monthly. All residents are invited to participate. This is a structured meeting, which allows for open and honest communication about any comments or concerns you may have. The meeting is minuted and shared with all residents. In addition, comments are discussed with the management of the home to address issues raised and formulate an action plan.
2. If you have individual comments or concerns that you do not wish to raise at the resident's meeting, then please feel free to speak to any member of our staff. Alternatively, you may prefer to write these comments down and put them into our comments box located in the reception area.
3. You may also nominate a family member, friend or advocate to act on your behalf. We will of course check that they have your permission. In addition, there is a relatives' council which meets yearly.

Middletown House do a customer feedback survey yearly too. We take all comments seriously and aim to respond to your query as soon as possible. If you are not satisfied with your initial response, then you may contact the person in charge.

Complaints Policy.

At Middletown House Nursing Home, we operate the following complaints policy:

- All complaints are taken seriously and dealt with promptly and effectively.
- A verbal complaint can be made to any member of staff at any time, in which case immediate resolution should satisfactorily resolve the issue.



- Our staff know how to receive and initially deal with complaints. If a complaint is not resolved at this initial stage, a resident, or relative or representative of the resident, can contact the person in charge.
- A verbal complaint becomes a formal complaint when it is put in writing. Our complaints procedure includes a step-by-step guide to making a complaint, the time scale involved, an outline of the role and function of the Health Service Executive (HSE) and the Health Information and Quality Authority (HIQA) in dealing with complaints, and contact details of these authorities.
- A form for making a complaint is available from the Nurses' Office. A copy of the Complaints Procedure is provided to every resident and any relative or representative acting on their behalf.
- Advice is provided to residents, or a relative or representative, on how to make a complaint and who to contact outside the home, if they are unsatisfied or require support services, including independent advocacy.

Complaint Procedures and the Ombudsman.

If you have complained to us and you're not satisfied with our decision on your complaint it is open to you to contact the Office of the Ombudsman. The Ombudsman provides an impartial, independent and free service. By law the Ombudsman can examine complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you. The Ombudsman's remit relates to complaints about actions which occur on or after 24 August 2015. The Ombudsman cannot examine complaints about actions which occurred before that date with the exception of complaints from residents eligible to complain under "Your Service Your Say" (Residents whose place is provided under a contract with the HSE).

Contact details are as follows:

THE OFFICE OF THE OMBUDSMAN

18, Lower Leeson Street

Dublin 2.

Phone: LoCall 1890223030 or (01)6395600

Email: ombudsman@ombudsman.gov.ie

You can also make a complaint online using the online complaint form www.ombudsman.gov.ie

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If you have serious concerns about the operation of the nursing home, you may contact the Inspectorate by:

- Calling the advice line 021 2409660
- Emailing: inspections@hiqa.ie
- Writing to: The Office of the Chief Inspector, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork

Appendices

The following are available as appendices to this booklet:

Appendix 1: Conditions attached by the Chief Inspector under Section 50 of the Act, following the most recent inspection of Middletown House Nursing Home.

Appendix 2: A copy of Middletown House Nursing Home's standard Contract of Care.

For more information contact:

Joe Butler or Ingrid Ashmore-Butler
Middletown House Nursing Home
Ardamine
Gorey, Co. Wexford
Tel/fax: 00353(0)53 9425451
Email: info@middletownhouse.ie
Web: www.middletownhouse.ie

