

# Riverdale House

Blackwater, Ardnacrusha  
Co Clare

## *Resident's Information Guide*

Proprietor: Mary Keane

Nurse Manager: Maura McGrath RGN  
061 - 340525

# Welcome to Riverdale

It is hoped that this small information booklet gives you and your relatives some useful information about life in Riverdale House. It is our aim to offer all our residents continued happiness and comfort. We think this can be best achieved if you view Riverdale House as your own home and not just a place to be looked after and that both you and your relatives take an active part in the planning and decisions that affect your individual needs.

This booklet will assist you in making your stay with us more comfortable. It will also meet the requirements set out in the 'National Quality Standards for Residential Care Settings for Older People in Ireland' laid down by the Health Information and Quality Authority. These standards are enacted by the Health Act 2007 (Care and Welfare of Residents in Designated Centers for Older People) Regulations 2009.

This booklet will provide an introduction to the care and services provided within Riverdale House.

Further information and more detailed explanations of the governance and management of the nursing home will be found in the supplementary "Statement of Purpose and Function" booklet.

Hopefully we will all grow older gracefully and in the best of health. However, when we do need care it is of paramount importance to retain one's dignity and as much independence as is possible subject to an individual's health and mobility.

## Your Involvement

One of the key principles of planning care is to include both yourself and family or advocate in assisting the Home's staff in compiling a plan of care to meet your individual needs.

## Background

Riverdale House is a family run Nursing Home, which has been in operation since 1990 and managed by the Keane Family. Mary Keane is the proprietor of Riverdale and is contactable at Riverdale on 061 340525 or directly on 086 8165116. The Director of Nursing is Mrs Maura McGrath RGN, a nurse with extensive experience in the care of the elderly. We have a caring and committed team and offer a high standard of care designed to meet the individual needs of the residents who have varying degrees of dependency.

## Description of Care

Riverdale House can accommodate up to 29 residents. We employ a minimum of 1 registered nurses and 1 care assistants per shift and therefore can provide care for low dependency, medium dependency, high dependency and maximum dependency residents. **Descriptions of dependency levels as used by HIQA in their "Annual Return for Providers of Designated Centres: Residential Care Centres for Older People" are 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

***All Staff are committed to:***

- preserving the autonomy of residents, guaranteeing free expression of opinion and freedom of choice
- maintaining a safe physical and emotional environment
- Ensuring that the privacy and dignity of residents is respected
- Ensuring continuous professional development and training

***Each resident at Riverdale House has the right to:***

- Receive a contract outlining the rights and obligations of both the nursing home and the resident
- Quality care which is appropriate to his or her needs
- Participate in the formulation of his or her care plans and to be informed of all services that may be relevant to their needs regardless of their immediate availability
- Full information about his or her own state of health and about available treatments
- Maintain control over, and continue to make decisions about, the personal aspects of his or her daily life, financial affairs and possessions
- Be consulted on, and to choose to have an input into, decisions about his or her living arrangements in the home
- Exercise all of their civil and natural rights and to have access to services and activities which are generally available in the community
- Personal privacy
- 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
- Maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions or choices, including those within which there is a degree of personal risk
- Take responsibility for their own personal affairs and to undertake daily living tasks of

which they are capable

- Be treated with dignity and respect
- Be accepted as an individual and have his or her preferences taken into account
- 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

## **Staff**

Although you may need some help in caring for yourself, we hope you will continue to undertake those daily tasks you are currently able to do. The Director of Nursing in conjunction with her senior staff will help to plan a program of individual care to ensure you get the support you need. Your 'Care Plan' is reviewed regularly in consultation with yourself or your family members and you are encouraged to fully participate in the planning and delivery of your care. A copy of the 'Care Plan' can be obtained from the Maura McGrath.

Our care assistants are there to deliver your care plan and to help look after your day-to-day needs and ensuring you receive the support and assistance you need.

The Staff are on duty 24 hours a day and are trained to look after your needs. They can assist you with bathing and using the toilet if you need help. Never be afraid to ask for help. There is a call system, which you can use to summon assistance should you need it.

Our domestic staff will keep your room clean and tidy. We would ask that your clothes are clearly labeled with your name.

We hope you will get to know the staff and the staff will get to know you, your family and friends.

## **Admission**

From the first moment that you arrive at Riverdale, our staff will do everything to ensure that your stay will be as welcoming, comfortable and secure as possible. We will ensure that the admission process is straight forward and informal.

Family and friends are always welcome and they could stay with you whilst you settle in to your new surrounding if you so wish.

## **Meals**

We try to provide a varied, nutritious menu. If you have any particular likes or dislikes, the chef, will discuss these with you.

Menus for the week are displayed in the dining room. Meal choices are always available if you do not like what is on offer on the menu.

Snacks and drinks are also available any time you wish, please feel free to ask.

There is always fresh fruit available.

Please feel free to request tea, coffee or refreshments for any of your visitors.

## **Mealtimes**

MEAL	START/FROM	TO
Breakfast	7am	10am
Morning Coffee	10.30am	
Lunch	12.15pm	
Afternoon Tea	2pm	
Evening Meal	5pm	
Supper	8.30pm	

Meals can also be served at times more suitable to an individual resident.

Room service is also available.

## **Medical Attention**

We hope you will be able to keep your own doctor but if you are moving some distance away from your current location, you may have to change to a local Doctor.

The Doctor would provide the same service you have always received. If at any time you feel that you would like a visit from the Doctor, please tell a senior member of staff who will take the necessary action to meet your request.

## **Medication**

If the Doctor prescribes medication for you, the staff nurses usually will give it to you at the prescribed times. The Nursing Manager will liaise with your Doctor and keeps prescriptions and medication up to date.

## **Medical Care**

Information concerning your care and treatment will be strictly confidential and will not be divulged without your consent.

## **Illness and Emergencies**

In the event of either illness or an emergency only your next of kin will be notified, unless otherwise recorded in your personal plan.

## **Family**

Most residents in our Home remain in close touch with their family. We think this is very important, and as well as calling to see you, we would like them to become involved in the life of the Home and your care. They should feel free to come and go as they wish and are encouraged to ask questions relating to any concerns they may have with your residency within the Home.

## **Visitors**

Your visitors, including, children and grandchildren are most welcome in the Home at any time. If they wish to take you out for part of the day or for the whole day, we would be extremely pleased on your behalf and we will do all we can to meet any practical problems they might encounter as a result of your time away.

We reserve the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk or where the resident requests restrictions.

## **Specialist Equipment**

The Home is well equipped with walking aids, wheelchairs, hoist, specialist showers, mattresses and other essential equipment used in the care of the elderly.

## **Nurse Call system**

Should you require the assistance of a nurse at any time of the day or night, there is a call system fitted throughout the building including your bedroom, so you will receive attention at the press of the button.

## **Personal Items**

You may wish to bring personal effects from home, such as pictures, ornaments, etc. Any furnishings and furniture that you wish to bring into the Home must comply with the fire safety requirements and electrical items are required to have been initially certified as safe. We reserve the right to refuse to allow any item to be brought into the home where we consider it to be a fire risk or other hazard.

## **Laundry**

Personal items of clothing are sent home for laundering. If you require your personal laundry to be done in the Home please let a member of staff know who will arrange it for you. There is an additional charge for personal laundry.

## **Fees**

Fees are agreed with the Proprietor on an individual basis prior to admission. Fees are paid monthly in advance. Information of Nursing Home subvention is available from the HSE or can be viewed on their web site [www.hse.ie](http://www.hse.ie).

## **Contract of Care**

By agreeing to take up residency within Riverdale House you will have signed a contract of care which 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.

## **Mail**

Incoming letters and parcels are delivered daily. Residents who are unable to post their own mail should discuss alternative arrangements with any member of staff.

## **Personal Liability**

As a Nursing Home Riverdale House does have its own unique areas of risk, which are covered within the Nursing Home's policy documents and risk assessment. Visitors have an individual responsibility to ensure the safeguard of themselves and the children under their supervision. Cars are parked at the owners own risk.

You can be confident that Riverdale House is run in line with legal requirements. You can ask for confirmation that the Home meets with all the relevant legislation and guidance relating to fire, health and safety procedures, anti-discriminatory practice and risk management.

You can ask to have access to any of the Riverdale House Nursing Home's policies and procedures.

## **Palliative Care**

Riverdale House recognises palliative care as person-centred. Its aim is to maintain, and as far as possible to improve, the quality of life of people with non-curable progressive illnesses and those closest to them. It is based on recognising and respecting the unique individuality of the person cared for and is about quality of life. Policies and training practices are in place covering palliative care.

## **Activities**

You may feel that coming to live in a Nursing Home means that you will have to give up your independence, but we hope you will not find this to be the case. There are bound to be changes to your daily routine but we seek to offer you as much choice as possible.

If you have any hobbies or activities you particularly like to do, please tell a member of staff. We have musical afternoons and film shows, bingo, exercise through music, a knitting club and choir practice. You do not have to join in if you would prefer not to, but it is hoped that you will enter into the spirit of the social events.

## **Bedrooms**

Riverdale House has both single and double rooms.

We prefer you to see your bedroom prior to coming into the Home to ensure it meets your needs and standards.

Rooms are fully furnished, but if you would like to bring some items of furniture from home we would be pleased to assist you in doing so. It is hoped that you will bring in pictures, photographs and other personal items to help make you feel at home. However, any furnishings and furniture that you wish to bring into the Home must comply with the fire safety requirement and electrical items are required to have been initially certified as safe.

## **Money**

We suggest that you only keep a small amount of money on your person.. We would recommend that you avail of the Safe Deposit system if you wish to keep larger amounts.

## **Hairdressing**

The Hairdresser visits the home weekly and a price list is available from her on request. However, if you prefer to go out to your own hairdresser and can arrange for your family to take you, you are most welcome to do so.

## **Fire Precautions**

Riverdale House has an extensive fire alarm system. We have a policy in place and the staff is trained in 'what to do in the event of a fire'. On hearing the fire alarms, please remain where you are for members of staff to assist you. The fire alarms are tested regularly and you will be informed of the test times.

## **Smoking Policy**

All public rooms and bedrooms are non-smoking areas. However, there is a small smoking room set aside for smokers.

## **You're Right to Make a Complaint**

We at Riverdale welcome suggestions and criticisms as these are important ways of measuring our standard of care. There are a number of ways in which you can share your views:

1. We operate a resident council every month in the sitting room. 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 staff of the nursing home to address issues raised.
2. If you have individual comments/ concerns which you do not wish to raise at the resident's council then please feel free to speak to any member of staff.
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.

We take all comments seriously and will aim to respond to your query as soon as possible.

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

- Calling the advice line 021 240 9660
- Emailing [inspections@hiqa.ie](mailto:inspections@hiqa.ie)
- Writing to the Office of the Chief Inspector, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork

### **Local Health Services Executives Contacts:**

Your local HSE office may be able to guide you on options for financing your care. They can be contacted at HSE, St Josephs Hospital, Mulgrave Street, Limerick

### **Nursing Home Inspections**

Nursing Homes is registered with the Health Information and Quality Authority, registration number 10-18-0448 and is inspected regularly to ensure that standards of care are being maintained. Inspections may be announced or unannounced and may occur during the day, in the evening, at night or at weekends. Registration will be renewed every three years.

Riverdale House's expiry date of registration is 23-11-2013. The registration and inspection process is independent and reports will be published after each inspection. A copy of each report can be obtained online at: [http://www.hiqa.ie/functions\\_ssi\\_inspect\\_rep.asp](http://www.hiqa.ie/functions_ssi_inspect_rep.asp)

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## **In conclusion**

We are delighted that you have chosen Riverdale House as your preferred place of care and we trust that you will have a happy and fulfilling stay with us. We acknowledge that moving into 24hr care may be a traumatic and daunting experience and therefore we wish to assist you in your transition. Our staff are both friendly and approachable and are always willing to listen to any questions or concerns you may have. For further information on this booklet or indeed on any aspect of your care both Mary Storey (Registered Provider) and Maura McGrath (Director of Nursing) will be pleased to talk to you at any time.