

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,
Crinken Lane, Shankill, Co Dublin, D18 TY00

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Document Version History

Version Number	Version update comment	Effective Date
V. 19	Due for review Updated with new PIC details	May 30 th 2022
V.20	Updated lodges and room details and measurements and added all communal areas. Removal of SA as PPIM Updated Org chart Inclusion of support to access GMS scheme and National Screening Programmes	July 21 st 2022

CONTENTS

CERTIFICATION & CONDITIONS OF REGISTRATION:	4
Condition 1	5
Condition 2	5
Condition 3	5
Background:	5
SERVICES AND FACILITIES PROVIDED	6
Objectives	6
Aim	6
Ethos	6
Specific Care Needs	7
Excellence in Dementia Care	7
Environment and Culture of Care	7
Butterfly Quality of Life Award	8
Palliative Care	9
Respite Services	9
Day Care	9
Entitlement to Community Services:	9
Services and Facilities	10
ADMISSION CRITERIA	13
Occupancy/ Resident profile:	13
DESCRIPTION OF DESIGNATED CENTRE; RESIDENTIAL	14
Accommodation and room types	14
DESCRIPTION OF DAY CARE SERVICE AND FACILITIES	28
MANAGEMENT AND STAFFING	30
Staffing	32
RESIDENTS' WELL BEING AND SAFETY	34
Care Plan	34
Privacy and Dignity	34
THERAPEUTIC & SOCIAL ACTIVITIES, HOBBIES AND LEISURE INTERESTS	35
Some of our activities include:	35
Residents Representative Committee	37
Religious Service Arrangements	37
Contacts with families and friends	38
FEEDBACK AND COMPLIMENTS	39
Complaints Procedure	39
FIRE PRECAUTIONS AND EMERGENCY PROCEDURE	41
POLICIES	42
APPENDIX 1	43
Saint Joseph's Fire & Emergency Evacuation Response Plan	43
APPENDIX 2	44
TERMS AND CONDITIONS OF THE CONTRACT OF CARE	44
APPENDIX 3	45
LOCAL AREA NURSING HOMES EMERGENCY EVACUATION RESPONSE PLAN 2022	45

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: **9.12.2019**

Date of Expiry: **8.12.2022**

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 CLG as registered provider and subject to the conditions of registration, specified below.

Management of the centre:

Person in Charge: **Sinoy Allyboccus** *Tel. No:* **01 2823000 087 1657599**

Names & telephone number of each person participating in management:

Emma Balmaine – 01 2771521

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

Conditions of Registration

Condition 1

Subject to any prohibitions to restrictions contained in any other conditions(s), the designated centre shall be operated at all times in accordance with the Statement of Purpose dated 02 July 2020. The registered provider shall only provide for the specific care and support needs, and services, within the facilities as set out in the Statement of Purpose, as agreed with the Chief Inspector at the time of registration. Any changes to the specific care and support needs and services provided must be agreed in advance with the Chief Inspector.

Condition 2

Only persons aged 18 years or older shall be accommodated at the designated centre at any time.

Condition 3

The maximum number of persons that may be accommodated at the designated centre 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)

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, Compassion, and Respect. 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.

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' through Meaningful Care Matters in the U.K. It 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. We continue to ensure staff develop and maintain their skills in caring for people through on-going education and audit led by the Person Centred Dementia Care Team. Our six houses/lodges cater for people at different stages of dementia.

We describe four stages that Meaningful 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. Avoca Lodge 11 People. (Avoca Lodge also cares for 2 people in respite each week).
- Repetitive Emotion - People who express feelings through repetitive sounds, words or actions to communicate their feelings, the 'emotion' is in the motion – Carrigeen Lodge 13 people and Kilcroney Lodge 8 people.
- Later 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 and Delgany Lodge 10 people.

Butterfly Quality of Life Award

Each lodge undergoes an audit by Meaningful Care Matters (MCM) 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.

Respite Services

We recognise that respite is hugely important and can give the person with dementia an opportunity to spend time in a safe, supportive environment, participate in the activities in the lodge and have positive social interactions with others. At present Saint Joseph's provides two respite beds in Avoca Lodge. Arrangements for respite services are made through local public health nurses.

Day Care

Saint Joseph's Shankill also provides a 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. See section on Day Care for further details.

Entitlement to Community Services:

We believe that our residents should be able to access all community services they are entitled to including the national screening programmes. We have ensured that they have access either under their GMS / medical payment scheme card, or we can support them to 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. We recognise that in some cases there is a lack of adequate access for 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. 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

<u>COMMUNICATION</u>	<p>Access to telephone, written and in some instances IT systems</p> <p>Audiology or Ophthalmology appointments or aids*</p>
<u>RECREATION/ SOCIAL INTERACTION</u>	<p>Communal dining/ company</p> <p>Access to kitchens for preparing snacks</p> <p>Access to courtyards</p> <p>In house activities</p> <p>Outdoor activities*</p> <p>Transport for socialising*</p> <p>“Sweet Memories” Community Choir</p> <p>Tennis Lessons in the local tennis club</p> <p>Visits “play dates” from children attending the local Montessori</p> <p>Weekend Play Dates with children of staff and grandchildren of residents</p> <p>Trips to the park on our Triobike</p> <p>Afternoon tea to the local pub *</p> <p>Local “Men Shed” projects and visits</p> <p>Dances and themed days</p> <p>Movie nights in our cinema with freshly popped popcorn</p> <p>Ice cream party in the garden when the sun is shining</p>
<u>MAINTAINING A SAFE ENVIRONMENT</u>	<p>General hotel services</p> <p>General medical equipment and devices to reduce risk (e.g. hoists/ toilet raisers/ call bells, etc.)</p> <p>Infection Control/ Waste management</p> <p>High Tec beds / Low Low beds</p> <p>Specialised wheel/ arm chairs*</p> <p>Specialised OT equipment*</p> <p>Occupational Therapy*</p> <p>Medication Management*</p> <p>GP/ Hospital visits*</p> <p>Profiling beds</p>
<u>MOBILITY</u>	<p>Falls risk assessment</p> <p>Hoist</p> <p>Assistance with mobility</p> <p>Physiotherapy*</p> <p>Walking/ mobility aids e.g. Zimmer frames</p> <p>Chiropody*</p> <p>Wheelchairs / Arm chairs and specialised seating*</p>

<u>PERSONAL CLEANSING AND DRESSING</u>	Full Patient-centred Nursing Care Bathing facilities Laundry* Hairdresser* Dry cleaning* Toiletries*
<u>SKIN CARE AND INTEGRITY</u>	Pressure area care/ risk assessment Pressure area mattresses/ cushions (static) Wound/ Skin care Tissue Viability Services Dressings* Medication: Creams* Compression hosiery* Doppler assessment
<u>ACTIVITIES OF DAILY LIVING</u>	Services/ Equipment Covered Occupational Therapy*
<u>BREATHING AND CIRCULATION</u>	Nebuliser Care Oxygen therapy delivery/ care Inhaler care General observations Medication: Nebulisers/ Oxygen/ Inhalers* Associated masks, tubing, machines Dental care*
<u>NUTRITION</u>	Provision of meals and drinks Monitoring of weight Screening for malnutrition/ dehydration Assisted feeding (including management of enteral feeds and swallowing difficulties) Administration of sub-cutaneous fluids in some areas Dietician Speech and Language Therapy* Prescribed Dietary Supplements/ Allergy free foods Dental care* Sub-cutaneous fluids and associated giving sets/ needles
<u>ELIMINATION</u>	Assistance with toileting Catheter care Continence assessment Bowel management Stoma care Skin care

	Toilet raisers Continence wear* Catheters and associated equipment* Medication: laxatives/ enemas, etc.* Urology appointments* Stoma Care equipment /accessories
<u>SLEEP AND REST</u>	General Hotel Facilities Specialised/ High tech beds/ Low Low beds Medications*
<u>SPIRITUALITY AND DYING</u>	Access to Spiritual services/ support Palliative Care End of Life Care Medications* Syringe drivers/ equipment Undertaker/ Funeral Assistance*

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

Covid-19: Some services may be unavailable at times during the Covid-19 pandemic and will be risk assessed and reviewed accordingly.

(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, Sinoy Allyboccus. 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). 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 the time, the stage of dementia at which the person is assessed and where the vacancy arises. 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. Rooms are allocated between six Lodges & additional areas. 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
- Wi-Fi access throughout Saint Joseph's Kitchens and Sitting rooms fitted with Individual Smart Wireless Music Speakers
- Family/Visitors area
- 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.

Rathmichael Lodge (10 residents)	Room Size m2	Distance to nearest WC
310 Bedroom Twin	20.5	1.72 metres
311 Bedroom Single	11.22	1.32 metres
WC; WC and WHB (outside 311)	4.61	N/A
312 Bedroom Single	11.22	5.3 metres
313 Bedroom Twin	20.5	5 metres
Utility Room	4.61	N/A
314 Bedroom Twin	20.5	1.72 metres
315 Bedroom Single	11.22	1.32 metres
WC; WC and WHB (outside 315)	4.4	N/A
316 Bedroom Single Ensuite	20.4	N/A
316 Ensuite; WC and WHB	4.35	N /A
Rathmichael Lodge Sitting Room	42.1	N/A
Store	7.91	N/A
Shower WC	8.3	N/A
Rathmichael Lodge Dining and Kitchen Room	34.46	N/A

Carrigeen Lodge

Carrigeen Lodge (13 residents)	Room Size m2	Distance to nearest WC
301 Bedroom Twin	20.5	1.72 metres
302 Bedroom Single	11.58	1.32 metres
WC; WC and WHB (outside 302)	4.29	N/A
303 Bedroom Twin	20.5	6.40 metres
304 Bedroom Single	11.58	7 metres
Utility	4.29	N/A
Pharmacy	6.29	N/A
Nurse's Office	8.09	N/A
Carrigeen Lodge Bathroom & WC	21.52	N/A
Carrigeen Lodge Dining Room; Tea station	48.24	N/A
Boiler Room	17.39	N/A
Smoking Room	4.05	N/A
305 Bedroom Twin	23.17	1.72 metres
306 Bedroom Single	11.58	1.32 metres
WC; WC and WHB (outside 306)	4.35	N /A
307 Bedroom Single Ensuite	15.75	N/A
Ensuite 307; WC and WHB	4.35	N /A
308 Bedroom Single	11.22	1.32 metres
WC; WC and WHB (outside 308)	4.65	N/A
309 Bedroom Twin	20.5	1.72 metres
Carrigeen Lodge Sitting Room	37.94	N/A

Delgany Lodge

Delgany Lodge (10 residents)	Room Size m2	Distance to nearest WC
318 Bedroom Single	11.58	1.32 metres
319 Bedroom Twin	22.95	1.72 metres
WC; WC and WHB (outside 318)	4.09	N/A
Utility	4.29	N/A
320 Bedroom Single	11.58	7 metres
321 Bedroom Twin	20.5	7 metres
322 Bedroom Single	11.58	1.32 metre
WC; WC and WHB (outside 322)	4.29	N/A
323 Bedroom Twin	20.5	1.72 metres
131 Bedroom Single	14.62	3.77 metres
Delgany Lodge Sitting/Dining room	70.08	N/A
Delgany Lodge Kitchen	6.87	N/A
Office	13.09	N/A
Store	11.09	N/A
Delgany Lodge Bathroom & WC	21.32	N/A
Shower; Shower only*	7.74	N/A
Sluice Room	8.39	N/A
Utility Room	8.34	N/A

Avoca Lodge

Avoca Lodge (9 residents + 2 respite)	Room Size m2	Distance to nearest WC
222 Bedroom Twin	22.95	1.72 metres
Utility; (outside Room 223)	4.29	N/A
223 Bedroom Single	11.58	6.54 metres
224 Bedroom Twin	20.5	6.86 metres
Toilet; WC and WHB outside 225	4.29	N/A
225 Bedroom Single	11.58	1.32 metres
226 Bedroom Twin	20.5	1.72 metres
Avoca Lodge Kitchen	6.87	N/A
Avoca Lodge Sitting/Dining Room	69.58	N/A
Store	11.09	N/A
Utility Room	8.34	N/A
Sluice Room	8.39	N/A
Avoca Lodge Bathroom	21.32	N/A
229 Bedroom Twin (Respite)	13.09	2.67 metres
142 Bedroom Single	14.8	3.80 metres

Glendalough Lodge

Glendalough Lodge (10 residents)	Room Size m2	Distance to nearest WC
210 Bedroom Single Ensuite	10.65	N/A
210 Ensuite; Shower, WC and WHB	4.65	N/A
211 Bedroom Single Ensuite	15.66	N/A
211 Ensuite; Small Bathtub, WC and WHB	4.41	N/A
212 Bedroom Single Ensuite	15.66	N/A
212 Ensuite; Small Bathtub, WC and WHB	4.41	N/A
213 Bedroom Single Ensuite	10.32	N/A
213 Ensuite; Shower, WC and WHB	4.61	N/A
214 Bedroom Single Ensuite	11.22	N/A
214 Ensuite; Shower, WC and WHB	4.61	N/A
215 Bedroom Single Ensuite	15.66	N/A
215 Ensuite; Small Bathtub, WC and WHB	4.41	N/A
216 Bedroom Single Ensuite	15.66	N/A
216 Ensuite; Small Bathtub, WC and WHB	4.41	N/A
217 Bedroom Single Ensuite	11.22	N/A
217 Ensuite; Shower, WC and WHB	4.4	N/A
218 Bedroom Single Ensuite	13.05	N/A
218 Ensuite; Small Bathtub, WC and WHB	4.35	N/A
221 Bedroom Single	11.58	1.32 metres
WC; WC and WHB (outside 221)	4.09	N/A
Glendalough Dining/Kitchen	34.11	N/A
Glendalough Lodge Sitting Room	42.12	N/A
Glendalough Lodge Shower/WC	8.3	N/A
Store	7.91	N/A
Office	13.05	N/A

Kilcroney Lodge

Kilcroney Lodge (8 residents)	Room Size m2	Distance to nearest WC
243 Bedroom Twin Ensuite	20.64	N/A
243 Ensuite; Shower, WC and WHB	6.38	N/A
244 Bedroom Single	16.97	8 metres
245 Bedroom Twin	22.14	10.36 metres
246 Bedroom Twin	23.21	15 metres
144 Bedroom Single	14.43	17.83 metres
Pharmacy	6.29	N/A
Nurse's Office	8.09	N/A
Store Room	6.84	N/A
Kilcroney Lodge Dining Room	32.43	N/A
Kitchen	7.02	N/A
Kilcroney Lodge Sitting Room	32.94	N/A
Kilcroney Lodge Bathroom & WC	21.32	N/A
WC; WC and WHB**	7.05	N/A
Boiler Room	17.39	N/A
Store (Courtyard)	4.05	N/A

* Accessible to 2 lodges; Delgany and Carrigeen

** Accessible to 2 lodges; Kilcroney 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)

Additional Areas

Additional Areas	Room Size m2
Reception	74
Reception	13.54
WC	3.92
WC	3.92
Comms Room	6.2
Main Hall	236.59
Day Care Sitting Room	94.12
Day Care Kitchen	17.03
Day Care Office	13.93
Records Room	18.16
Hairdressing	11.66
Training	26.31
Nurse Base	7.04
Pharmacy / Office	7.76
Treatment Room	11.43
Office	11.62
Volunteer Hub	20.31
Staff Dining Room	81.78
Catering Chemical Store	6.63
Female Bathroom & WC Changing Catering	16.5
Main Kitchen	79.36
Dry Goods	9.26
Catering Office	6.46
Catering Goods in	6.67
Cold room	5.8
Cold room	5.8
Male Changing Bathroom & WC Catering	8.79
Boiler Room	25.68
Switch Room	7.35
Chemical Store 1	10.78
Chemical Store 2	6.87
WC; WC and WHB (outside chemical store 2)	4.59
Sacristy	10.78
Store	6.87
Toilet; WC and WHB (outside sacristy)	4.59
Chapel	58.68
Community Centre (including cinema)	156.11
Activities Store	8.58
Laundry	10.64
Laundry	14.82
	Cont...

Additional Areas	Room Size m2
Male Locker Room	16.82
Female Locker Room	16.82
Chapel of Rest Family Room	27.87
Chapel of Rest	15.02
WC; WC & WHB	4.27
WC; WC & WHB	14.1
Office	19.95
Office	14.9
Office	14.1
Office	8.64
Office	11.63
Office	9.71

(Reg Schedule 1: 4)



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Revisions		Date
Drawing No.		
10023 - SK - 2201		
Description		
Detail Plan Part 1		
Scale	Drawn	
1/50 @A0	cor	
Date	Checked	
03/22	-	

CLIENT / DESIGN TEAM

MOLONEY O'BEIRNE / ARCHITECTS



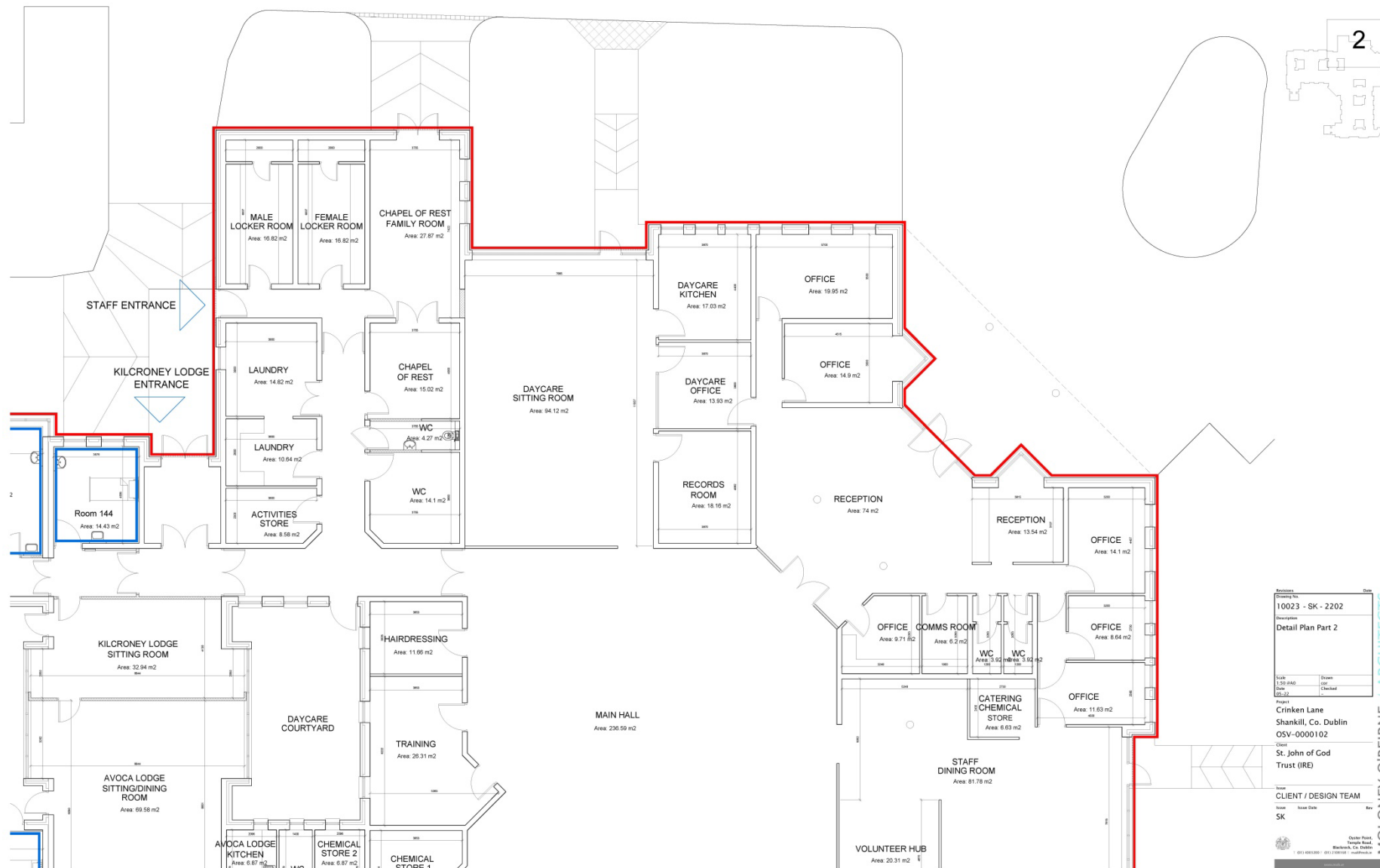


DRAFT

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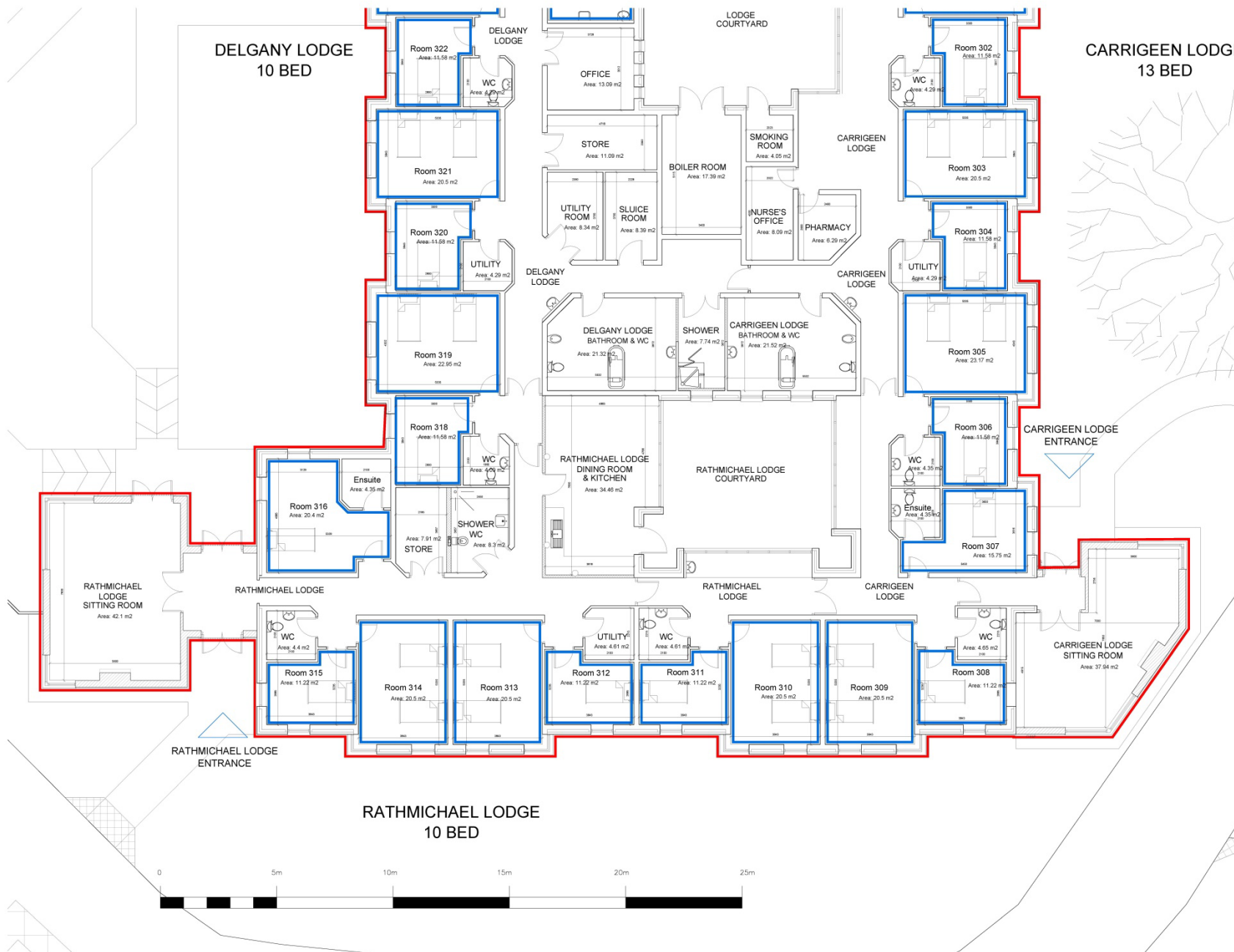
LEGEND

2



Revision	Date
10023 - SK - 2202	
Description	Detail Plan Part 2
Scale	1:50 (A4)
Date	01/01/2023
Drawn	SK
Checked	SK
Project	Crinken Lane Shankill, Co. Dublin OSV-0000102
Client	St. John of God Trust (IRE)
Issue	CLIENT / DESIGN TEAM
Issue	Issue Date
SK	
Client Name	Crinken Lane Shankill, Co. Dublin
Client Address	Crinken Lane Shankill, Co. Dublin
Client Phone	011 9000102
Client Email	011 9000102

MOLONEY O'BEIRNE / ARCHITECTS



DRAFT

THIS PLAN IS A DRAFT AND SHOULD NOT BE USED FOR CONSTRUCTION. IT IS THE RESPONSIBILITY OF THE CLIENT TO ENSURE THAT THE PLAN IS ACCURATE AND UP-TO-DATE. ANY CHANGES TO THE PLAN SHOULD BE APPROVED BY THE ARCHITECT BEFORE IMPLEMENTATION.

LEGEND



Project No: 10023 - SK - 2204
Description: Detail Plan Part 4

Scale: 1:50 (A3)
Date: 05/12/22
Drawn: [Signature]
Checked: [Signature]

Project: Crinken Lane
Shankill, Co. Dublin
OSV-000102
Client: St. John of God
Trust (IRE)

Issue: CLIENT / DESIGN TEAM
Issue Date: [Date]
SK

Client: [Name]
Project: [Name]
Address: [Address]
Phone: [Phone]
Email: [Email]

MOLONEY O'BRIEN / ARCHITECTS

DESCRIPTION OF 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, a kitchen / dining room, wheelchair accessible toilets 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*
- *Magic table*
- *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)

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:

NAME	POSITION	CONTACT DETAILS	PROFESSION REGISTRATION Relevant Qualifications/Experience
Emma Balmaine	Registered Provider Representative Chief Executive	Saint John of God Hospital Stillorgan Co Dublin	Professional Diploma in Strategy, Development and Innovation Professional Diploma in Organisational Change & Transformation 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
Sinoy Allyboccus	Person in Charge Director of Nursing	Saint Joseph's Shankill Crinken Lane Shankill Co Dublin	MSc Gerontological Nursing BSc Nursing Fetac L6 Managing People Lean Healthcare Green Belt Certification Gold Award An Bord Altranais

Elaine Byrne	Services Manager	Saint Joseph's Shankill Crinken Lane Shankill Co Dublin	MSc Healthcare Management Diploma in Hotel and Catering Management Lean Healthcare Green Belt Certification Gold Award Over 4 years Senior Management experience in health care, specifically dementia care. 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 95.39* staff. The following gives a breakdown of the staff complement by grade and whole time equivalent numbers:

Position	Grade	No. of WTE **
Management Team	Person in Charge/Director of Nursing	1
	Services Manager	1
	Fundraising Manager	1
RESIDENTIAL Nurse Managers	Clinical Nurse Manager 2	2.36
RESIDENTIAL Staff Nurses	Registered Nurses	19.07
RESIDENTIAL Care Staff	Healthcare Assistants	38.19
Person Centred Dementia Care	Registered Nurse	0.2
Person Centred Dementia Care	Healthcare Assistant	0.2
DAY CARE Nurse Managers	Day Care Manager	1.045
DAY CARE Staff Nurses	Registered Nurses	1.18
DAY CARE Care Staff	Healthcare Assistants	3.07
Activities Coordinator	Activities Coordinator	1
Pastoral Care	Chaplain	0.5
Household	Household Manager	1.18
	Household / KP Staff	18.69
Maintenance	Maintenance Supervisor	1
	Maintenance Assistants / Grounds man	2
Administration	Administration Officer	1
	Administration Assistants	1.7
Volunteer Co-ordinator	Volunteer Co-ordinator	1
Total WTE		95.39

*As at January 1st 2022

** 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).

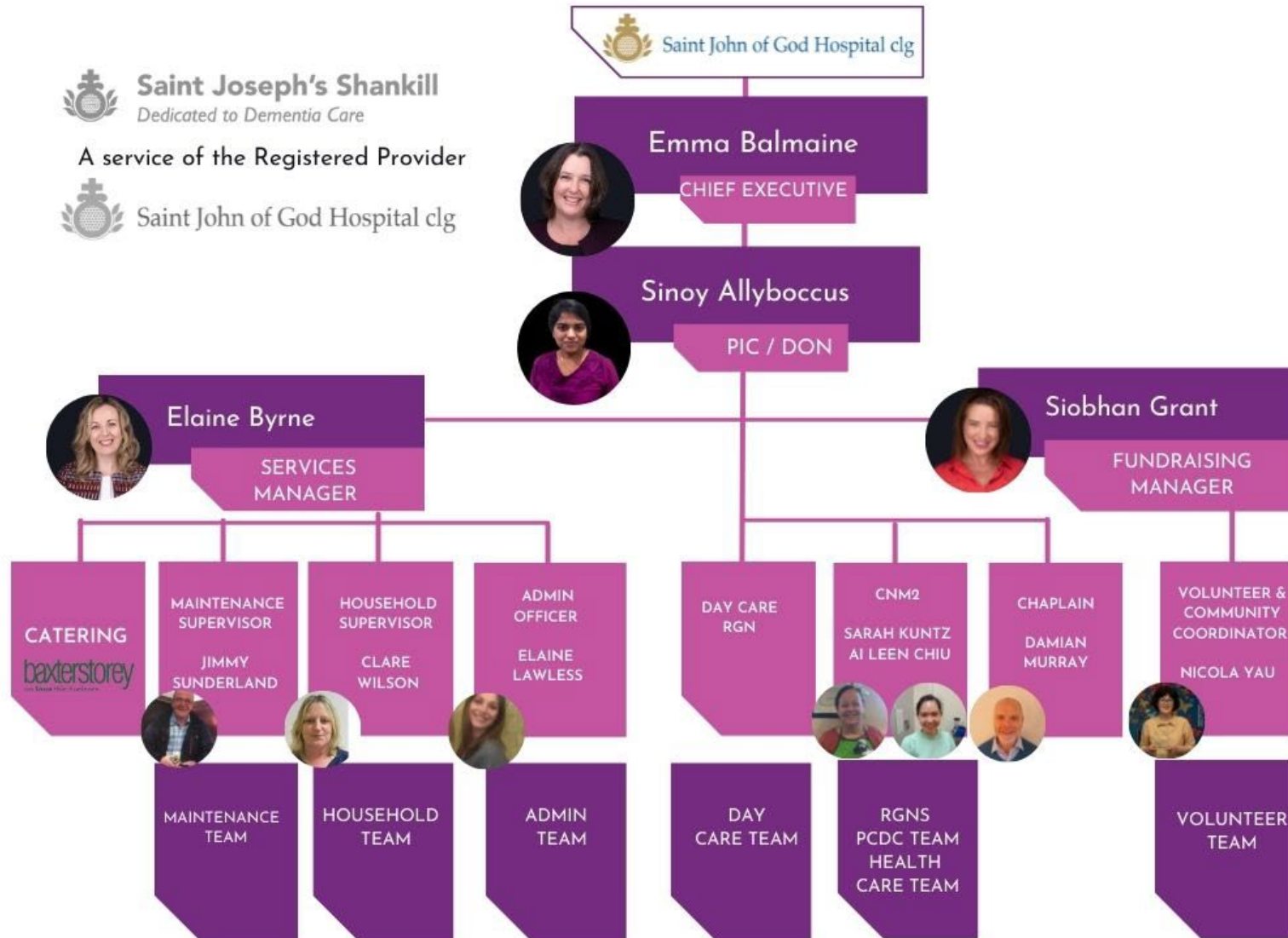
As a Service of the Saint John of God Hospital clg, Saint Joseph's Shankill has access to support and expertise from colleagues specialising in Finance, Human Resources, Information Communication & Technology, Infection Prevention & Control and Risk Management.

(Reg. Schedule 1: 6)

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

(Reg. Schedule 1. 8)

Saint Joseph's Organisational Structure



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 and 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/name are respected. This will also be documented in our "Enriched Care Plans."

We promote hospitality, compassion and respect 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.

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 200 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 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.

Notifications of upcoming events are displayed around Saint Joseph's. Public health advice on Covid-19 is reviewed regularly on the protection of vulnerable people in Residential Care Facilities. Based on current advice some of these activities / events may be curtailed. This is reviewed continuously and individually risk assessed.

(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 Service Arrangements

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)

Contacts with families and friends

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.

Public health advice on Covid-19 is reviewed regularly on normalising access in Residential Care Facilities to ensure that all residents have meaningful contact with family and friends. Visiting arrangements will be communicated clearly, including any arrangements in relation to visiting during an outbreak.

(Reg. Schedule 1: 15)

FEEDBACK AND COMPLIMENTS

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 with your feedback.

By Letter: Send a letter or fax. Staff can help you put your complaint in writing, if you require assistance. Saint 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
<p>You may request a review from the Appeals Officer:</p> <p>The Complaints Officer, St John of God Hospital clg</p> <p>Phone: 01 2771400</p> <p>You have 30 working days from the date of the final report sent to you by the complaints officer to request a review.</p>	OR	<p>You may request an independent review of your complaint from the Office of the Ombudsman</p> <p>Office of the Ombudsman:</p> <p>18 Lower Leeson Street, Dublin 2. Phone: 01 6785222</p> <p>Email: ombudsman@ombudsman.irlgov.ie</p>

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)

A full copy of Saint Joseph's Fire & Emergency Evacuation Response Plan follows in a separate document Appendix 1

POLICIES

Standards & Regulations

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.higa.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:

Safeguarding Vulnerable persons at Risk of Abuse National Policy and Procedures
Admissions
Positive Behaviour Support
Restriction and Restraint Reduction in our Practice Environment
Residents' personal property, personal finances & possessions
Communication
End of Life Care
Staff training & development
Recruitment, Vetting and Selection of Staff
Monitoring and documentation of nutritional intake
Provision of Information to Residents
Creation of, Access to, Retention of and Destruction of Records
Temporary Absence and Discharge of Patient
Health & Safety of Residents, staff and visitors including Infection control
Risk Management
Responding to Emergencies
Fire Safety Management
The ordering, receipt, prescribing, storing and administration of medicines to residents
Medication Management
Complaints

The above is not an exhaustive list.

(Reg. Schedule 1: 2e)

Appendix 1

Saint Joseph's Fire & Emergency Evacuation Response Plan

A full copy of Saint Joseph's Fire & Emergency Evacuation Response Plan follows in a separate document

Appendix 2

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 in a separate document.

Appendix 3

LOCAL AREA NURSING HOMES EMERGENCY EVACUATION RESPONSE PLAN 2022

A full copy of the Local Area Nursing Homes Emergency Evacuation Response Plan follows in a separate document.