

# Saint Joseph's Shankill

Dedicated to Dementia Care

Saint John of God

Hospital CLG

## STATEMENT OF PURPOSE & FUNCTION

Saint Joseph's Shankill, Saint John of God Hospital CLG,  
Crimken Lane, Shankill, Co Dublin, D18 TY00

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## 1. CERTIFICATION & CONDITIONS OF REGISTRATION:

### Information set out in certificate of Registration -

*Name of designated centre:* **Saint Joseph's Shankill**  
*Tel. No:* **(01) 2823000**  
*Registered Provider:* **Saint John of God Hospital CLG**  
*Principal Tel. No:* **(01) 2771400**  
*Principal Address:* **'Granada', Stillorgan Road, Stillorgan, Co Dublin**  
*Registration Number:* **REG-0031685**  
*Centre ID:* **OSV-0000102**  
*Date of Registration:* **9.12.2016**  
*Date of Expiry:* **8.12.2019**

***This is to certify that Saint Joseph's Shankill is registered with the Office of the Chief Inspector of Social Services as a designated centre for the period noted above with Saint John of God Hospital Limited as registered provider and subject to the conditions of registration, specified below.***

### ***Management of the centre:***

*Person in Charge:* **Norma Sheehan** *Tel. No:* **01 2823000 0863771070**  
***Names & telephone number of each person participating in management:***  
***Norma Sheehan – 01 282 3000***  
***Emma Balmaine – 01 2771521***

*Maximum number of residents that can be accommodated at the centre* **62**

### **Conditions of Registration**

#### **Condition 1**

The designated centre Saint Joseph's Shankill shall be operated at all times in compliance with the Health Act 2007 as amended from time to time.

#### **Condition 2**

The designated centre Saint Joseph's Shankill 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 2015 and the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2009 (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 Saint Joseph's Shankill 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 Saint Joseph's Shankill shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it.

### **Condition 5**

The designated centre Saint Joseph's Shankill shall be operated at all times in accordance with and shall only provide the services set out in its Statement of Purpose as delivered and amended from time to time in accordance with Regulation 3 of the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 (S.I. No. 415 of 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 of Saint Joseph's Shankill at any time.

### **Condition 7**

The maximum number of persons that may be accommodated at the designated centre Saint Joseph's Shankill is 62.

*(Reg. Schedule 1: 1 )*

### **Background:**

This Statement of Purpose & Function 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 centre and it will also meet 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 2013'.

*(Standard 5.3 applies to the whole of this document)*

## **2. SERVICES AND FACILITIES PROVIDED**

### **OBJECTIVES**

The mission of Saint Joseph's Shankill is to provide dementia specific person centred care, focussing on the social, emotional, psychological and physical needs of people at all stages of dementia, in a real home environment, where their feelings matter most.

We provide a high standard of care in accordance with evidence based best practice; this means providing person centred care; valuing people with dementia and those who care for them, treating people as individuals, looking at the world from their perspective, listening to their 'voice' and recognising that all people need to live in a social environment.

### **AIM**

Our aim is to provide dementia care in a family like atmosphere where everybody knows that they really matter and that they belong.

Our vision is to lead the way in dementia care in Ireland through innovation, education and community engagement. Developing best practices that others can replicate, where families, staff, volunteers and communities are supported, engaged, and empowered to ensure that people living with dementia enjoy the **Quality of Life** they deserve.

Saint Joseph's commitment extends to the provision of Day Care and Respite services to those in the community living with dementia from early to middle stages.

### **ETHOS**

Saint Joseph's is part of Saint John of God Hospital clg and our values are; Hospitality, Excellence, Compassion, Respect and Justice. The philosophy of the Saint John of God Hospitaller Services is that people are the creation of God, with intrinsic value and inherent dignity. This philosophy is based on the beliefs and values of our founder, Saint John of God.

*(Reg Part 2 3(1) & 3(2))*

## **SPECIFIC CARE NEEDS**

### ***Excellence in Dementia Care***

Located on the outskirts of Shankill village and just off the M50 (southbound exit 5), Saint Joseph's is a part of the local community, integrating into local services and organisations where possible so that the people in our care can still play active roles in their neighbourhood.

Saint Joseph's is a purpose built single storey wheelchair friendly home, providing long term 24hr care for men and women living with dementia, at any age. The people in our care live with others who are at the same stage of dementia in one of our 6 'lodges', each lodge has its own style and feel, and the lodge staff's skills and personalities are 'matched' to the needs of the people living in each lodge.

It is our aim to provide *excellence* in dementia care, in accordance with evidence based best practice.

### ***Environment and Culture of Care***

We have introduced a social model of care called the 'Butterfly Household Model of Care', which was founded by Dementia Care Matters (now Meaningful Care Matters), and is a very person-centred way of caring for people living with a dementia. The essence of the model rests on four key beliefs the first of which is, that it is possible to restore people's positive emotions and identity on the inside, enabling people with a dementia to come alive again. The second is a completely different approach to education and training of staff focusing on developing emotional intelligence as the primary competency in dementia care. The third involves the organisation itself changing and becoming person centred and finally in order to achieve the above dividing the 'centre' into separate domestic style houses. We have moved away from the traditional 'medical' type model; staff do not wear uniforms or name badges, we do not have nurse's stations or medicine trolleys. Instead, each house operates more like a normal family home. The majority of staff have been trained by Dementia Care Matters and we continue to ensure staff develop and maintain their skills in caring for people through on-going education and audit. Our six houses/lodges cater for people at different stages of dementia.

At Saint Joseph's, people at the same stage of dementia, live, dine, socialise, relax and are cared for together. We do not have uniforms, nurses' stations or drug trolleys and try to disguise any 'medical' or 'institutional' equipment, to achieve a home like environment. We describe four stages that Dementia Care Matters have adapted (from Naomi Feil's Model); Early Experience - people living with the early experience of dementia, who will be aware of losses, appear to be orientated but try to hide and/deny that they have memory loss and other symptoms often associated with dementia - Rathmichael – Lodge 10 people. Different Reality - people experiencing more often a different reality to our own – For example they may say they have to go to work or collect the children from school. Living with a dementia they often draw upon feelings and experiences from events in their past to make sense of their feelings and experience of the world now, Kilcronney Lodge – 8 people and Carrigeen Lodge – 13 people. Repetitive Emotion - People who express feelings through repetitive sounds, words or actions to communicate their feelings, the 'emotion' is in the motion – Delgany Lodge – 10 people and Avoca Lodge – 11 people (Avoca Lodge also cares for 2

people in respite each week). Late experience - people who have intense later 'stage' dementia care needs. Verbal communication skills are often very impaired; a person may appear to have 'shut out' the outside world, Glendalough Lodge – 10 people.

### ***Butterfly Quality of Life Award***

Each lodge undergoes an unannounced audit by Meaningful Care Matters on a yearly basis. This involves MCM spending a morning or afternoon in a house observing the care in a Home and then providing feedback on how dementia care is being provided in the Home. The audit result ranges from 1 – 10 and in order to achieve the 'Butterfly Quality of Life' award you must achieve a level of 1 – 3. Currently all 6 houses have achieved the Butterfly Quality of Life National Accreditation Award.

### ***Palliative Care***

We provide care for people living with a dementia until end of life. Dementia is a terminal illness and we endeavour to allow people to die in their own home (Saint Joseph's) and provide palliative care if and when required. We provide training for staff in collaboration with the Irish Hospice "What Matters to Me" Programme and we are part of the Irish Hospice Foundation's CEOL Programme focussing on person centred end of life care.

### ***Day Care and Respite Services***

Saint Joseph's Shankill also provides Respite and Day Care services in an environment that is completely accessible with access to the outdoors in one of our courtyards or our beautiful contained garden area.

### ***Entitlement to Community Services:***

We recognise that there is a lack of adequate access by our residents to specific community services and therapies which they may need and may or may not be eligible for under the public health service and are not funded under the Nursing Home Support Scheme. We believe that our residents should be able to access all community services they are entitled to and we have ensured that they have access either under their medical card or they can be referred to a private provider if this is not available. For example all our residents have access to Podiatry services either under the Chiropody card system or on a private basis. In certain circumstances services such as seating assessments through the HSE cannot be provided in the timeframe that is required for our residents and in those cases we can offer the choice of a private seating assessment. Other services that are provided include dentist, SALT, Dietician, and Physiotherapy.

## **SERVICES AND FACILITIES**

<b><u>COMMUNICATION</u></b>	<ul style="list-style-type: none"> <li>✓ Access to telephone, written and in some instances IT systems</li> <li>✓ Audiology or Ophthalmology appointments or aids*</li> </ul>
<b><u>RECREATION/ SOCIAL INTERACTION</u></b>	<ul style="list-style-type: none"> <li>✓ Communal dining/ company</li> <li>✓ Access to kitchens for preparing snacks</li> <li>✓ Access to courtyards</li> <li>✓ In house activities</li> <li>✓ Outdoor activities*</li> <li>✓ Transport for socialising*</li> <li>✓ “Sweet Memories” Community Choir</li> <li>✓ Tennis Lessons in the local tennis club</li> <li>✓ Visits “play dates” from children attending the local Montessori</li> <li>✓ Weekend Play Dates with children of staff and grandchildren of residents</li> <li>✓ Trips to the park on our Triobike</li> <li>✓ Afternoon tea to the local pub *</li> <li>✓ Local “Men Shed” projects and visits</li> <li>✓ Dances and themed days</li> <li>✓ Movie nights in our cinema with freshly popped popcorn</li> <li>✓ Ice cream party in the garden when the sun is shining</li> </ul>
<b><u>MAINTAINING A SAFE ENVIRONMENT</u></b>	<ul style="list-style-type: none"> <li>✓ General hotel services</li> <li>✓ General medical equipment and devices to reduce risk (e.g. hoists/ toilet raisers/ call bells, etc.)</li> <li>✓ Infection Control/ Waste management</li> <li>✓ Medication Administration</li> <li>✓ High Tec beds / Low Low beds</li> <li>✓ Specialised wheel/ arm chairs*</li> <li>✓ Specialised OT equipment*</li> <li>✓ Occupational Therapy*</li> <li>✓ Medication*</li> <li>✓ GP/ Hospital visits*</li> <li>✓ Profiling beds</li> </ul>
<b><u>MOBILITY</u></b>	<ul style="list-style-type: none"> <li>✓ Falls risk assessment</li> <li>✓ Hoist</li> <li>✓ Assistance with mobility</li> <li>✓ Physiotherapy*</li> <li>✓ Walking/ mobility aids e.g. Zimmer frames</li> <li>✓ Chiropody*</li> <li>✓ Wheelchairs / Arm chairs and specialised seating*</li> </ul>
<b><u>PERSONAL CLEANSING AND DRESSING</u></b>	<ul style="list-style-type: none"> <li>✓ Full Patient-centred Nursing Care</li> <li>✓ Bathing facilities</li> <li>✓ Laundry*</li> <li>✓ Hairdresser*</li> </ul>



	<ul style="list-style-type: none"> <li>✓ Dry cleaning*</li> <li>✓ Toiletries*</li> </ul>
<b><u>SKIN CARE AND INTEGRITY</u></b>	<ul style="list-style-type: none"> <li>✓ Pressure area care/ risk assessment</li> <li>✓ Pressure area mattresses/ cushions (static)</li> <li>✓ Wound/ Skin care</li> <li>✓ Tissue Viability Services</li> <li>✓ Dressings*</li> <li>✓ Vac therapy</li> <li>✓ Medication: Creams*</li> <li>✓ Compression hosiery*</li> <li>✓ Doppler assessment</li> </ul>
<b><u>ACTIVITIES OF DAILY LIVING</u></b>	<ul style="list-style-type: none"> <li>✓ Services/ Equipment Covered</li> <li>✓ Occupational Therapy*</li> </ul>
<b><u>BREATHING AND CIRCULATION</u></b>	<ul style="list-style-type: none"> <li>✓ Nebuliser Care</li> <li>✓ Oxygen therapy delivery/ care</li> <li>✓ Inhaler care</li> <li>✓ General observations</li> <li>✓ Medication: Nebulisers/ Oxygen/ Inhalers*</li> <li>✓ Associated masks, tubing, machines</li> <li>✓ Dental care*</li> </ul>
<b><u>NUTRITION</u></b>	<ul style="list-style-type: none"> <li>✓ Provision of meals and drinks</li> <li>✓ Monitoring of weight</li> <li>✓ Screening for malnutrition/ dehydration</li> <li>✓ Assisted feeding (including management of enteral feeds and swallowing difficulties)</li> <li>✓ Administration of sub-cutaneous fluids in some areas</li> <li>✓ Dietician</li> <li>✓ Speech and Language Therapy*</li> <li>✓ Prescribed Dietary Supplements/ Allergy free foods</li> <li>✓ Dental care*</li> <li>✓ Sub-cutaneous fluids and associated giving sets/ needles</li> </ul>
<b><u>ELIMINATION</u></b>	<ul style="list-style-type: none"> <li>✓ Assistance with toileting</li> <li>✓ Catheter care</li> <li>✓ Continence assessment</li> <li>✓ Bowel management</li> <li>✓ Stoma care</li> <li>✓ Skin care</li> <li>✓ Toilet raisers</li> <li>✓ Continence wear*</li> <li>✓ Catheters and associated equipment*</li> <li>✓ Medication: laxatives/ enemas, etc.*</li> <li>✓ Urology appointments/ fees*</li> <li>✓ Stoma Care equipment /accessories</li> </ul>

<b><u>SLEEP AND REST</u></b>	<ul style="list-style-type: none"> <li>✓ General Hotel Facilities</li> <li>✓ Specialised/ High tech beds/ Low Low beds</li> <li>✓ Medications*</li> </ul>
<b><u>SPIRITUALITY AND DYING</u></b>	<ul style="list-style-type: none"> <li>✓ Access to Spiritual services/ support</li> <li>✓ Palliative Care</li> <li>✓ End of Life Care</li> <li>✓ Medications*</li> <li>✓ Syringe drivers/ equipment</li> <li>✓ Undertaker/ Funeral Assistance*</li> </ul>

(\* These services may incur additional costs – Refer to Contract of Care including details of Nursing Home Service Charge & additional Services)

*(Reg. Schedule 1:2c & 2d)*

## **ADMISSION CRITERIA**

### **Occupancy/ Resident profile:**

Saint Joseph's Shankill has a total bed capacity of 62 beds, within this bed complement Saint Joseph's Shankill can and will provide residential care for up to 60 residents and respite care for up to 2 persons at any one time, in an environment where each person feels welcomed and valued. Saint Joseph's Shankill provides 24 hour nursing care to our residents. We accommodate both men and women from the age of 18 with a diagnosis of dementia.

*(Reg. Schedule 1: 2b & Reg. Schedule 1: 3)*

Coming to live at Saint Joseph's Shankill involves a number of stages.

All new admissions must have a formal diagnosis of dementia from a Medical Practitioner, GP or Consultant.

Your main contact with us will be our Person in Charge/Director of Nursing, Norma Sheehan.

We operate in Saint Joseph's from a waiting list in the first instance when someone makes contact. We ask that everyone completes and submits a waiting list form which we email or post out. The waiting list is updated with this information and is reviewed when a vacancy arises.

In Saint Joseph's we have 6 lodges and they all cater for people living with dementia at a particular stage. We have adopted a social model of care here called the 'Butterfly' Household Model of Care, Meaningful Care Matters (formerly Dementia Care Matters). A person is matched to a particular house that can meet their needs at the time they are admitted. The criteria for admission are based on the person's position on the waiting list,

whether we can meet the needs of the person at this time and where the vacancy arises. See Page 6 for more detail of the different stages of dementia and matching.

We will contact you when a vacancy arises and at that point a pre admission assessment is carried out to ensure that we have all the necessary skills, knowledge and equipment to support you. Once this has been completed a visit to Saint Joseph's can be arranged.

All the administrative/financial paperwork involved, i.e. Contract of Care, is then organised and completed in advance of any admission.

All admissions to Saint Joseph's Shankill are pre-arranged following a pre-admission assessment. Unfortunately, we cannot accept emergency admissions.

*(Reg. Schedule 1: 2e)*

*(Reg. 5 (2))*

## **DESCRIPTION OF DESIGNATED CENTRE; RESIDENTIAL**

### **ACCOMMODATION AND ROOM TYPES**

Saint Joseph's Shankill is a single storey purpose built nursing home divided into 6 lodges and a day-care facility. Our Accommodation comprises of:

- Comfortable sized single and twin bedrooms, some with en-suite facilities
- All bedrooms equipped with 'Nurse Call' System & Television
- Homelike dining rooms, lounges and quiet areas
- Individual Smart Wireless Music Speakers in Glendalough Lodge
- Wi-Fi access throughout Saint Joseph's (available end of 2019)
- Kitchens and Sitting rooms fitted with Individual Smart Wireless Music Speakers
- Family/Visitors Room
- Internal and external landscaped courtyards & gardens
- Dedicated oratory, Room of Repose & Mortuary
- Hairdressing & Treatment Rooms
- Twin rooms have full length curtains between beds for residents' privacy.

Rooms are allocated between six Lodges & additional areas –

<b>Rathmichael Lodge (10 residents)</b>	<b>Length</b>	<b>Breadth</b>	<b>Sq Metres</b>	<b>Distance to nearest WC</b>
310 Bedroom Twin	5320	3830	20.38	1.72 metres
311 Bedroom Single	3830	2780	10.65	1.32 metres
Toilet; WC and WHB outside 311	2059	2053	4.23	N/A
312 Bedroom Single	3830	2780	10.65	5.3 metres
313 Bedroom Twin	5320	3830	20.38	5 metres
Utility Room	2059	2053	4.23	N/A
314 Bedroom Twin	5320	3830	20.38	1.72 metres
315 Bedroom Single	3810	2800	10.67	1.32 metres
Toilet; WC and WHB outside 315	2067	1866	3.86	N/A
316 Bedroom Single Ensuite	5220	4850	25.32	N/A
316 Toilet; WC and WHB	2052	2061	4.30	N /A
Sitting Room	7700	5688	43.80	N/A
Dining Room	7620	4950	37.72	N/A
Linen Store	4682	2322	10.87	N/A
Shower Room; Shower, WC and WHB	3634	2257	8.20	N/A

				<b>Distance to nearest WC</b>
<b>Avoca Lodge (9 residents + 2 respite)</b>	<b>Length</b>	<b>Breadth</b>	<b>Sq Metres</b>	
222 Bedroom Twin	5310	3820	20.29	1.72 metres
Toilet; WC and WHB outside 222	2074	1904	3.95	N/A
223 Bedroom Single	3820	2800	10.70	6.54 metres
224 Bedroom Twin	5310	3820	20.28	6.86 metres
Utility Room	2071	2048	4.24	N/A
225 Bedroom Single	3820	2800	10.70	1.32 metres
226 Bedroom Twin	5310	3820	20.28	1.72 metres
Toilet; WC and WHB outside 225	2071	2048	4.24	N/A
229 Bedroom Twin (Respite)	4170	3730	15.55	2.67 metres
142 Bedroom Single (new)	3916	3606	14.12	3.80 metres
Kitchen	3223	1955	6.30	N/A
Avoca Lodge Dining/Sitting Room	9106	6993	63.69	N/A
Linen Room	4695	2335	10.96	N/A
Clean Utility	3650	2346	8.56	N/A
Sluice Room	3628	2189	7.94	N/A
Bathroom; Bath WC and WHB	5484	3285	18.01	N/A

				<b>Distance to nearest WC</b>
<b>Carrigeen Lodge (13 residents)</b>	<b>Length</b>	<b>Breadth</b>	<b>Sq Metres</b>	
301 Bedroom Twin	5320	3830	20.37	1.72 metres
302 Bedroom Single	3830	2780	10.65	1.32 metres
Toilet; WC and WHB outside 302	2087	2060	4.30	N/A
303 Bedroom Twin	5320	3830	20.37	6.40 metres
304 Bedroom Single	3830	2780	10.65	7 metres
Utility Room	2087	2060	4.30	N/A
Pharmacy	2736	2458	6.725	N/A
Office	3855	1983	7.644	N/A
Bathroom; Bath, WC and WHB	5455	3270	17.84	N/A

Carrigeen Lodge Sitting Dining	5640	6400	36.10	N/A
Boiler House	5275	3398	17.92	N/A
Smoking Room	2185	2009	4.390	N/A
305 Bedroom Twin	5320	3830	20.38	1.72 metres
306 Bedroom Single	3830	2780	10.65	1.32 metres
Toilet; WC and WHB outside 306	2052	2061	4.30	N /A
307 Bedroom Single Ensuite	5450	3630	19.78	N/A
307 Toilet; WC and WHB	2052	2061	4.23	N /A
308 Bedroom Single	3830	2780	10.65	1.32 metres
Toilet; WC and WHB outside 308	2052	2061	4.23	N/A
309 Bedroom Twin	5320	3830	20.37	1.72 metres
Carrigeen Sitting Room (L shaped curved room)	4741+4120	3090+3510	29.01	N/A
<b>Delgany Lodge (10 residents)</b>	<b>Length</b>	<b>Breadth</b>	<b>Sq Metres</b>	<b>Distance to nearest WC</b>
318 Bedroom Single	3830	2780	10.65	1.32 metres
319 Bedroom Twin	5320	3830	20.38	1.72 metres
Toilet; WC and WHB Outside 318	3815	2808	10.71	N/A
Utility Room	2079	2042	4.24	N/A
320 Bedroom Single	3830	2780	10.65	7 metres
321 Bedroom Twin	5320	3830	20.38	7 metres
322 Bedroom Single	3830	2780	10.65	1.32 metre
Toilet; WC and WHB Outside 322	2078	2051	4.26	N/A
323 Bedroom Twin	5320	3830	20.38	1.72 metres
131 Bedroom Single (new)	3935	3601	14.17	3.77 metres
Delgany Lodge Dining/Sitting room	9307	6909	64.30	N/A
Kitchen	3223	1955	6.30	N/A
CNM2 Office	4141	3706	15.35	N/A
Bathroom; Bath, WC and WHB	5455	3270	17.84	N/A
Shower Room; Shower only*	3071	1822	5.60	N/A
Sluice Room	3598	2186	7.86	N/A
Clean Utility	3644	2357	8.59	N/A
Linen Room	4682	2322	10.87	N/A
<b>Glendalough Lodge (9 residents)</b>	<b>Length</b>	<b>Breadth</b>	<b>Sq Metres</b>	<b>Distance to nearest WC</b>
210 Bedroom Single Ensuite	3820	2800	10.70	N/A
210 Ensuite; Shower, WC and WHB	2073	2078	4.31	N/A
211 Bedroom Single Ensuite	5350	3820	20.44	N/A
211 Ensuite; Small Bathtub, WC and WHB	1910	2100	4.01	N/A
212 Bedroom Single Ensuite	5350	3820	20.44	N/A

212 Ensuite; Small Bathtub, WC and WHB	1910	2100	4.01	N/A
213 Bedroom Single Ensuite	3820	2800	10.70	N/A
213 Ensuite; Shower, WC and WHB	2067	2078	4.30	N/A
214 Bedroom Single Ensuite	3820	2800	10.70	N/A
214 Ensuite; Shower, WC and WHB	2067	2078	4.30	N/A
215 Bedroom Single Ensuite	5350	3820	20.44	N/A
215 Ensuite; Small Bathtub, WC and WHB	1910	2100	4.01	N/A
216 Bedroom Single Ensuite	5350	3820	20.44	N/A
216 Ensuite; Small Bathtub, WC and WHB	1910	2100	4.01	N/A
217 Bedroom Single Ensuite	3820	2800	10.70	N/A
217 Ensuite; Shower, WC and WHB	2067	2078	4.30	N/A
218 Bedroom Single Ensuite	4800	3055	14.66	N/A
218 Ensuite; Small Bathtub, WC and WHB	2188	2097	4.59	N/A
221 Bedroom Single	3820	2820	10.77	1.32 metres
Glendalough Lodge Sitting Room/Dining Room	7643	4859	37.14	N/A
Kitchen	7378	5625	41.50	N/A
Shower Room; Shower, WC and WHB	3624	2278	8.25	N/A
Linen Room	3624	2212	8.02	N/A
CNM2 Office	3624	2100	7.610	N/A
<b>Kilcronee Lodge (8 residents)</b>	<b>Length</b>	<b>Breadth</b>	<b>Sq Metres</b>	<b>Distance to nearest WC</b>
243 Bedroom Twin Ensuite	5445	3940	21.45	N/A
243 Ensuite; Shower, WC and WHB	3076	2084	6.41	N/A
244 Bedroom Single	5445	3660	19.93	8 metres
245 Bedroom Twin	5445	4100	22.32	10.36 metres
246 Bedroom Twin	5445	4100	22.32	15 metres
144 Bedroom Single	3900	3660	14.27	17.83 metres
Pharmacy	2747	2474	6.80	N/A
Office	3841	1975	7.59	N/A
Linen Room	3273	2253	7.37	N/A
Kilcronee Lodge Kitchen/Dining Room	7578	6660	50.47	N/A
Kilcronee Lodge Sitting Room	6963	4099	28.54	N/A
Bathroom; Bath, WC and WHB	5548	3285	18.22	N/A
Toilet; WC and WHB**	3233	1727	5.58	N/A
Boiler House	5383	3411	18.36	N/A
Maintenance Store Room (Courtyard)	2185	2010	4.39	N/A
Entrance Foyer	3201	2985	9.55	N/A
<b>Additional Areas</b>	<b>Length</b>	<b>Breadth</b>	<b>Sq Metres</b>	
Main Entrance Foyer	8401	7056	59.277	
Behind Reception Desk	3813	2970	11.325	
Toilet; Male WC and WHB Reception	3219	1174	3.779	
Toilet; Female WC and WHB Reception	3219	1174	3.779	
Comms & Photocopier Room Reception	3219	1981	6.377	
Main Hall Day Care	15069	15071	227.105	
Day Care Sitting Room	12000	7900	94.800	
Day Care Kitchen	4430	3820	16.923	

Day Care Quiet Room	4430	3580	15.859	
Records Room	4430	3580	15.859	
Hairdressing Room	3760	2600	9.776	
Training Room	6590	3760	24.778	
Day Care Pharmacy & Office	3005	2285	6.866	
Treatment Room	3700	2960	10.952	
Family Room	3700	2960	10.952	
Staff Dining Room	10025	12000	120.300	
Female Changing Catering; Shower, WC & WHB	5478	2978	16.313	
Main Kitchen Area 1	8878	7091	62.954	
Main Kitchen Area 2 (pot wash)	7830	2675	20.945	
Dry Goods Store Catering	4054	2272	9.211	
Catering Office	3221	1945	6.265	
Catering Goods in area	3029	2324	7.039	
Male Changing Catering; Shower, WC & WHB	3593	2583	9.281	
Toilet; WC and WHB (outside sacristy)	3246	1375	4.463	
Store	3346	2054	6.873	
Sacristy	3736	3287	12.280	
Household Store Room 2	3764	3300	12.421	
Toilet; WC and WHB (outside Household Store)	3246	1375	4.463	
Household Store Room 1	4027	3436	13.837	
Chapel	7552	7509	56.708	
Community Centre	9127	7091	64.720	
Activities Store Room	3678	2389	8.787	
Laundry Room	6763	3735	25.260	
Male Staff Changing Rooms; Shower, WC & WHB	5763	2803	16.154	
Female Staff Changing Rooms; Shower, WC & WHB	5763	2803	16.154	
Chapel of Rest Family Room	7212	3735	26.937	
Chapel of Rest	3701	3651	13.512	
Oropesa Boiler House	5846	4079	23.846	
Main Switch Room	4079	1796	7.326	
Day Care WC & WHB	3436	1476	5.072	
Day Care WC & WHB	3735	3436	12.833	
Office 1 (Director of Nursing)	5247	3482	18.270	
Office 2 (Services Manager)	4813	3284	15.806	
Office 3 (Fundraising Manager)	4313	3184	13.733	
Office 4 (Payroll Officer)	4487	2553	11.455	
Office 5 (Household Manager)	4487	2553	11.455	
Office 6 (Chaplain)	2890	2780	8.03	

\* Accessible to 2 lodges; Delgany and Carrigeen

\*\* Accessible to 2 lodges; Kilcrouney and Avoca

**Alteration works to increase the ratio of the number of bathrooms available to residents in Rathmichael Lodge and Avoca Lodge will be considered when sufficient funding becomes available.**

(Reg. Schedule 1: 2c, Reg. Schedule 1: 4)





## **DESCRIPTION OF DESIGNATED CENTRE; DAY CARE SERVICE AND FACILITIES**

Saint Joseph's Shankill is an active participating member of the local community and therefore provides services to others who may be in need of our care. Clients with early to middle stage dementia attend Day Care from Monday to Friday each week. The facilities consist of a large day care room, an activities room, a kitchen, dining room, wheelchair accessible toilets and specially designed bathing areas together with landscaped courtyards and gardens. The resident's privacy and dignity will not be compromised by our visiting day-care attendees as their facilities are separate from the residents' facilities.

The Day Care aims to provide a relaxed, safe and secure, therapeutic environment, where our attendees will be greeted with a warm and friendly smile and be treated in a Person Centred manner, catering for each individual's preferences and needs, in keeping with and incorporating the Saint John of God ethos and values.

### **Our Day Care attendees' activities include:**

- *Tea and chat*
- *Art, Painting and Colouring*
- *Hand crafts: cards, model-building*
- *Crosswords and Words-Search*
- *Reading from magazines, books and newspapers*
- *Gardening: planting seeds and bulbs*
- *SONAS Groups*
- *Extend (gentle exercise to music)*
- *Reading: fit-for-purpose books, magazines etc.*
- *Reminiscence and memory stimulating conversation: Life stories, Topical DVDs, Videos, Old objects of interest, etc.*
- *Light Topical Television entertainment: films, comedy etc.*
- *Walking in gardens*
- *Sing-a-long*
- *Bingo, board games, rings, putting etc.*
- *Relaxation Therapy.*
- *Doll Therapy.*
- *Pet Therapy,*
- *Classical Music Hour.*
- *Baking*
- *Our day care attendees can attend daily Roman Catholic Mass in our centre wish.*
- *Imagination Gym*
- *Karaoke*

*(Reg. Schedule 1: 2c, Reg. Schedule 1: 2d & Reg. Schedule 1: 5)*

### **3 MANAGEMENT AND STAFFING**

The management and governance of Saint Joseph's Shankill is directed by a team of dedicated and committed members of staff who continually strive to raise standards of care. The Senior Management Team of the Centre includes the Chief Executive, the Person in Charge (PIC)/Director of Nursing, the Services Manager and the Fundraising Manager. The Chief Executive is accountable to the Chairman of the Board of Directors of Saint John of God Hospital clg and reports to the Board of Directors on a monthly basis. There are two CNM2s who deputise for the PIC in her absence. Our management team contacts are:

<b>NAME</b>	<b>POSITION</b>	<b>CONTACT DETAILS</b>	<b>PROFESSION REGISTRATION  Relevant Qualifications/Experience</b>
Emma Balmaine	Registered Provider Representative  Chief Executive	Saint John of God Hospital  Stillorgan Co Dublin	BSc Management  Dip Management Law  Dip Legal Studies  Dip Print Management  Cert Printing Technology  20 years senior management experience in Health Care, Mental Health, Dementia & Palliative Care
Norma Sheehan	Person in Charge  Director of Nursing	Saint Joseph's Shankill  Crinken Lane Shankill  Co Dublin	An Bord Altranais  RGN (1981) RGM (1984)  Certificate Intensive Care (1990)  Dip Management & I.R. (1995)  Degree in Nursing Studies (1999)  MSc in Health Services Management (2009)  General Nursing experience including management of an Acute Care of the Elderly Unit (CNM2) for 3 years  Assistant Director/Nurse Manager for 6 years in Wexford General

Elaine Byrne	Services Manager	Saint Joseph's Shankill Crinken Lane Shankill Co Dublin	Diploma in Hotel and Catering Management  Lean Healthcare Green Belt Certification Gold Award  Administration Officer for 3 years  Finance Officer for 10 years
Siobhan Grant	Fundraising Manager	Saint Joseph's Shankill Crinken Lane Shankill Co Dublin	General Nursing  Fetac L5 Digital Marketing  Director of Marketing and Communications and Fundraising Special Olympics Ireland

## **STAFFING**

Saint Joseph's Shankill has an approved staff complement of 102.05\* staff. The following gives a breakdown of the staff complement by grade and whole time equivalent numbers:

Position	Grade	No. of WTE **
<b>Management Team</b>	Person in Charge/Director of Nursing	1
	Services Manager	1
	Fundraising Manager	1
<b>Allied</b>	Occupational Therapist	0.10
<b>RESIDENTIAL Nurse Managers</b>	Clinical Nurse Manager 2	2
<b>RESIDENTIAL Staff Nurses</b>	Registered Nurses	19.12
<b>RESIDENTIAL Care Staff</b>	Healthcare Assistants	38.24
<b>DAY CARE Nurse Managers</b>	Day Care Manager	1
<b>DAY CARE Staff Nurses</b>	Registered Nurses	1.18
<b>DAY CARE Care Staff</b>	Healthcare Assistants	3.07
<b>Activities Coordinator</b>	Activities Coordinator	1
<b>Pastoral Care</b>	Chaplain	0.5
<b>Catering</b>	Chef	3.06
<b>Household</b>	Household Manager	1
	Household / KP Staff	21.87
<b>Maintenance</b>	Maintenance Supervisor	1
	Maintenance Assistants / Grounds man	2
<b>Administration</b>	Administration Officer	1
	Administration Assistants	1.24
	Clerical Officer	0.67
<b>Volunteer Co-ordinator</b>	Volunteer Co-ordinator	1
<b>Total WTE</b>		<b>102.05</b>

\*As at July 26<sup>th</sup> 2019

\*\* Whole Time Equivalent (WTE) is the number of staff who would be employed if all staff were employed full-time (37/39 hours per week).

As a Service of the Saint John of God Hospital clg, Saint Joseph's Shankill has access to support and expertise from colleagues specialising in Finance, Human Resources, Information Communication & Technology, Infection Prevention & Control and Risk Management.

*(Reg. Schedule 1: 6)*

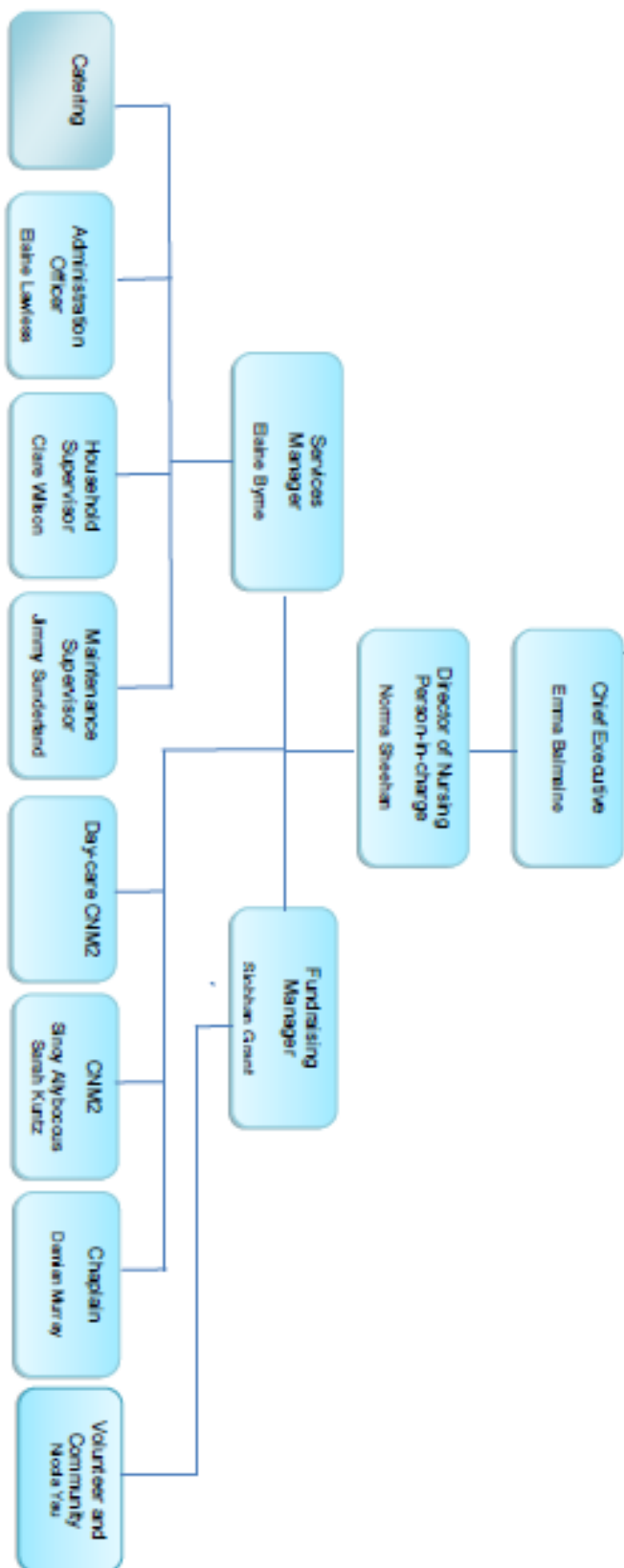
When the Person in Charge is absent from the centre, Ms Sarah Kuntz CNM2 and Ms Sinoy Allyboccus CNM2 deputise as Person in Charge.



# Saint Joseph's Shankill

Dedicated to Dementia Care

## ORGANISATIONAL STRUCTURE 20 20



## **4 RESIDENTS' WELL BEING AND SAFETY**

### **CARE PLAN**

A care plan for the resident will be developed with the participation of their specified person/ legal representative within 48 hours of admission. This will be individualised to set out the personal care needs of the resident and will provide direction to staff members caring for the resident. A review of the care plan will be prompted following feedback or any changes in the personal needs/ circumstances, and will be updated no less frequently than at three-monthly intervals. To ensure we have the full participation of the specified person, on behalf of the resident, in this process we will communicate to the specified person when a review is required and will then set a mutually convenient time to complete the review process.

*(Reg. Schedule 1: 9) (Policy; Enriched Care Plan)*

### **PRIVACY & DIGNITY**

Each resident can exercise choice and control over his/her life and is encouraged and enabled to maximise independence in accordance with his/her wishes. We use individual care planning and have implemented "Enriched Care Planning" which is based on the principles of person centred care and individually tailored care plans informed by the person's past and present life events, personality, wishes, preferences and current clinical presentation. Our aim is to maximise independence: each resident is encouraged and supported to live a meaningful life. We recognise and support the resident's 'ability to do' in collaboration with the multidisciplinary team, family and carers.

Privacy arrangements for twin rooms; the rooms are spacious with good distance between beds and full length curtains between each bed to maximise privacy. Residents are assisted to the bathrooms which are generally in close proximity.

Personal autonomy and choice is inherent in our ethos. There are clear communication and information processes in place to facilitate the resident exercising choice. The resident is given a choice to participate in individual and/or communal recreational activities.

The resident's individual choices relating to his/her preferred term of address are respected. Residents are addressed by their preferred name. This will also be documented in our "Enriched Care Plans."

We promote hospitality, compassion, respect, justice and excellence in everything we do as a core and essential part of our ethos, this includes affording opportunities for self-expression.

*(Reg. Schedule 1: 11) (Policy; Enriched Care Plan)*

## **THERAPEUTIC & SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS**

The “Butterfly Household Model of Care” focusses on the person’s previous life story. Staff work with families to discover the person’s previous occupation, hobbies and interests in order to develop ways for the person to still find meaning, purpose and enjoyment in their day. On a daily basis activities are focused around the person’s own interests, what they can do and suited to their stage of dementia. For example in Glendalough Lodge (later life) activities are calm and more focused around the person’s senses and reaching them in their stage of dementia e.g. Imagination Gym.

Our Activity Coordinator, Volunteers & Hospitality Team complement this by collaborating with staff and residents in each lodge providing opportunities to organise a wide range of meaningful and purposeful activities.

### **Some of our activities include:**

Arts & Crafts, Baking / Cooking, Board Games, Bingo, Bowling, Cards, Celebrations – birthdays, anniversaries, seasonal (e.g. Saint Patrick’s Day Float Parade), Computers, Crosswords, Flat screen TV, Flower Arranging, Foot Spa Therapy, Gardening, Hand Therapy, Head Massage, Knitting, Jigsaws, Magazines, Manicures, Music Therapy, Musical Afternoons, News of the Day, Outings, Pampering, Pet Therapy, Poetry, Quiz, Radio, Reading, Relaxation Therapy, Religious Services, Reminiscence Therapy, SONAS Program, Sensory Therapy, Imagination Gym, Spiritual Reflections, Sing A Long, Social Afternoons, Sudoku, Walks, Wi – Fi, Word-Search, Movie Nights in our cinema.

We arrange regular entertainment events on afternoons and at weekends where musicians, singers and dancers from the local community come to Saint Joseph’s Shankill to provide entertainment to the residents who wish to attend.

In 2017 we collaborated with the Living Well with Dementia project and facilitated the “Sweet Memories” choir where members of the community, our resident’s and day-care attendees meet every Tuesday afternoon to sing in the choir.

In 2018 we started a Movement and Dance Class in Saint Joseph’s especially devised for people living with dementia. Movement with music is evocative and inspiring and dancing with someone else creates a sense of belonging and intimacy all feelings that we treasure and try and instill in every aspect of our days here at Saint Joseph’s.

Also in 2018 we introduced our ‘Triobike’ where residents can enjoy a trip to the local park meeting people in the community on their travels and feeling the wind in the hair!

Events are arranged for residents to attend outside of Saint Joseph’s. These include tea dances, trips to the zoo, trips to a local Montessori school, trips to the local park and afternoon tea in the local pub.

Notifications of upcoming events are displayed around Saint Joseph’s.



Volunteers are at the heart of Saint Joseph's Shankill. Due to their involvement we are able to provide additional activities and outings for the people who call Saint Joseph's Shankill their home and who attend Day Care here. We currently have just over 100 volunteers who help us to ensure that the people in our care have the Quality of Life they deserve. Our Volunteer Team help us to show them that they still matter such as: helping to pilot our TrioBike, bringing music and song, helping out with our dance and tennis classes. Some also come in for a chat with the people in our care and bring them for walks in the grounds. They bring the everyday to the people who call Saint Joseph's Shankill their home and brighten their days by making all those small moments matter.

The Hospitality Team in Saint Joseph's formed back in 2014. The purpose of this group is to promote the core values of Saint John of God throughout our home. We want to promote Hospitality and Respect for the staff, residents and their families. The team consists of members from across all departments and we aim to get staff involved in different activities and surveys throughout the year, to help promote Care, Compassion and to remind everyone that we should all respect each other and each other's work, work together as a team to make the residents feel cared for and loved.

*(Reg. Schedule 1: 2c & 2d, 10, 12), (Policy; Enriched Care Plan)*

## **RESIDENTS' REPRESENTATIVE COMMITTEE**

Within Saint Joseph's Shankill a 'Residents' Committee' comprising of family members & staff meets monthly. The Committee will listen to and represent the views of residents and/or their specified person/families concerning the care and support provided by Saint Joseph's Shankill. It will endeavour to communicate and consult with all residents and/or their specified person/families.

*(Reg. Schedule 1: 13)*

## **RELIGIOUS SERVICES ARRANGMENTS**

Pastoral care arrangements are provided according to the resident's individual wishes and Ministers of Religion are made welcome in the centre. Roman Catholic Mass is celebrated daily (except Saturdays).

*(Reg. Schedule 1: 14)*

## **ARRANGEMENTS MADE FOR CONTACT BETWEEN RESIDENTS AND THEIR RELATIVES, FRIENDS AND/OR CARERS**

We operate an open visiting policy within Saint Joseph's Shankill. In the interest of safety, everyone entering or leaving the centre is asked to sign our visitor's book and partake in precautionary infection control measures as appropriate. Saint Joseph's Shankill 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. All residents have access to telephone facilities which may be accessed privately.

*(Reg. Schedule 1: 15)*

## **COMMENTS / COMPLIMENTS AND COMPLAINTS:**

Saint Joseph's Shankill is interested in feedback to ensure that its service is continually reviewed and refined in line with best practice and resident choice. There are a number of ways in which the resident, the resident's representative, or a visitor can share their views/participate in the consultation process:

*(Reg. Schedule 1: 16)*

## **COMPLAINTS PROCEDURE**

### **How do I make a complaint?**

**In Person:** Talk to any member of staff, service manager or **complaints officer**, Elaine Byrne

**By Email:** E-mail [saintjosephs@sjog.ie](mailto:saintjosephs@sjog.ie) with your feedback.

**By Letter:** Send a letter or fax. Staff can help you put your complaint in writing, if you require assistance. St Joseph's Shankill, Crinken Lane, Shankill, Co. Dublin. Fax: 01-2823119

**Ring us:** 01-2823000

### **What do I need to include in my complaint?**

A complaint should include:

- Who was involved?
- What happened and when?
- What are you concerned about?
- Have you done anything else to resolve this matter?
- What do you want to happen now?
- Verbal complaint forms available at reception.

### **What will happen next?**

- A verbal complaint will be acknowledged as soon as possible by relevant staff member.
- A written complaint will be acknowledged by a complaints officer in writing within 5 working days.

### **How will my complaint be dealt with?**

Depending on the nature and seriousness of your complaint:

- A staff member/manager will attempt to resolve your complaint locally **or**
- A complaints officer will look into the issues raised in your complaint.

### **How long will it take the complaints officer to look into my complaint?**

- The complaints officer will look into your complaint within 30 working days of the date when it was acknowledged.
- If it takes longer to look into all the issues raised in your complaint the complaints officer will notify you within 30 working days and will give you an update on what is happening every 20 working days after that.

### **What do I do if I am not satisfied with the recommendations made by the complaints officer or the way my complaint was dealt with?**

Request review from Appeals Officer	OR	Request review from Ombudsman
You may request a review from the Appeals Officer:  Mr Joe Kelly, Head of Operations & Quality, St John of God Hospital clg Phone: 01 2771400 Email: <a href="mailto:joe.kelly@sjog.ie">joe.kelly@sjog.ie</a>	<b>OR</b>	You may request an independent review of your complaint from the Office of the Ombudsman <b>Office of the Ombudsman:</b> 18 Lower Leeson Street, Dublin 2. Phone: 01 6785222 Email: <a href="mailto:ombudsman@ombudsman.irlgov.ie">ombudsman@ombudsman.irlgov.ie</a>

Request review from Appeals Officer	OR	Request review from Ombudsman
You have 30 working days from the date of the final report sent to you by the complaints officer to request a review.		

A full copy of the “Management of Complaints Policy” or the “Safety Management System Policy” is available upon request at any time.

*(Reg. Schedule 1: 16)*

## **FIRE PRECAUTIONS AND EMERGENCY PROCEDURE**

### **Safety:**

The safety of the resident is paramount to us. All staff are available to give assistance at any time; there is also a Nurse Call bell system in operation in all rooms and bathrooms.

### **Fire:**

We operate a test fire alarm every week. This will last approximately ten seconds. If a visitor hears a continuous alarm at any time of the day or night, this is **not** a test. Please proceed to the nearest fire exit.

### **Other Emergencies:**

If any person discovers other scenarios/ circumstances which pose a risk to residents, staff, or visitors please inform the nearest staff member immediately.

Safety Management System available upon request.

*(Reg Schedule 1:17)*

## **Saint Joseph's Shankill Fire & Emergency Evacuation Plan and Fire Alarm Response Strategy**

### **Locations and Identification of Walkie-talkie**

<b>Walkie-talkie Identification</b>	<b>Location</b>
Nursing Director	DON Office
Isolation Room	Isolation Room (previously daycare)
Reception/First Responder	Reception desk
Kilcroney	Kilcroney Lodge Back Office
Carrigeen	Carrigeen Lodge Back Office
Maintenance	Reception desk
Rathmichael	Rathmichael Lodge Dining Room
Delgany	Delgany Lodge Kitchen
Avoca	Avoca Lodge Kitchen
Glendalough	Glendalough Lodge Kitchen

**All walkie-talkies should be set to Channel 1**

### **Alarm Activation/Bell rings**

#### ***First Responder (Nurse in Charge in Kilcroney Lodge):***

Nurse in Charge in Kilcroney Lodge will be the First Responder and will proceed immediately to the Main Fire Panel in Reception and will pick up the Reception walkie-talkie held there behind the counter and turn it onto Channel 1.

#### ***All other walkie-talkie Responders:***

All other responders to pick up and turn on their walkie-talkies to Channel 1 and listen to any radio traffic on the air.

#### ***All other Staff, volunteers, contractors and visitors:***

All other staff remain where they are or take direction from the local manager while awaiting the outcome of the preliminary investigation of the alarm.

**If a fire is in the vicinity, evacuation strategy commences immediately.**

## **Alarm Investigation**

### ***First Responder & Investigating Responder:***

The First Responder will communicate with the Responder in the affected unit informing them of the exact location of the Activation. Upon Investigation the responder in the affected unit will communicate back to the First Responder informing them of whether it is a false alarm or not. All other walkie-talkie holders should be listening for further instructions.

**The First Responder will silence the Alarm but will not reset the panel**

### **Confirmed False Alarm**

If it is a **Confirmed False Alarm** the First Responder will reset the panel and instruct the Receptionist to make the necessary announcements over the Intercom System.

### **When a Fire is confirmed**

If a **FIRE IS CONFIRMED** the First Responder will re-activate the panel and continuous bells will mean evacuation is required. Re-activate the Alarm by pressing the **Alarm Device Active button or by breaking the nearest Break Glass unit.**

The First Responder will make the initial call to the emergency services. **Dial 112/999.**

The First Responder will instruct the Receptionist to make the necessary **announcements over the Intercom System.** They will then hand over to the Person in Charge of the Building or next Senior Manager who will use Nursing Director's walkie-talkie. The First Responder should give the Reception walkie-talkie to the Person in Charge.

### **Evacuation Strategy**

All non-clinical staff will proceed to the Assembly Point, Main Car Park at the front of the building, if safe to do so, and provided they are not requested to assist. An Assembly Point coordinator will be appointed by the Person in Charge.

The Person in Charge will issue the Assembly Point coordinator with the Reception walkie-talkie to ensure that communication lines are open between Command and Control and Assembly Point Personnel.

Where there is a confirmed Incident, the Principle of Progressive Horizontal Evacuation will commence from the endangered area into the next compartment to a place of relative safety by all clinical staff. This may require the need to move residents in their Beds, Wheelchairs, on Evacuation Sheets or on Foot.

Continuous Evacuation may be required on a horizontal plane into further compartments as necessary. This may result in total evacuation of the Building.

**Keep two compartments between you and the fire**

## **Relocation Strategy**

Assembly Point personnel will be allocated to assist in whatever manner is necessary by the Person in Charge through the Walkie-talkie System to include assisting residents who have left the building to move to a place of safety, Crinken House or Elvira Close

### ***Crinken House: relocate all ambulant residents***

Start moving all ambulant residents to the nearest safe exit to Crinken House where identified non clinical staff will assist with helping ambulant residents to the Ground Floor of Crinken House. Adequate numbers of staff will remain there to care for the evacuated residents, as determined by Person in Charge or designated other.

### ***Elvira Close: relocate all non-ambulant residents***

All other clinical staff will prepare for the following: Start moving Non Ambulant residents to the nearest safe exit to Elvira Close.

### ***Transportation***

Our Transport Support team will be notified and prepared for further evacuation by Person in Charge or designated other.

## **Command and Control**

The Person in Charge will assume complete control until the Emergency Services arrive, at which time they will hand over to the Officer in Charge of the Fire Services, giving them an update of the situation and should remain in support of the Fire Services unless instructed otherwise.

## **Fire Warden Duties**

Fire Wardens will be allocated their Duties by The Person in Charge of Command and Control throughout the procedures.

## **Day Care Services – currently closed due to Covid-19 Pandemic**

### **Isolation Room**

In the event of an Alarm Activation the Nurse or Health care assistant in attendance will collect the Day-care walkie-talkie located at the back door to the enclosed garden area and will listen in to communications through the Walkie-talkie System. All residents and staff should remain in the isolation room and await further instruction from staff. Should the isolation room need to be evacuated then further assistance will be assigned by the person in Charge of Command and Control or the Fire Services Officer. If immediate evacuation is required staff should evacuate through to the daycare enclosed garden area and remain there if safe to do so. If further evacuation is needed staff and residents should gather at the Assembly point in the main car park but must ensure that they follow social distancing guidelines.

### **Relocation following the Incident**

When the Incident is resolved and provided there are no reasons to do otherwise the Fire Service will return control of the building to the Senior Person in Charge at that time.

They will then decide to re-occupy all or part of the complex or otherwise.

Where it has been determined that it is not safe to re-occupy the building, the Person in Charge will co-ordinate the relocation of the residents to:

***Ravenswell, Bray, Co Wicklow***

***St Columcille's Hospital, Loughlinstown, Dublin 18***

***St John of God Hospital, Stillorgan***



## **Saint Joseph's Shankill Fire & Emergency Evacuation Plan and Fire Alarm Response Strategy** **Out of Hours (Night-time & Weekends)**

### **Locations and Identification of Walkie-talkie**

<b>Walkie-talkie Identification</b>	<b>Location</b>
Reception	Reception desk
Isolation Room	Isolation Room (previously day-care)
Kilcroney	Kilcroney Lodge Back Office
Carrigeen	Carrigeen Lodge Back Office
Rathmichael	Rathmichael Lodge Dining Room
Delgany	Delgany Lodge Kitchen
Avoca	Avoca Lodge Kitchen
Glendalough	Glendalough Lodge Kitchen

**All walkie-talkies should be set to Channel 1**

### **Alarm Activation/Bell rings**

#### ***First Responder***

In the event of alarm activation the First Responder will proceed immediately to the Main Fire Panel in Reception and will pick up the Reception walkie-talkie held behind the counter.

#### ***All other staff on duty***

The other staff on duty will immediately collect one walkie-talkie from one of the lodge locations and turn it on to Channel 1.

**It may not be possible to collect all Nursing floor based walkie-talkies out of hours. In this instance priority should be to pick up Kilcroney and Carrigeen devices so that communication lines are immediately open for both units.**

### **Alarm Investigation**

#### ***First Responder & Investigating Responder:***

The First Responder should communicate through the walkie-talkie the location of the fire and ask who is nearest the activation. The First Responder should instruct the staff member to undertake an investigation of the affected area.

**The First Responder will silence the Alarm but will not reset the panel**

### **Confirmed False Alarm**

If it is a **Confirmed False Alarm** the First Responder will reset the panel and communicate to all walkie-talkie responders that it is a false alarm.

### **When a Fire is confirmed**

If a **FIRE IS CONFIRMED** the First Responder will re-activate the panel and continuous bells will mean evacuation is required. Re-activate the Alarm by pressing the **Alarm Device Active button or by breaking the nearest Break Glass unit.**

The First Responder will make the initial call to the emergency services. **Dial 112/999 and the Senior Member of Staff on Call.**

<b>Name</b>	<b>Position</b>	<b>Tel. No.</b>
Norma Sheehan	Director of Nursing/Person In Charge	086 3771070
Elaine Byrne	Services Manager	087-6778178
Jimmy Sunderland	Maintenance Manager	087-9470589

All other Staff should prepare for **Evacuation.**

### **Evacuation Strategy.**

Where there is a confirmed Incident the initial move will be to get residents away from the immediate endangered area to a place of relative safety. **Progressive Horizontal Evacuation** will commence from the endangered area into the next compartment to a place of relative safety. This may require the need to move Residents in their Beds, In Wheelchairs, on mattresses, using Evacuation Sheets, or on foot.

Continuous Evacuation may be required on a horizontal plane into further compartments as necessary.

**Keep two compartments between you and the fire**

### **Relocation Strategy**

#### ***Crinken House: relocate all ambulant residents***

Start moving all ambulant residents to the nearest safe exit to Crinken House where identified non clinical staff will assist with helping ambulant residents to the Ground Floor of Crinken House. Adequate numbers of staff will remain there to care for the evacuated residents, as determined by Person in Charge or designated other.

#### ***Elvira Close: relocate all non-ambulant residents***

All other clinical staff will prepare for the following: Start moving Non Ambulant residents to the nearest safe exit to Elvira Close common room.

#### ***Transportation***

Our Transport Support team will be notified and prepared for further evacuation by Person in Charge or designated other.

### **Command and Control**

The First Responder will assume complete control until the Emergency Services arrive, at which time they will hand over to the Officer in Charge of the Fire Services, giving them an update of the situation and should remain in support of the Fire Services unless instructed otherwise.

On arrival of the Senior Member of Staff on Call, the First Responder will appraise them of the situation and hand over control of the incident to them.

### **Fire Warden Duties**

Fire Wardens will be allocated their Duties by The Person in Charge of Command and Control throughout procedures.

### **Relocation following the Incident**

When the Incident is resolved and provided there are no reasons to do otherwise the Fire Service will return control of the building to the Senior Person in Charge at that time.

They will then decide to re-occupy all or part of the complex or otherwise.

Where it has been determined that it is not safe to re-occupy the building, the Person in Charge will co-ordinate the relocation of the residents to –

***Ravenswell, Bray, Co Wicklow***

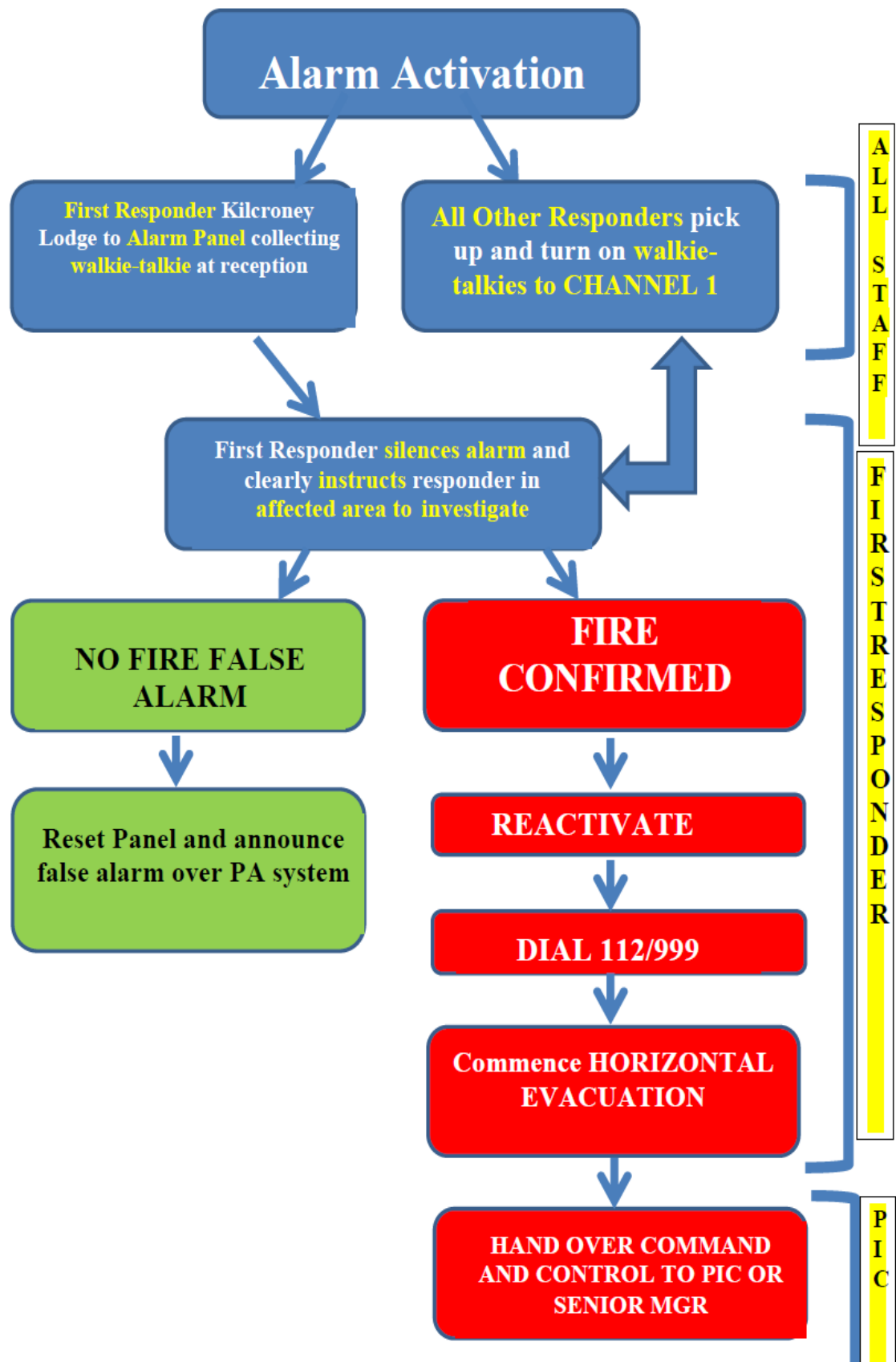
***St Columcille's Hospital, Loughlinstown, Dublin 18***

***St John of God Hospital, Stillorgan***

**Evacuation As appropriate to the individual residents Personal Evacuation Plan (PEP).**



## FLOWCHART: WHAT TO DO IF THE FIRE ALARM IS ACTIVATED



## 5 POLICIES

### **Standards**

As a provider of high quality nursing care we welcome the Health Act 2007 Regulations 2013 and National Standards for Residential Care Settings for Older People in Ireland 2016. These standards will help to consolidate existing good practice whilst also identifying areas for development. A copy of the Standards and Regulations can be obtained on line –

<https://www.hiqa.ie/sites/default/files/2017-01/National-Standards-for-Older-People.pdf> or in writing to: Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork.

<http://www.irishstatutebook.ie/2013/en/si/0415.html>

### **Other policies that we adhere to include:**

*Responding to Emergencies*

*Communication*

*Complaints*

*Creation of, Access to, Retention of and Destruction of Records*

*End of Life Care*

*Internal Emergency Response Plan*

*Residents' personal property, personal finances & possessions*

*The ordering, receipt, prescribing, storing and administration of medicines to residents*

*Admissions*

*Health & Safety of Residents, staff and visitors including Infection control*

*Monitoring and documentation of nutritional intake*

*Staff training & development*

*Positive Approaches: Positive Behaviour Support for Need Driven Behaviours*

*Provision of Information to Residents*

*Recruitment, Vetting and Selection of Staff*

*Risk Management*

*Safeguarding Vulnerable persons at Risk of Abuse National Policy and Procedures*

*Fire Safety Management*

*Temporary Absence and Discharge of Patient*

*Towards a Restraint Free Environment*

*The above is not an exhaustive list.*

*(Reg. Schedule 1: 2e)*

## **6 TERMS AND CONDITIONS OF THE CONTRACT OF CARE**

By agreeing to take up residency within Saint Joseph's Shankill you or your specified person/legal representative 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. A full copy of the Contract of Care follows.