

# Philosophy of Care:



We in the Bon Secours Care Village aim to provide an excellence of care to all patients and residents, their families and friends by striving to live out the core values of Bon Secours - "Good Help to those in need".

St. Joseph's Hospital maintains a homely, relaxed, therapeutic atmosphere that supports the delivery of professional care standards. We strive for competence and best practice with a multi-disciplinary and person centred approach to care and an emphasis on professional development.

The essential feature of the spirit and philosophy of Bon Secours is respect for the individual - holistic care. This philosophy of care has led to the establishment of new services and specialist centres of excellence. It has been and continues to be, the cornerstone of all our services, including those provided at the Bon Secours Care Village.

## **Bon Secours Health System 20/20 STRATEGY:**

This has been developed following considerable engagement, an honest & critical look at our current strength & weaknesses and an evaluation of our threats & opportunities. By 2020 we will see many improvements whilst remaining true to our Mission.

## **VISION:**

By 2020 we will, through our outstanding people, be an integrated Healthcare system. Be a recognised leader of innovative exceptional care.

## **CORE PRINCIPLES:**

Our strategic vision centres around 3 principles:

1. Alignment to our Mission, Vision & Values
2. Person Centred Exceptional Care
3. Sustainability into the future

# Mission Statement/ Ethos & Aims:



## MISSION STATEMENT/ ETHOS:

Founded by the Sisters of Bon Secours, our hospitals have as their mission, care for the sick, the dying and their families within a Catholic ethos.

Inspired by the Gospel and sharing in the healing mission of Jesus, we recognise the dignity and uniqueness of each person, seeking to provide high quality, holistic care which is characterised by compassion, respect, justice and hope.

Through our Mission, Bon Secours Health System will:

- Be a leader in Catholic Healthcare in Ireland;
- Empower staff to reach their full potential;
- Reach out compassionately to the community;
- Be innovative and responsive to new developments in healthcare, while maintaining our patient friendly environment in all our hospitals.

## AIMS:

Our aims are:

- To promote independence and choice for residents & staff
- To provide an exceptional standard of care.
- Respect every person and their individual needs and abilities.
- Preserve the privacy and dignity of each resident
- Ensure a 'home from home' environment, where residents can participate in a range of activities and mix with other residents and visitors
- Provide a facility that is of the highest standards i.e. hygiene, cleanliness, facilities, food, care, gardens, space, activities.
- Ensure a safe and secure environment



## 2. REGISTERED PROVIDER:

Bon Secours Health System Limited; Trading as St. Joseph's Hospital, Bon Secours Care Village, Lee Road, Cork. Represented by our Chief Executive Officer: Mr. Bill Maher.

Person in Charge: Ms. Nollaig Broe, Hospital Manager/ Director of Nursing, St. Joseph's Hospital, Bon Secours Care Village, Mount Desert, Lee Road, Cork.

## 3. QUALIFICATIONS & EXPERIENCE OF REGISTERED PROVIDER & PERSON IN CHARGE:

Mr. Bill Maher joined the BSHS from Royal College Of Surgeons Ireland Hospital Group. He has over 20 years at Senior Management level before becoming CEO for the Bon Secours Health System.

Ms. Nollaig Broe is a registered General Nurse & Registered Children's Nurse. Ms. Broe has over 25 years experience in nursing & caring for the older adult & over 10 years experience at senior management level. Governance, Leadership & Management programme completed. Coaching & mentoring completed. Continuous Professional Development as part of Executive of Bon Secours Health System Team.

## 4. MANAGEMENT TEAM:

- Ms. Nollaig Broe (Hospital Manager/Person in Charge/DON)
- Mr. Paul Davies (Hospital Accountant/ Facilities Co-ordinator)
- Sr. Helena Daly (Bon Secours sister)
- Ms. Sharon Haynes (Assistant Director of Nursing)
- Una O'Donnell – HR Manager

Clinical Nurse Managers: Ms. Helena McCallum; Eleanor O'Riordan; Eavan O'Brien & Ms. Mary Mannix

## 5. HIQA REGISTRATION

HIQA Registration No: REG- 0034338

Date of HIQA Registration: 06 Apr. 2018

Expiry date of Registration: 05 Apr. 2021



## 6. CONDITIONS ATTACHED BY REGISTRATION:

**Condition 1** - The designated centre St. Joseph's Hospital shall be operated at all times in compliance with the Health Act 2007 as amended from time to time.

**Condition 2** - The designated centre St. Joseph's Hospital shall be operated at all times in compliance with the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 and the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2015 (as amended, consolidated, restated or replaced from time to time) and in compliance with all other regulations made under the Health Act 2007 as amended from time to time.

**Condition 3** - The designated centre St. Joseph's Hospital shall be operated at all times in compliance with the National Standards for Residential Care Settings for Older People in Ireland (as amended, consolidated, restated or replaced from time to time) and in compliance with all other standards made under the Health Act 2007 and as the Chief Inspector may notify to the registered provider from time to time.

**Condition 4** - The designated centre St. Joseph's Hospital shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it including, but not limited to, such enactments which appear to the Chief Inspector to be relevant and which are cited to the registered provider in writing by the Chief Inspector.

**Condition 5** - Subject to any prohibitions or restrictions contained in any other condition(s), the designated centre St. Joseph's Hospital shall be operated at all times in accordance with and shall provide only the services set out in its Statement of Purpose, as annexed hereto, as delivered and amended from time to time in accordance with article 5 of the Health Act 2007 (Care and Welfare of Residents In Designated Centres for Older People) Regulations 2013 (S.I. No. 415/2013) (as amended, consolidated, restated or replaced from time to time).

**Condition 6** - No person under the age of 18 years of age shall be accommodated at the designated centre St. Joseph's Hospital at any time.

**Condition 7** - The maximum number of persons that may be accommodated at the designated centre St. Joseph's Hospital is 97.



**Condition 8** - The development of the designated centre will be completed in line with the project plan and commitments submitted to the Chief Inspector on 14 March 2018. The development plan will be completed by September 2018.

**7. MAXIMUM NUMBER OF RESIDENTS WHO CAN BE ACCOMMODATED IN CENTRE: 97**

**8. MAXIMUM NUMBER OF RESIDENTS WHO WILL BE ACCOMMODATED IN CENTRE: 97**

**9. TOTAL STAFFING COMPLEMENT IN WHOLE TIME EQUIVALENT:**

Management complements: Hospital Manager/Person in Charge/Director of Nursing - Nollaig Broe

Assistant Director of Nursing (1Wte) – Sharon Haynes

Clinical Nurse Manager 1. (3.45 wte)

HR Manager & HR Assitant (1.61 wte)

Nursing Complements: Staff Nurse (19.45 wte)

Health care Assistants (44.2 wte)

Support staff: there is a full range of support & ancillary staff employed to support the care of our residents & maintain their safety. Our hospital is staffed around the clock by highly skilled, personnel working together to provide the best of treatment and care available.

- Hospital Accountant/ Facilities Manager (1 wte)
- Clerical Officers x 5 (3 wte)
- Operations Manager (1 wte)
- Household Staff (outsourced – (11.2 wte)
- Catering Staff (outsourced – (11.5 wte)
- Maintenance staff (2 wte)
- Security Staff x 3 (0.82 wte)
- Reception staff x 1.2
- Activities/Rehabilitation Co-Ordinator x 3 (1.65 wte)
- Bon Secours sisters - Pastoral Care/ Advocacy/ Activities(2.5 wte)



- Chaplain (0.1 wte)
- Medical Officers (5 days a week & as needed)
- Visiting Hairdresser (2 days a week)
- Visiting Chiropodists (weekly)
- Occupational therapist (as needed)
- Beauty therapist – every 3 weeks
- Physiotherapist (three times weekly)
- Speech & language therapist (as needed)
- Social worker (as needed)
- Groups/ Landscaping - Landscaping (outsourced – contract)
- Dietician as needed.
- Optical and dental consultations arranged as required in-house.

## **10. ORGANISATIONAL STRUCTURE: (see attached chart)**

The number and skill mix of staff on duty is determined and provided according to the needs of the residents.

The Home employs one Person in Charge/Hospital Manager/Director of Nursing and ADON is supported by the Management Team. Other staff include Accountant, CNM1s, Registered Nurses, Care Staff, Chefs, Kitchen Assistants, Housekeeping Supervisor, Household Cleaning Staff, Activities/Rehabilitation Co-Ordinator and volunteers.

Staff are selected for their qualities of professionalism, skills and experience, reliability and caring/ friendly attitude. They are carefully screened and references are always checked and Garda Clearance obtained.

The nursing & care team are:

1. Nollaig Broe - Hospital Manager/Person in Charge/Director of Nursing
2. Sharon Haynes – Assistant Director of Nursing
3. Eleanor O’Riordan, Mary Mannix, Eavan O’Brien & Helena McCallum - CNM
4. Staff Nurses
5. Support staff & Health Care Assistants: There is a full range of support & ancillary staff employed to support the care of our residents and maintain their safety.



## **11. AGE & SEX OF RESIDENTS THIS CENTRE PROVIDES CARE FOR:**

This hospital caters for males and females over 18 years.

## **12. RANGE OF NEEDS CENTRE MEETS:**

Care is provided for residents requiring long and short term care, respite, palliative, terminal and post operative care.

- Continuing care
- Respite care
- Young chronic sick
- Physical & sensory
- Convalescent
- Palliative
- Dementia with mild cognitive impairment
- Acquired Brain Injury
- Physical disability
- Intellectual disabilities

## **13. TYPE OF NURSING CARE PROVIDED:**

The nursing team is lead by the Person in Charge/ Hospital Manager/ Director of Nursing and Assistant Director of Nursing there exists a defined complement of nursing staff for each unit which is managed by a clinical nurse manager.

The nursing care is provided 24 hours a day and is supported by the management team. It is also supported by the NMPDU and Staff Nurses with a lot of experience. Undergraduate nurses from UCC are facilitated through their community placement. We also facilitate students on work experience from pre-nursing courses & Fetac level 5 carers courses.



## 14. ADMISSION:

St. Joseph's Hospital will care for individuals requiring long term or short term care. The decision to move into a care facility, especially long term can be a difficult decision and we believe in offering as much information, support and time as required for each individual. We encourage visits to our home, giving the opportunity to sample the atmosphere, meet residents and staff and gain a better understanding of what the hospital can offer.

Admissions to St. Joseph's Hospital are normally arranged by appointment following a pre-admission assessment of physical, social and cognitive needs.

There will be an initial period of one month for all parties to ensure the resident is happy and the hospital is meeting their needs and expectations. Within this time the DON/ADON will meet with the resident and family to ensure any initial problems/ difficulties are dealt with.

On admission there will be some paperwork to be completed which includes a full nursing assessment and care plan. This will be developed with the participation of the client within 72 hours of admission. The residents' personal care needs and preferences will be set out to provide direction to staff members involved in providing the care. A review of the care plan and assessment will be carried out with the resident and any changes updated, at four monthly intervals or more frequently if required. We will communicate to the resident in advance, notifying them of the review and set a mutually convenient date and time to complete the review process.

## 15. SERVICES/ACTIVITIES:

We try to ensure residents fulfil their personal, social, psychological and spiritual needs with a varied activities programme within St. Joseph's Hospital. The Daily Activities Plan is available for all to see and is co-ordinated by our Activities Co-ordinators in consultation and participation with residents, family and staff. The Activities Schedule is available on the Activity Notice Board outside the Living Room. Attached at back is a copy. This is subject to change.

**Community Involvement** - St. Joseph's Hospital is located on the west side of Cork City. It is close to the suburbs of Ballincollig and Wilton. The hospital encourages their residents to take part in local community events with the support of their family and friends. The hospital also encourages residents to join in group support networks available within the area. There are also arranged outings through out the year. These are to areas of local interest, including shopping and garden centres, concerts, bingo, etc. Any costs relating to travel, entrance fees, food/beverages must be covered by the resident.





## **16. CONSULTATION WITH RESIDENTS REGARDING THE OPERATION OF THE CENTRE:**

On admission each resident is given an overview of the hospital even if it was complete prior to admission. They are introduced to all staff members and other residents.

- A copy of the residents guide is in each bedroom and this is explained in detail to the resident.
- Call bell system explained; Named nurse & carer explained.
- Resident advised of meal times & personal choice.
- Religious ceremonies explained.
- Activities programme explained.
- Fire alarm & testing advised each wed 8.30 - 9 fire exits & exit door alarm's explained.
- Visiting policy explained.
- Complaints procedure explained.
- No Smoking policy explained.
- Political Process - Does resident want to vote in-house or go out.
- Explain to resident how to access legal advice.
- Explain to resident re. advocate service & regular resident & relative meetings.
- Explain about comments card and customer satisfaction surveys.
- Explain that he/she can be facilitated to speak to the Director of Nursing/ ADON or Nurse in Charge as required.
- All long term residents or their families will be offered to complete a Customer Satisfaction Survey at least yearly.
- Short term residents are given the opportunity to complete the questionnaire on departure.

## **17. FIRE SAFETY:**

St. Joseph's Hospital has a Fire Alarm System which is tested at regular intervals. There are 'Fire Exit' notices and 'Fire Emergency Instruction' notices displayed at strategic points throughout the home. All fire fighting equipment is checked six monthly by a qualified engineer. Records are maintained by the Director of Nursing/ Operations Dept of all staff training, tests, drills and servicing of equipment.

The safety of each resident is important to us. As part of the nursing assessment, many



factors will be assessed based on risk levels and these form a large part of the clients' Care Plan. Residents will not be deprived of participating in activities which may involve a degree of risk. Those who are able to judge the risk for themselves are free to make their own decisions providing they do not threaten the safety of others or deprive others of their rights.

## **18. ARRANGEMENTS FOR RESIDENTS TO ATTEND RELIGIOUS SERVICES OF THEIR CHOICE.**

- We have a beautiful chapel here in our hospital where Mass is celebrated daily. Each resident has a choice to attend or not.
- Rosary is recited daily also in our chapel.
- Confession and Sacrament of the Sick if offered monthly if needed.
- We are very fortunate to have numerous Bon Secours sisters who oversee the pastoral care/ spiritual needs of our residents.
- Residents are visited regularly in their rooms and given the opportunity for a listening ear.
- Religious ceremonies are celebrated i.e. Easter, Advent, Christmas.
- All ceremonies are available in each resident's bedroom on a T.V. channel.
- Residents of other religious denominations are offered the contacts of those religions and visiting representatives.

## **19. VISITING:**

We operate an open visiting policy within St. Joseph's Hospital. We welcome family and friends to visit and be involved in the activities. We would remind visitors to respect the wishes of the resident and their needs. 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.

For security/health & safety purposes, all visitors are requested to sign the visitors book when entering and leaving St. Joseph's.

Children are welcome to visit but they must be supervised at all times by a responsible adult. Resident's pets are welcome to visit but please discuss this with your Nurse beforehand. Any pets visiting must be on a lead at all times.



## 20. COMPLAINTS:

The hospital is interested in each resident's opinions to ensure our service is reviewed and improved in line with best practice and client choice. There are a number of ways residents can share their views:

- Complete a comments card and place in box by entrance to restaurant.
- Nominate a friend, member of family or advocate acting on the resident's behalf.
- Speak to or email the DON or ADON
- All long term residents will be offered to complete a questionnaire yearly. Short term residents are given the opportunity to complete the questionnaire on departure.
- All residents will be invited to participate in Residents meetings on a bi-monthly basis or upon request. Relatives are invited to attend advocacy meetings on a six month basis.

All complaints are taken seriously and dealt with promptly.

We have a detailed complaints policy which is strictly enforced, a copy of same is available to residents and families if needed.

**Step 1** - A practical approach is adapted to verbal complaints and every effort is made to resolve them on the spot by staff member. Please go to the nurse in charge of the unit.

**Step 2** - Where the complaint is not resolved at first level, the complainant should be referred to the Clinical Nurse Manager. It will be investigated and responded to at that level.

**Step 3** - If the complainant is still not satisfied they can refer to the ADON or Hospital Manager.

**Step 4** - 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 1890 22 30 30 or (01) 639 5600; Email:



[ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

The complainant will be advised to contact the Health Information and Quality Authority (HIQA) if requires further information. All complaints should be reported to the Hospital Manager.

## 21. CONSULTATION WITH RESIDENTS FOR REVIEWS OF RESIDENT CARE PLANS:

- On admission to the hospital and at regular four month intervals or more frequently if required, nursing staff in conjunction with care staff and the resident undertake a full assessment of the residents physical, emotional, cognitive, social and spiritual needs as part of the nursing care planning and evaluation process.
- A full medical review is done on admission and at regular three month intervals or more frequently if needed.
- All residents and their families are encouraged to participate in this care planning process, to ensure that the residents views and wishes are incorporated into the care delivered.
- All attempts are made to reflect the residents desired daily routine in the running of each unit in the hospital.

## 22. NUMBER & SIZE OF ROOMS:

- All nursing care is delivered at ground floor level divided into four individual units of approximately 23-25 residents.
- Each unit is self-contained with a kitchenette and recreational lounge with direct access to secure courtyard gardens.
- All bedrooms are very spacious and are all private ensuite.

**PLEASE SEE APPENDIX FOR FULL BREAKDOWN**

**Daffodil** = Room 101- 126 - 25 Single ensuite

**Daffodil Day room x 2 ( 34SqM & 36SqM)**

**Bluebell** = Room 201 – 224 – 23 Single ensuite

**Day room:** (33.3.SqM)

**Lee View** = Rooms 301 - 326 - 25 Single ensuite

**Day room:** (36.SqM)

**Woodland** = Rooms 401 – 425 – 24 Single ensuite

**Woodland Day room x 2:** (40.7.SqM) & (44.4.SqM)



**BON SECOURS  
CARE VILLAGE**  
St. Joseph's Hospital

Modern Healthcare  
Traditional Values

## 23. SPECIFIC THERAPEUTIC TECHNIQUES & ARRANGEMENTS FOR THEIR SUPERVISION.

**Hairdresser:** Our hairdresser Breda Thomas visits twice weekly at an extra charge. She is covered by insurance and has been garda vetted and references checked. Our residents are regularly asked their opinion and enjoy this service and the service provider thoroughly.

**Chiropody:** We have two chiropodists who visit weekly at an extra charge, Mary Lavin and Margaret Dilworth. Both have been reference checked and garda vetted and our residents' opinion regularly asked of the service provided, which they are happy with.

**Hand Massages/ Nail painting & Make-up:** We have a beauty therapist that offers this service weekly for a minimum charge to our residents. She is Garda Vetted & reference checked.

**Friends & Volunteers of the Hospital:** We have a number of people who assist us in enhancing the care to our residents, (All these Friends are reference checked and garda vetted.) i.e.

- persons providing mobile shop
- persons providing computer classes and assisting with activities
- persons assisting with religious ceremonies/pastoral care/reception duties
- persons visiting in a pastoral care capacity
- persons providing regular musical entertainment

## 24. PRIVACY AND DIGNITY:

We expect all employees to preserve and maintain the dignity, individuality and privacy of all residents living within the home. This includes:

- Knocking before entering the resident's room
- Asking permission prior to any personal/ nursing interventions (except in emergency situations)
- Asking permission for staff undergoing training and development, members of the opposite sex or others to be involved in resident's care

If a resident feels their privacy and dignity is being compromised in any way, they should inform the Director of Nursing, or any member of staff they feel comfortable with.

## 25. SEPARATE FACILITIES FOR DAY CARE:

This is not available. However, if a resident wishes, arrangements can be made for them to attend Westgate in Ballincollig, Headway, Abode, etc. If the resident has home help or an assistant we encourage them to continue with community day care in their locality, if feasible.



## **OTHER INFORMATION FOR THE RESIDENT OF ST. JOSEPH'S HOSPITAL:**

### **Facilities & Services Provided:**

Accommodation: St. Joseph's Hospital caters for ninety seven residents. The rooms are private all with en-suite facilities. All have colour televisions and are furnished to a high standard. There is a chapel where Mass is celebrated daily (except Mondays). Rosary is facilitated daily as well as other religious celebrations.

Our restaurant/ dining room is very spacious with a varied menu of home cooked food and extensive choices. There are comfortable lounges in each of the units.

A nature trail within the grounds provides a secure space which residents and their families can enjoy at their leisure. The four secure gardens to the front and back have seating areas throughout to enjoy the lovely views and sunshine of the River Lee Valley and surrounding woodlands.

We have a comprehensive list of policies and procedures which supports our practice within the Hospital and are available on request from the Director of Nursing.

### **Key policies of interest:**

- Confidentiality
- Privacy & Dignity
- Advocacy
- Consent
- Visiting
- Complaints/ Concerns
- Smoking
- Alcohol
- All policies required to meet HIQA regulations

Each person's safety is very important to us. We place great emphasis on governance in order to minimise risk and promote health, safety & well being for all our staff.

We maintain a hospital risk register which is updated regularly and all risks are highlighted, actioned and minimised.



**Staffing:** Staff must adhere to their professional code of conduct and that of the hospital. Any complaints relating to staff will be investigated immediately, through our complaints procedure.

New employees complete an induction process to ensure they are fully compliant with company policies and procedures, mandatory training and are aware of our expectations of them as an employee.

We believe in supporting staff through having a team approach, on-going training and development, and a system to assist, guide and monitor the high standard of patient-driven care provided on a day to day basis. All employees undergo a yearly performance review and from which an individual training plan is developed to encompass their needs and the requirements of the service.

### **Contract of Care:**

The resident is expected to sign a contract of care which ensures they have a legally binding assurance of high quality care standards and that they have understanding and acknowledgement of the terms and conditions. The contract is offered pre admission and returned signed on the day of admission.

A copy of the contract will be provided to each resident/ relative/ representative on signing.

When the resident/ relative/ representative cannot or will not sign the contract, a record of this event is retained in the resident's case file.

The contract of Care will be offered to all residents which include the following terms:

- The room/ bed occupied
- The care and service covered by the fee
- Additional charges to be paid for services not included in the fee.
- The fees payable
- Who pays the fee i.e. the resident/ relative/ representative/ HSE/ Other
- The rights, obligations and liability of the resident/ representative
- Terms and conditions relating to period of occupancy
- The period of notice
- The circumstances under which the resident can be discharged and contract terminated
- Procedure for Emergency admissions and their access to an independent advocate



We audit all departments and practices regularly to ensure the highest standard at all times.

All staff recruited are inducted and trained to the highest level and competency to ensure Best Practice

All incidents are recorded, monitored, evaluated & communicated to staff for learning and improvement in practice.

We place a lot of emphasis on professionalism and staff are advised accordingly.

Author: Nollaig Broe

Issue No: 16

Issue Date: 20th Aug 2010; Revised Nov 2018

Approved by: Management Team & CNM's; Approval Date: 27/11/2018

Next review date: Nov 2019