

Riverdale House Nursing Home

Statement of Purpose and Function Information Booklet

*Riverdale House is registered with the Office of the Chief Inspector of Social Services
Health Information and Quality Authority as a designated centre under section 50 of the
Health Act 2007.*

Registration Dates: 24 November 2010 – 23 November 2013.

Registration number: 10-18-0448

Background

This booklet is designed to complement your resident's guide / information booklet. The details provided below will give you information on the governance and management of the Nursing Home and it will also meet the requirements set out in the National Quality Standards for Residential Care Settings for Older People in Ireland' and the 'Health Act 2007 (Care and Welfare of Residents in Designated Centers for Older People) Regulations 2009'.

Our Mission/Mission Statement

Riverdale House believes in the essential value of all human beings. We celebrate the diversity of our residents and staff as a group, and respect the unique dignity of each individual. Our mission is to develop, promote, and implement an atmosphere of acceptance and support to preserve the honor and dignity of all persons within and without this organization.

We recognize the expertise, spirit and value of each member of our team and will encourage each member to have a voice in the operation of our company. Riverdale House will continually strive to advance and broaden the knowledge and skills of each employee by encouraging them to participate in educational and professional activities.

We pledge to conduct business within all laws, regulations and standards of excellence applicable to the field of long term health care as directed by the State.

Riverdale House believes in the right and responsibility of individuals to determine their own destinies. We encourage our residents and their families to express choices consistent with their life-long values. As a team, we work toward developing a relationship of trust and respect between our residents and their families and friends.

Riverdale House is committed to promoting the independence of our residents – personally, medically, psychologically, socially and spiritually and we advocate for enhancing the quality of their lives to the fullest extent possible.

Aims and Objectives

With many year's experience, the management of Riverdale House offers a highly professional care service for the elderly, with a personal touch. We are pleased to accept Residents for long term, short term, for convalescence and holiday stays.

When people have worked hard throughout their life and have been committed to helping others, we think they deserve extra cherishing. They need a Home where individuality is emphasized, with staff who have time to give attention to small detail, and where they have the choice of enjoying the company of like-minded fellow Residents.

Our main aim at Riverdale House is to provide the highest quality of care in a happy and homely atmosphere, in which each Resident feels at home, cared for and contented.

DIGNITY/PRIVACY The Resident can expect to be treated with respect at all times.

INDEPENDENCE: We encourage Residents to be as independent as they wish, and to keep up the outside activities they may have and generally to lead a happy and contented life in a way that suits their individual needs.

CHOICE: We will keep Residents informed generally of any important matters or developments and welcome any suggestions from the Residents, their families and staff.

RIGHTS: We endeavor to maintain the rights of Residents and all entitlements associated with citizenship.

FULFILMENT: We will encourage each Resident to continue with hobbies both inside and outside the home, whilst providing a secure, clean and well-maintained environment, with privacy and hospitality to make visitors and friends feel welcome.

Philosophy of Care

Riverdale House aims to provide its Residents with a secure, relaxed, and homely environment in which their care, well being and comfort are of prime importance. Carers will strive to preserve and maintain the dignity, individuality and privacy of all Residents within a warm and caring atmosphere, and in so doing will be sensitive to the Resident's ever-changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and Residents are encouraged to participate in the development of their individualised care plans in which the involvement of family and friends may be appropriate and is greatly valued.

All Care Staff within the Home will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in care practices as may be laid down in appropriate legislation, regulations and the HIQA standards.

Governance/ Management:

The management and governance of Riverdale House Nursing Home is directed by a team of dedicated and committed members of staff who continually strive to raise standards of care. Your management team contacts are: Mary Keane-Storey, Proprietor. Mary has been managing Riverdale House since 1990. Prior to this Mary completed Hotel Management with the Hilton Group specializing in Front of House, accounts and personnel. Mary can be contacted anytime during the day at Riverdale on 061 340525 or outside of hours on 086 8165116.

Maura McGrath is the director of Nursing. Maura is a Registered General Nurse with over 30 years experience in Care of the Elderly and psycho geriatric nursing. Maura also has a Diploma in Social studies, is trained in elder abuse and continues to keep up to date on all area of nursing. Maura works 39 hours per week and can be contacted on 061 340525.

At all times there is a senior staff nurse on duty with a dedicated team of staff.

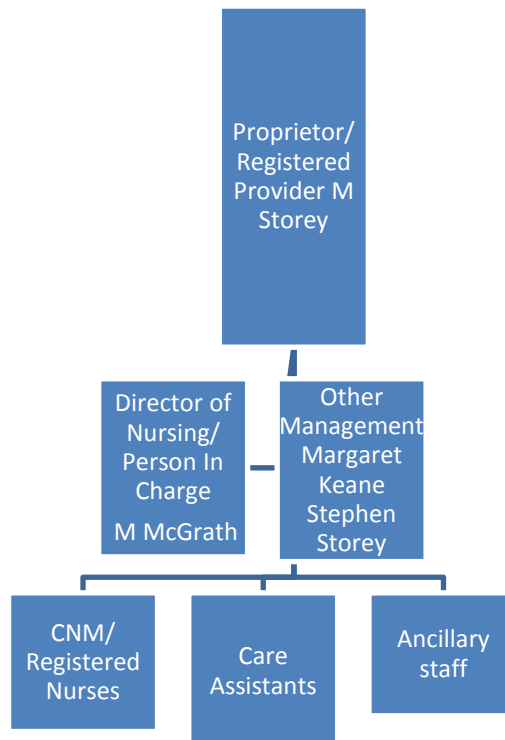
Staffing:

The following gives a breakdown of the staff complement by grade and whole time equivalent numbers:

Position	No employed	No. Of Whole Time Equivalents
Management	3	3
Nursing	7	5
Care Assistants	17	12
Cleaning, etc	2	1
Catering	4	4

NB. Whole Time Equivalent is the number of staff who would be employed if all staff were employed full-time

Organizational Structure:



Staff

All new staff will complete an induction that follows the HIQA standard and guidelines. The Home insists that all Care Assistants hold a minimum of FETAC level 2 in Care. Most of our staff however hold a FETAC level 5 qualification. All new members of staff must train to achieve this important qualification.

All staff have received training courses for such topics as Food Hygiene, Manual Handling, Care of the Elderly, Elder Abuse, Infection prevention/ control, Fire Training, Palliative Care, Diabetes care, Drugs Practice, Challenging behavior, and all appropriate training deemed by Management to advance the level of care to the residents and enhance the personal qualifications and education of our staff. We at Riverdale will continue to update all our Staff in the knowledge and skills required to enhance the provision of care of all our Residents. All staff will be assessed and appraised on an annual basis. Senior members of staff will be continuously monitoring all other staff on a day-to-day basis.

Staff will adhere to their professional code of conduct and that of the Home. Any complaints about staff will be investigated immediately through our complaints procedure.

Accommodation

Riverdale House has been offering a high standard of care for the elderly since 1990. It is a secure, happy and relaxed home situated in a pleasant residential area of County Clare. Riverdale House is situated within 6km of Limerick and is close to many local amenities.

Riverdale House Home has 11 single bedrooms, 9 double bedrooms. All rooms are nicely decorated and fully furnished, however we do encourage residents to bring in smaller articles of their furniture, pictures and ornaments to personalise their rooms. Each room has a television, a call system and phone point.

Environment:

Single Rooms	size	Ensuite
Room 1/1 st Floor	3570mm x 3500mm	-
Room 6/1 st Floor	3420mm x 3650mm	-
Room 7/1 st Floor	3030mm x 4000mm	-
Room 8/1 st Floor	3080mm x 4000mm	-
Room 9/1 st Floor	3100mm x 3250mm	-
Room 10/1 st Floor	3050mm x 4100mm	-
Room 12/1 st Floor	2780mm x 4100mm	800mm x 1810mm
Room 13/Ground Floor	2890mm x 4030mm	800mm x 1790mm
Room 14/Ground Floor	2740mm x 4300mm	1000mm x 1740mm
Room 42/ground Floor	2130mm x 4300mm	
Room 43/Ground Floor	3080mm x 4300mm	
Twin Rooms	Size	Ensuite
Room 1/Ground Floor	2850mm x 6400mm	-
Room 2/Ground Floor	2970mm x 4500mm	-
Room 3/Ground Floor	3230mm x 5720mm	1970mm x 1940mm
Room 4/1 st Floor	3570mm x 3570mm	-
Room 15/Ground Floor	3810mm x 5000mm	1000mm x 2140mm
Room 11/1 st Floor	3540mm x 5460mm	1000mm x 1840mm
Room 2/1 st Floor	3750mm x 5800mm	-
Room 3/1 st Floor	3770mm x 4670mm	900mm x 1580mm
Room 45/1 st Floor	5200mm x 3680mm	-

The Communal areas include the lounge for when you fancy a bit of company, the quiet room where you can have privacy with friends and family, dining room and receptions where you will find books and newspapers daily

There are rooms on the ground floor and 1st floor with a lift to the 1st floor.

At Riverdale House we consider it important to maintain a high standard of cleanliness and hygiene, staff are fully trained in hygiene control, resident's rooms and the communal areas are cleaned daily. Maintenance is carried out regularly to keep the Home in good decorative order; this is to ensure that we provide a safe, hygienic and pleasant environment for residents, staff and visitors.

Conditions of Registration:

Riverdale House is primarily for the accommodation of dependent older persons, aged 65 years or over.

We do not accommodate persons under the age of 18, people with acquired brain injury or intellectual disabilities.

Both male and female persons can be accommodated at the centre.

The maximum number of persons accommodated at Riverdale is 29

Occupancy/ Resident profile:

Riverdale House is fully registered to accommodate up to 29 residents.

We accommodate both female and male residents aged 65 years and over with the following care needs:

General care,

Chronic Care,

Respite care/Post operative,

Post stroke,

We cater for both long and short term depending on availability.

We do not have a specific dementia unit.

Admission Criteria:

Admissions to Riverdale House are arranged by appointment following a pre-admission assessment of your needs. This is to ensure that we have all the necessary equipment, knowledge and competency to meet your care needs. We do this by meeting with yourself or your family in advance. We encourage yourself or your family to visit Riverdale, ask questions, meet our staff and chat to existing residents at Riverdale. We would like you to see your room and walk around the Nursing home.

We understand that in exceptional cases, where there is no alternative available, emergency admissions are necessary to promote the safety of the resident. In this instance the following policy/ procedures apply: Consultation with family, your GP and/or hospital from where you may be transfer from.

Visiting Arrangements:**Potential Residents**

We understand that the decision to move into long-term care can be a stressful time. At Riverdale House Nursing Home we want to make your transition as smooth as possible. Mary Storey 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. Maura, our director of Nursing would like to meet with you and your family to discuss all health, medical issues you may have with you. In order to ensure you receive our uninterrupted attention we would ask that you kindly schedule an appointment in the first instance

Existing Residents

We operate an open visiting policy within Riverdale House however to protect our residents we ask that all visitors partake in precautionary infection control measures as appropriate. Riverdale House reserves 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.

Fire Safety

The Home has a modern Fire Alarm System fitted, with “Fire Exit Notices” and “Fire Emergency Instruction Notices” displayed at strategic points throughout the Home, as advised by the local Fire Department. Our home complies fully with all current statutory requirements in this regard.

Staff are instructed during Induction training with regard to the Fire Prevention and Fire Drill Policy which includes use of the Homes fire appliances, evacuation, muster points and raising the alarm.

All staff are trained on a yearly basis by a qualified instructor.

A fire exercise is carried out weekly on each shift, this ensures all staff and Residents have a comprehensive understanding of their responsibilities.

All fire systems and alarms are tested weekly by the staff of the Riverdale. Riverdale Houses has contracted a specialist provider to maintain and service all fire safety equipment. Records are kept of all such testing as part of the Proprietor/Managers responsibilities.

All firefighting equipment will be checked annually by a qualified fire extinguisher Maintenance engineer.

All our furniture, fixtures and fittings are made of fire-resistant or fire-retardant fabrics and materials.

Fire procedures are discussed on admission and at residents meetings. Should the fire alarm sound all residents should remain where they are and wait for instructions from a member of staff. Do not use the lift or re enter the building if evacuated.

Other Emergencies:

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

Religion (Worship/Attendance at Religious Services)

Residents may attend religious services either within or outside the Home, as they so desire. If services are outside the Home, the Resident should, if necessary and where possible, arrange for transport and accompaniment with friends or relatives. In the event of this not being possible, care staff may accompany Residents on specific occasions if staffing levels permit.

Residents have the right to meet clergy of their chosen denomination at any time. If required, a private room will be made available for such meetings. With your permission the local priest or vicar will be made aware of your admission.

You will always be asked in advance if you wish to attend any of the religious services within the nursing home.

Contact With Family and Friends

Families, relatives and friends are encouraged to visit regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will offer to assist the Resident to respond where help may be needed. Families are also welcome to avail of our email service.

There are no set visiting hours. Visitors will be welcomed at all reasonable times.

The Resident has the right to refuse to see any visitor, and this right will be respected and upheld by the person in charge who will, if necessary, inform the visitors of the Resident's wishes.

Residents Care Plan Review

Your care plan will be developed with your participation within 48 hours of admission. This will be individualised to set out your personal care needs and will provide direction to staff members caring for you. A review of your care plan will be prompted following your feedback, any changes in your personal needs/ circumstances and will be updated no less frequently than at three-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 carefully before you sign it.

As a Resident you should be satisfied that your care needs are being met and you are receiving the amount and quality of help required. The Manager of the Home should be satisfied that they are able to provide the level of care required and that you will benefit from this care. It may take time to properly assess these care needs and to allow understanding to develop between each other.

Once developed the Residents care plan will be reviewed monthly and updated to reflect any changing needs and ensure that the objectives for health, personal and social care are actioned. Any plan that is developed includes the involvement of the Resident.

Family and relatives will be encouraged to participate in the Resident's daily routine as far as is practicable. Residents and their Relatives are always welcome to chat with a member of the care staff if they have any concerns.

The Residents plan is reviewed at three levels:

1. Daily on a shift-to-shift basis. At staff shift changeover the Resident's daily care notes are handed by the out-going shift to staff on the in-coming shift and the Resident's responses and activity patterns discussed as needed. Changes to the Residents plan may be proposed at this point.
- 2 At the end of the four week settling-in period.
- 3 Thereafter a formal review is held with care staff on a monthly basis.

All amendments to the care plan will require the authorisation of the Director of Nursing. Certain amendments may require the authorisation of the Resident's GP. All amendments to the Residents plan are recorded in full.

Comments/ Compliments and Complaints:

We are interested in your feedback to ensure that our service is continually reviewed and refined in line with best practice and resident choice. There are a number of ways in which you can share your views/ participate in the consultation process:

We operate a resident meeting every month. 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 minutes and shared with all residents. In addition comments are discussed with the management of the home to address issues raised/ formulate an action plan.

Residents and Family members have a right to complain or raise issues and we are committed to investigation of all complaints in a fair and impartial manner. All comments or issues will be addressed immediately.

Stage One.

If any resident /visitor/ advocate wishes to raise a concern about any aspect of care they should speak with the Nurse in Charge.

The Nurse in Charge will be happy to discuss any concerns and seek to give the person raising the concern a satisfactory explanation or solution, if possible. Details of the complaint and outcome if applicable will be documented in the complaints book located at the Nurse Station.

Stage Two.

Should the complainant not feel satisfied or wish to pursue the matter further, the complaint should be put in writing and given to the Director of Nursing or to Mary Storey at Reception if preferred.

A written complaint will be acknowledged within 3 working days.

A meeting by appointment will be arranged with the Director of Nursing and or Registered Provider. This meeting will be arranged within 3 working days of the receipt of the complaint. Details of the concern/complaint and outcome are recorded in the Complaints Book once again.

The complainant will be notified in writing of the outcome of the meeting, further investigation of the matter and plan of action taken within 5 working days of the meeting.

Stage Three.

If the complainant feels that no satisfactory outcome can be reached after all efforts to resolve the matter fail you may contact our independent advocate Geraldine Coughlin HSE or an independent advocate of your choice-

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 14
- Writing to the Office of the Chief Inspector, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork

Therapeutic Activities

The Home policy on “Therapeutic Activities” takes into account the Resident’s interests, skills, experiences, personalities and medical condition. The Home offers a wide range of activities designed to encourage the Resident to keep mentally and physically agile.

Riverdale House has employed/ contracts services from professionally registered and supervised therapists to enhance your rehabilitation potential. The following therapy services are provided:

Service	Frequency	Accessibility
Physiotherapy	weekly	Assessment required
Chiropodist		Cost incurred
Speech Therapy		No Cost
Reflexology		No Cost
Aromatherapy	weekly	No Cost
Sonas	weekly	No cost

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Complementary therapy services are also provided. All therapists are professionally educated and supervised.

Activities also available each week:

- Going for walks./Manicures/nail cares/Playing games/Armchair exercises/Reading letters/magazines/newspapers.
- Helping to choose Library books.
- Music and sing alongs.
- Maintain lifelong hobbies, crossword puzzles etc
- Cinema night/ Cocktail evenings
- Baking/Hairdressing/Physiotherapy
- Arts and crafts
- Paintings

Practices of the Home

To hold a current registration certificate and adhere to its code of practice.

To ensure bedrooms are treated as each individual's home. Knocking on doors before entering will be respected at all times.

To ensure Residents are addressed by staff in the way the Resident chooses.

That Residents independence is promoted and avoiding set rules where possible:

That Residents are encouraged to be as independent as possible, and to make their own decisions about themselves and their home.

That Residents are actively encouraged to participate in their care, and the planning of their care.

That Residents may choose where they take meals, either in private or in the dining areas.

That Residents may have meals for a relative or friend.

That all care and personal needs are assessed monitored and evaluated, including the Resident, and/or their advocate or relatives, as the Resident chooses.

Procedure and Record Keeping

All procedures will be carried out, ensuring the Residents' privacy and dignity are respected.

All nursing procedures will be carried out in accordance with the National Quality Standards for Residential Care Settings for Older People in Ireland.

Residents may refuse any procedure or nursing intervention if they choose.

Residents have the right to any information they seek regarding: -Complaints procedure /Access to notes/documents /All documentation will be confidential

Residents may choose their own General Practitioner.

Any procedure that restricts personal choice or infringes Residents' rights will be

recorded and reviewed.

Monitoring of Standards/Quality Assurance

Riverdale House Nursing Home seek to maintain high standards of care by: -

Continually talking to Residents, staff, advocates and relatives

Identifying Residents needs and care to be provided.

Setting clear and explicit standards of care to be used as the criteria from which professional judgments can be made.

To provide competent staff who are continually updated with training in the care of the elderly.

Ensuring staff practices are in accordance with their code of professional conduct and to discuss practices at staff appraisals.

To continuously discuss Residents' rights, privacy, dignity, choice, independence and fulfillment at staff meetings.

Diligently observe the general day-to-day care provided.

Liaise with all other services to ensure all requirements are being met.

Provide meetings of staff, Residents, relative's etc. to discuss standards of care and highlighting any areas of concern.

Resident's Rights

1. Residents have the right to as much personal and physical independence as possible. This includes personal choice and responsibility for their own actions. Residents will not be compelled to undertake anything against their will.
2. Residents have the right to have their cultural, religious, political, sexual and emotional needs respected; permitting and facilitating chosen personal relationships, sexual or otherwise including marriage between Residents and between Residents acquaintances.
3. Residents have the right to freedom of conscience and to participate in chosen activities, religious or otherwise.
4. Residents have the right to be consulted about decisions affecting their daily lives, including participation in the planning and evaluation of care and treatment.
5. Residents have the right to have their personal dignity respected by others in every way possible, without discriminating on any grounds, whether gender, age, race, creed, language, religion or other status or political or other opinion.
6. Residents have the right to privacy for themselves, their belongings and their affairs, including the right to receive visitors in private and confidentiality of personal affairs and personal space will be respected.
7. Residents have the right to have the same services and facilities in the surrounding community as any other citizen. This may include registration with Medical Practitioners and a Dentist of their own choice, permitting and facilitating opportunities for social and other gatherings for whatever purpose inside and out of the home, placing no restriction.
8. Residents have the right to choose whether or not to mix with other people in the community either by going out or inviting people into the home.
9. Residents have the right to be addressed by staff in the way they chose.
10. Residents have the right to freedom of expression, the right to complain, to hold opinions and to receive and impart information and ideas, particularly regarding personal care and treatment.
11. Residents have the right to any information and are encouraged to exercise such right.
12. Residents have the right to have access to their nursing records.
13. Where it is deemed necessary, the interference or restriction of an individual's right for the protection of that person, or the rights or freedoms of others or for any other reason, such actions are recorded, explained to the individual and other interested parties and shall be reviewed regularly according to proper procedure.
14. Residents have the right to form their own representative group, to liaise with staff and give their opinions on how to help improve services to them.

BELONGINGS: Residents are actively encouraged to bring in personal items of their own, such as a favorite chair, pictures and photographs etc, and to make their room as homely as possible.

BEDDING: Although bedding is provided, Residents may use their own.

TELEPHONE: There are telephone facilities throughout the home where free local calls can be made. International calls can be made by arrangement. Residents can install their own telephone should they wish to do so. The use of personal mobile phones by residents is also welcomed. We also provide Internet access and where required can accommodate Skype type video communications with relatives around the world should residents require this service free of charge

HOSPITAL: Should the Resident require a hospital stay their room would be kept available until assessment of the situation, and then the individual position would be reviewed in consultation with the Resident or family as appropriate.

PETS: Visitors are allowed to bring pets into the Home after prior consultation with staff

SMOKING: Riverdale House has a no smoking policy.

DOMESTIC: If a Resident wishes to help in any way, for example make their own bed or help in the dining room they are very welcome to do so.

HYGIENE: Residents may bath or shower as often as they wish. All Residents have a shower at least once a week, unless for medical reasons they are unable to do so.

We also carry out all personal laundry washing, which is usually returned the next day. We recommend that all clothing be labeled as soon as it comes into the Home. However, if a Resident wishes to make other arrangements for their laundry, they may do so.

INTERESTS: We hope Residents will keep up all interests they may have, and also join in the many activities of the home.

- GOING TO BED:** Residents may go to bed, get up, whenever they wish.
- MEDICATION:** We take great care of all medication and distribute this daily whilst keeping precise records.
- GP:** A Resident may keep their own GP if they are local, or we can arrange one for you.
- MEAL TIMES:** Whilst these are flexible, in the main they are as follows:
- | | |
|-----------|-----------------|
| Breakfast | 8.00 – 9.30 am |
| Lunch | 12.00 – 1.30 pm |
| Tea | 4 .30 – 5.30 pm |
- We use a four-week rotating menu, which is reviewed regularly. We cater for varied and special diets. Also meals can be put by for Residents who are out or who may be late back.
- GOING OUT:** As in one's own home, a Resident is welcome to come and go as they please, although a member of staff should be informed of their plans.
- VISITORS:** Visitors are always welcome at any reasonable time, preferably between the hours of 10am and 9pm. If any family member wishes to help tend their relatives outside these hours they are most welcome to do so.

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.

How to look at your Contract

A contract is a legally binding agreement so look at it very carefully before you sign it. Please make sure that all areas of the Contract are clear to you before signing.

Fees are normally paid monthly in arrears. If you have concerns about your fees, you may wish to talk in confidence to the M Storey.

As a Resident you should be satisfied that your care needs are being met and you are receiving the amount and quality of help required. The Manager of the Home should be satisfied that they are able to provide the level of care required and that you will benefit from this care. It may take time to properly assess these care needs and to allow understanding to develop between each other.

SERVICES PROVIDED AND INCLUDED IN FEES

This contractual agreement is for Care. This means the day-to-day care of the Resident that is required in respect of their individual and personal needs. It includes:

- The provision of accommodation, decoration, furnishings, carpets, etc. Plus the use of our lounge and dining room facilities suitably furnished and decorated.
- Meals are included and consist of breakfast, lunch and tea. Mid-morning, afternoon and evening hot drinks with biscuits. Suitable refreshments when required at other times of the day.
- Domestic services such as laundering of personal clothing (not including dry-cleaning, woolens,), bed linen and blankets
- The provision of heating, lighting and electrical supply.
- The cleaning of bedrooms, public rooms, corridors and all areas of the home daily is provided.
- The provision of towels, face cloths, soap, toilet rolls is included.
- The provision of personal care during the day and night is included. The amount and type of care will vary and depends on your needs.
- When required, assistance with oral care, bathing, washing and dressing will be given. Assistance with mobility, help with toileting, provision of a commode when necessary.

- We will also provide opportunities for exercise and physical activities. We will assess the needs in relation to nutrition and monitor weight gain or loss.
- The health of each Resident will be assessed on a daily basis and the Resident's General Practitioner will be called in as and whenever necessary.
- Medication and drugs will be safely stored and issued to the Resident in accordance with the doctor's instructions and recorded as necessary. Records are kept on all medication used.

ADDITIONAL SERVICES NOT INCLUDED IN FEES

A Resident may require services that are not detailed above and we facilitate access to these as required for an additional charge. Examples of such services are: hairdressing or haircutting, private chiropody or dentistry, private physiotherapy, private hearing or sight tests, newspapers and magazines, personal telephone calls, personal toiletries, clothing etc.

CARE DURING ILLNESS

Where an illness does not require hospital admission, care will continue to be provided within the Home. Co-ordination between the Home management and staff, the General Practitioner, the Community Nurse and other community service facilities shall be maintained for the benefit of the Resident during the period of illness.