

Anna Gaynor House

Resident Information Booklet



Harold's Cross
Blackrock
Wicklow
Respite Rehabilitation Reassurance

Welcome to Anna Gaynor House (AGH)

On behalf of the staff and management I wish to welcome you to Anna Gaynor House.

At this point you are being admitted to Anna Gaynor House and I wish to give you some information about the service and what you might expect here.

Anna Gaynor House is a HIQA registered Nursing Home comprising of 89 beds, supported by a full multidisciplinary team.

As a registered residential centre Anna Gaynor House is subject to regular inspections from HIQA. Details of our most recent inspections are available on the HIQA website. A copy of the latest inspection can be provided on request.

I hope you find this guide helpful and if you require any further information please do not hesitate to ask any of our staff.

Kind regards

Lisa Murphy

Person in Charge / Assistant Director of Nursing

MANAGEMENT TEAM

- ◆ Lisa Murphy—HIQA Registered Person in Charge (PIC) / Assistant Director of Nursing (ADON) / Operational Lead for Older Persons.
- ◆ Mary Byrne—CNM3 Older Persons / Deputy for ADON
- ◆ Dr. Avril Beirne—Consultant Geriatrician
- ◆ Geraldine Tracey—Interim Director of Nursing
- ◆ Mary Flanagan—Interim Chief Executive Officer

HIQA Registration Number: OSV-0000465

Registered Charity Number: 20001827

Charitable Tax Exemption number: CHY1144

Company Registration Number: 352404



Multidisciplinary Team

Within the initial days and weeks of admission you will meet various people from our multidisciplinary team.

The team comprises of:

- ◆ Nursing and care staff
- ◆ Consultant Geriatrician
- ◆ Medical Officers
- ◆ Advanced Nurse Practitioner
- ◆ Clinical Nurse Specialist
- ◆ Occupational Therapy
- ◆ Physiotherapy
- ◆ Dietitian
- ◆ Speech and Language Therapy
- ◆ Pharmacist
- ◆ Medical Social Work
- ◆ Chaplaincy/Pastoral Care
- ◆ Complementary Therapy
- ◆ Activity coordinator and team
- ◆ Household services: Catering & cleaning
- ◆ Volunteers



Terms and Conditions of residence

Anna Gaynor House offers expertise for high dependency people needing total nursing care. Medical care is provided by a Consultant Geriatrician and a team of medical officers who provide medical cover Monday—Friday with out of hours cover provided by the palliative care NCHD.

From the time of admission, we will deliver care at the appropriate level, with whatever changes may be required, to ensure optimum comfort and quality of life. In the final stages of life, we will provide all necessary nursing, medical and support facilities for the resident/patient and their family, respecting their wishes and cooperating with their arrangements.

Residents living in the centre that have a medical card are entitled to free medical services through the GMS scheme and every effort will be made to ensure residents can access these services. While every effort is made to avail of HSE Services, if they are not available or residents choose not to use them, this will be facilitated at an additional cost to the resident.

Medication is provided from the pharmacy at Our Lady's Hospice & Care Services.

The delivery of optimal holistic patient care is achieved, through the co-ordination of a multi-disciplinary team.

Residents are admitted to the residential care unit as a:

- ◆ Fair Deal/Long term care resident
- ◆ Supportive (Palliative) Care resident
- ◆ Dementia support respite resident (short stay)

Our residents are primarily aged over 65 years who are dependent on nursing and medical care and for whom recovery to independence is unlikely.

For our supportive care residents they usually have an advanced chronic or terminal illness, with a prognosis of less than 6 months, who would benefit particularly from a palliative care approach.

We are a HIQA registered facility so we are bound by some conditions of operation:

HIQA Condition 1

Subject to any prohibitions or restrictions contained in any other condition(s), the designated centre shall be operated at all times in accordance with the Statement of Purpose within the footprint of the designated centre on the floor plan submitted for registration.

HIQA Condition 2

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

HIQA Condition 3

The maximum number of persons that may be accommodated at the designated centre is 89.

You will be asked to sign a contract of care when you are admitted to the unit which will detail the bedroom you will be residing in and the number of other occupants in the room.



Sample Multioccupancy Bay



Sample Single Room



ACCOMMODATION

Accommodation in Anna Gaynor House is made up of four units, Michaels, Benedicts, Marymount and Mary Aikenhead. These four units comprise of 89 beds. Units are made up of triple, twin and single rooms. Each unit has a dining/ sitting room for your comfort. Your bedroom is equipped with an electric profiling bed, nurse call system, television, lockable drawer, wardrobe and free Wi-Fi. We recommend that you take time to familiarise yourself with your surroundings while staff orientate you to the unit.

Due to the nature of our service single rooms are not available on request. Allocation of single rooms is based on clinical need and infection prevention & control requirements.

CARE PLANNING

Over your first few days of admission we will, in consultation with you, develop individual care plans based on your assessed needs. This will assist us in making informed decisions about the care, support and treatment you receive.

A Multidisciplinary Team meeting is held on each unit at least every three months. At this meeting all aspects of your care are reviewed by the team, any changes to your care will be discussed with you or your nominated representative with your consent.

VISITING

Anna Gaynor House operates an open visiting policy. However we do ask that families and visitors are mindful of times of high activity (morning and evening care). There is a family/quiet room located in Michaels, Marymount and Benedicts ward for residents who are in multioccupancy rooms to have privacy during their visits. There are visiting areas in the central square for this purpose also.

The main doors to Anna Gaynor House are locked at 9pm each night and reopened at 8am each morning. Access outside of these hours is via security.

Visitors must sign the visitors book provided at AGH Main Reception every time they come to visit.

We ask that all visitors adhere to OHL&CS Infection Prevention and Control protocols and signage. The ward will contact the residents first point of contact directly if any visiting restrictions have to be implemented due to Infection Control Outbreaks (such as Influenza, RSV, COVID 19, Gastroenteritis). A residents nominated person will be allowed to continue to visit once they are wearing the appropriate PPE and are aware of the risks associated. Compassionate visiting will be facilitated for residents who are end of life.

Useful information for visitors

ACCESSIBILITY

Free onsite parking

BUS ROUTES

16, 9, 49 and 54A

AMENITIES

Restaurant located on the Ground Floor of the main building.

Shop located within the restaurant.

Coffee Dock near Palliative Care Unit.

There is no ATM available on site however the restaurant can provide you with cash back facility up to the value of €20.

Vending machines are located in the main corridor of Anna Gaynor House and also beside the Coffee Dock in the Palliative Care Unit.

The Rose garden is located behind the Heritage Centre. There are extensive grounds to be explored.



SERVICES AND FACILITIES PROVIDED

- ◆ Nursing and care staff are on duty at all times.
- ◆ There is a Doctor in Anna Gaynor House Monday to Friday. Nursing staff will refer you as required or at your request.
- ◆ Out of Hours and Public Holidays the medical cover is provided from the Palliative Care Service on an emergency basis only.
- ◆ There is a Senior Nurse (Clinical Site Nurse Manager) on duty at all times, 24/7, 365 days a year.
- ◆ Security staff are on duty at all times.
- ◆ Pet Therapy dog visits weekly
- ◆ Roman Catholic Mass is regularly celebrated in the chapel. Staff on your unit will keep you up to date on times and locations. Access to other religious services can be arranged through our chaplaincy team.
- ◆ A reflection room is located outside Mary Aikenhead. The Oratory is in the Caritas building beside Anna Gaynor House.
- ◆ Your personal post will be delivered to your unit. A post box is located in the old Hospice building if you wish to post a letter, ward staff can assist you with this if required.
- ◆ Free Wi-Fi internet access is available throughout the centre utilising your own electronic device. Access to a shared PC can be explored through your Multidisciplinary Team should you require it.





SERVICES AND FACILITIES PROVIDED

MEALS/SNACKS

Breakfast is served from 8:30am, lunch from 12:30pm and tea from 4:45pm on your unit. A selection of drinks and snacks are available on your unit throughout the day and night. Your relatives and friends are welcome to visit at meal times if they wish to assist you with your meal. If you wish to utilise the coffee shop or restaurant you will need to pay at the facility for this service.

LAUNDRY FACILITIES

Laundering of clothes is carried out by an external agency (Washboard) on behalf of OLH&CS's at no cost to the resident (apart from dry cleaning charges). Alternatively, laundry can be taken home by relatives/friends if preferred. A laundry bag and basket are provided for each resident. To avoid loss or misplacement of items of clothing, each item should be marked with resident/patient name and the name of the ward. Laundry is collected once a week for each resident and delivered back. Washboard are on site 3 days/week.

HAIR SALON

There is a hair salon located in Anna Gaynor House called the Groom Room. Appointments and payments are made directly to the salon. Cash and card payments are accepted by the salon service 'The Groom Room' Email: thegroomroom@olh.ie to book an appointment. The salon caters for male and female residents. A mobile service can also be provided for residents who are unable to attend the salon.

PODIATRY SERVICE

A podiatrist visits the unit and provides foot care in the residents room. The Clinical Nurse Manager will make an appointment for you four times a year (or more frequently if required).

LIBRARY

A library area is located off the central square area in Anna Gaynor House near Mary Aikenhead.



Important Information



VALUABLES

You are advised to make arrangements for the safe keeping of your valuables including but not limited to cash, jewelry, personal documents, bank debit/credit cards and electronic equipment. There is a lockable drawer in the locker provided at your bed space. We recommend that you keep only small amounts of cash in your possession.

Staff or volunteers may not hold cash or valuables for residents of the centre. If you require assistance with the safe keeping of your valuables, please speak to your Clinical Nurse Manager

PERSONAL EFFECTS

Your bed space is your own space and you are encouraged to make it as homely as you wish. You are welcome to bring in personal effects, photographs or small possessions to make your space comfortable for you. Please note that candles are not permitted. If you wish to use a radio or TV we ask that you use headphones in shared accommodation for the comfort of other residents. Please ensure you have an ample supply of personal clothing for your own comfort. We recommend labelling clothing and equipment to avoid misplacement. Please check regularly that you have a sufficient supply of personal grooming products that you enjoy using.

FIRE PROTOCOLS

There is a weekly fire alarm test in Anna Gaynor House. This test alarm occurs each Tuesday at 11am. You do not need to do anything when this alarm sounds. We also regularly provide fire training for our staff. We apologise if this causes any inconvenience or disturbance to you but we hope you can appreciate the importance of this training.

HIQA INSPECTIONS

Occasionally we have visits by the Inspectors from the Health Information and Quality Authority (HIQA). They are generally in Anna Gaynor House for up to two working days. During their visit they may ask to speak to you about your experience living here in Anna Gaynor House. We encourage you to engage with the Inspectors if you wish. The Inspectors will always identify themselves to you and ask your consent to have a discussion with you.

SMOKING

Anna Gaynor House is a smoke and vape free centre. Smoking and vaping is only permitted in the designated smoking area outside the centre (located at the side of the roundabout at the main entrance).



Resident Engagement

VOTING

Residents are facilitated to vote in local, national and European elections and referenda, in accordance with their wishes.



DATA PROTECTION

Anna Gaynor House is committed to protecting the privacy of all who come in contact with our services, and takes responsibility regarding the security of our residents information very seriously. If you leave our service and you or family wish to stay in contact with Anna Gaynor House we request that each person completes our "Keeping in Touch" form available from reception areas and throughout the Hospice. This will allow us to notify you of some services such as bereavement counseling and remembrance services. With regret we cannot contact you or your relative after you leave the service without prior consent.



ACTIVITIES

A range of social and recreational activities are available in Anna Gaynor House. Please consult with your Clinical Nurse Manager and Activity coordinator to identify the most suitable activities for you. The activity team schedule is posted on the AGH Residents Community Noticeboard (in the main corridor just after reception) and on the ward each week. One to one and smaller group sessions are also facilitated in residents rooms or in the sitting room of your ward with members of your team, volunteers or the activity team. Anna Gaynor Hall is the central hub where many of the group activities take place. There are many celebration weeks throughout the year including the Bealtaine Festival and Positive Ageing Week.

RESIDENTS FORUM

The Residents Forum meets every three months in Anna Gaynor House. The forum is an opportunity for residents to communicate their views to management and make suggestions to improve the lives of those living in the centre. The forum is facilitated by a member of our volunteer department and occasionally invites are extended to outside advocacy agencies to engage with the group.

ADVOCACY SERVICES

If you wish to have access to an advocate, independent of Anna Gaynor House this can be arranged by the Clinical Nurse Manager or any member of the Multidisciplinary Team.



Patient Advocacy Service

Online at: www.patientadvocacyservice.ie
or
Call: 0818293003



Sage Advocacy

Online: info@sageadvocacy.ie
In writing: 24-26 Upper Ormond Quay,
Dublin D07 DAV9 or
Call: 01-5367330



The Ombudsman for complaints

Online: www.ombudsman.ie,
In writing: Office of the Ombudsman, 6
Earlsfort Terrace, Dublin 2, D02W773 or
Call: 016395600.

COMMENTS, COMPLIMENTS or CONCERNS

If you wish to make a comment, raise a concern or pay a compliment this may be done locally on your unit with the Clinical Nurse Manager or a staff member. Tell Us What You Think Post Boxes are available on each unit and throughout Anna Gaynor House if you wish to put these in writing.

COMPLAINTS

Anna Gaynor House has a comprehensive complaints management policy. In the first instance we recommend where possible for complaints to be managed locally on wards. If a resident/patient (their spouse/civil partner/cohabitant/close relative/carer/any person who, by law or by appointment of a court, has the care of the affairs of the resident/any legal representative of the resident/any other person with the consent of the resident) is not satisfied with the resolution or a resolution cannot be found then the resident/patient may escalate the complaint to the Complaints Officer. We will also ensure residents have access to an independent advocacy service.

Complaints Officer: Pat Pierce

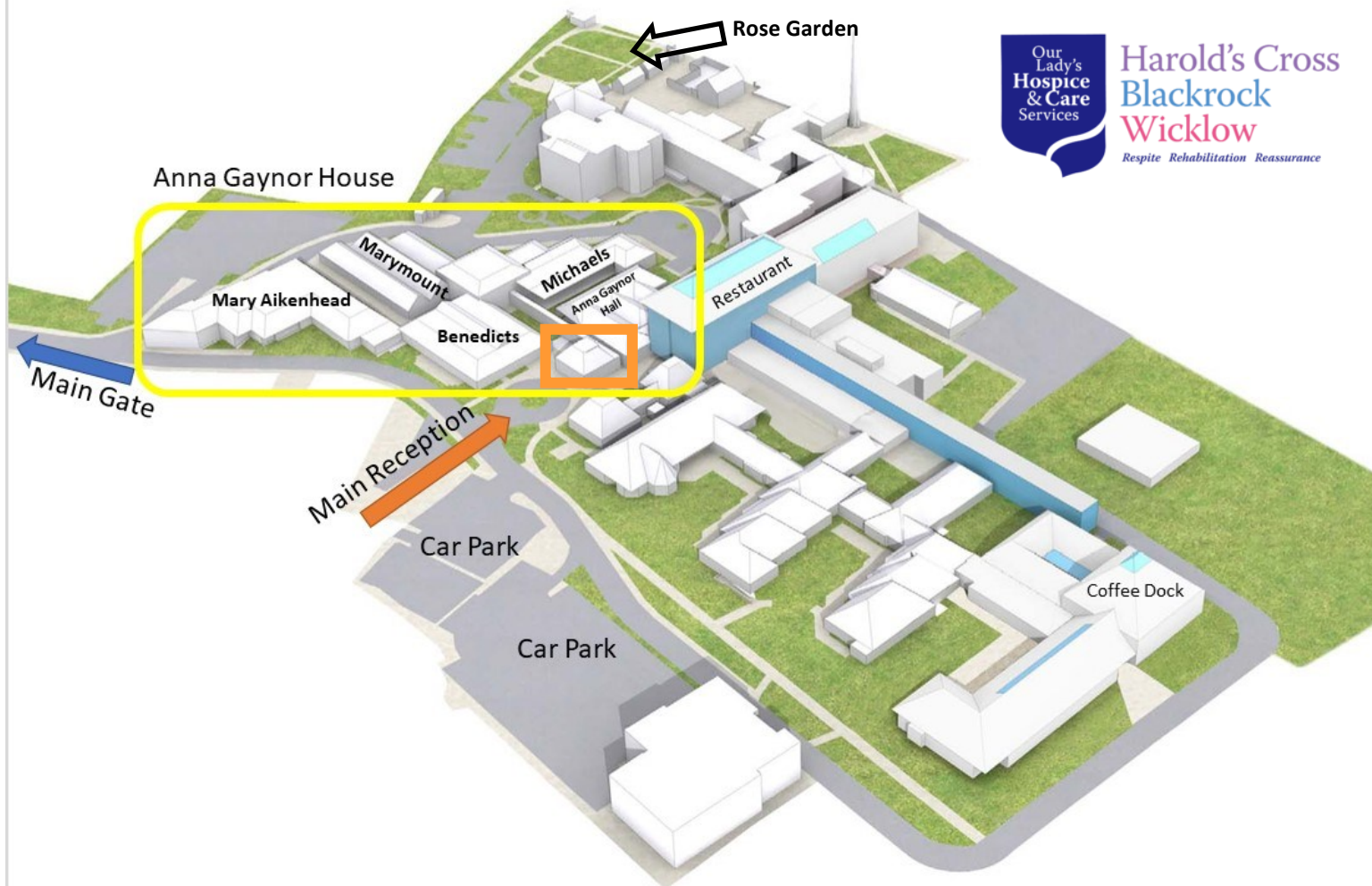
Contact: by phone on 01-4068700, by email at info@olh.ie, in writing to Complaints Officer, Our Lady's Hospice and Care Services, Harold's Cross, Dublin 6W, D6WRy72 or request a staff member to make an appointment for you.

We will ensure:

- ◆ the nomination of a complaints officer to investigate complaints
- ◆ that complaints are investigated and concluded, as soon as possible and in any case no later than 30 working days after the receipt of the complaint;
- ◆ the provision of a written response informing the complainant whether or not their complaint has been upheld, the reasons for that decision, any improvements recommended and details of the review process;
- ◆ the nomination of a review officer to review, at the request of a complainant, the decision made by the complaints officer
- ◆ that a review is conducted and concluded, as soon as possible and no later than 20 working days after the receipt of the request for review;
- ◆ the provision of a written response informing the complainant of the outcome of the review
- ◆ the provision of a written response informing the complainant when the complainant written response, as appropriate, in the event that the timelines set out in those paragraphs cannot be complied with and the reason for any delay in complying with the applicable timeline; and that the persons nominated as complaints officer or review officer should not be involved in the subject matter of the complaint, and as far as is practicable, shall not be involved in the direct care of the resident.
- ◆ to take such steps as are reasonable to give effect as soon as possible and to the greatest extent practicable to any improvements recommended by a complaints or review officer.
- ◆ the resident has access to records and information in relation to the complaint, subject to the law, and
- ◆ is not adversely affected by reason of the complaint having been made by them or by
- ◆ any other person, whether or not that person comes within the definition of complainant
- ◆ or not.
- ◆ to assist a person making or seeking to make a complaint, subject to his or her agreement, to identify another person or independent advocacy service who could assist with the making of the complaint.
- ◆ all complaints received, the outcomes of any investigations into complaints, any actions taken on foot of a complaint, any reviews requested and the outcomes of any reviews are fully and properly recorded and that such records are in addition to and distinct from a resident's individual care plan.
- ◆ nominated complaints officers and review officers receive suitable training to deal with complaints in accordance with the designated centre's complaints procedures, and all staff are aware of the designated centre's complaints procedures, including how to identify a complaint.
- ◆ as part of the annual review, a general report is provided on:
 - (i) the level of engagement of independent advocacy services with residents, and
 - (ii) complaints received, including reviews conducted.

We shall arrange for practical assistance to a complainant to ensure they:

- understand the complaints process,
- make a complaint in accordance with the designated centre's complaints procedure,
- request a review in a case where he or she is dissatisfied with the decision made in relation to his or her complaint, or
- refer the matter to an external complaints process, such as the Ombudsman.



**Harold's Cross
Blackrock
Wicklow**
Respite Rehabilitation Reassurance

Contact Information

Anna Gaynor House
Our Lady's Hospice and Care Services
Harold's Cross, Dublin 6W, D6WPP90

Website address <https://www.olh.ie/>

Unit Contact Numbers

Mary Aikenhead	01 4912553	Michaels	014912554
Marymount	01 4912551	Benedicts	014912566

OLH&CS Contact Numbers

Main Switch Board	01 4068700	Email:	info@olh.ie
Patient Accounts	01 4068834	Admissions	01 4068790