



# Anna Gaynor House

## Nursing Home

Information for prospective residents



Harold's Cross  
Blackrock  
Wicklow

*Respite Rehabilitation Reassurance*

## Welcome to Anna Gaynor House

Anna Gaynor House (AGH) is a HIQA-registered Nursing Home comprising of 86 beds, supported by a multi-disciplinary team.

As a registered residential centre, AGH is subject to regular inspections from HIQA. Details of our most recent inspections are available on the HIQA website.

I hope you find this guide helpful and if you require any further information, please do not hesitate to contact our Patient Services Department.

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
- Mary Flanagan - Chief Executive Officer
- Geraldine Tracey - Director of Nursing
- Jennifer Dempsey - Patient Services Manager

HIQA Registration Number: OSV-0000465

Registered Charity Number: 20001827

Charitable Tax Exemption number: CHY1144

CHY1144 Company Registration Number: 352404



## **Terms and Conditions of residence**

AGH offers expertise for high dependency residents who need total nursing care, including those living with dementia/cognitive impairment. Medical care is led by a Consultant Geriatrician, supported by a team of medical officers who provide medical cover Monday to Friday, with out of hours cover provided by the palliative care service.

From the time of admission, we will deliver care at the appropriate level to ensure optimum comfort and quality of life for our residents. In the final stages of life, the resident will remain in AGH. The team will endeavor to provide the necessary nursing, medical and support facilities for the resident and their family, respecting their wishes and cooperating with their arrangements.

Residents living in AGH, in possession of 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 access them, this may be facilitated at an additional cost to the resident.

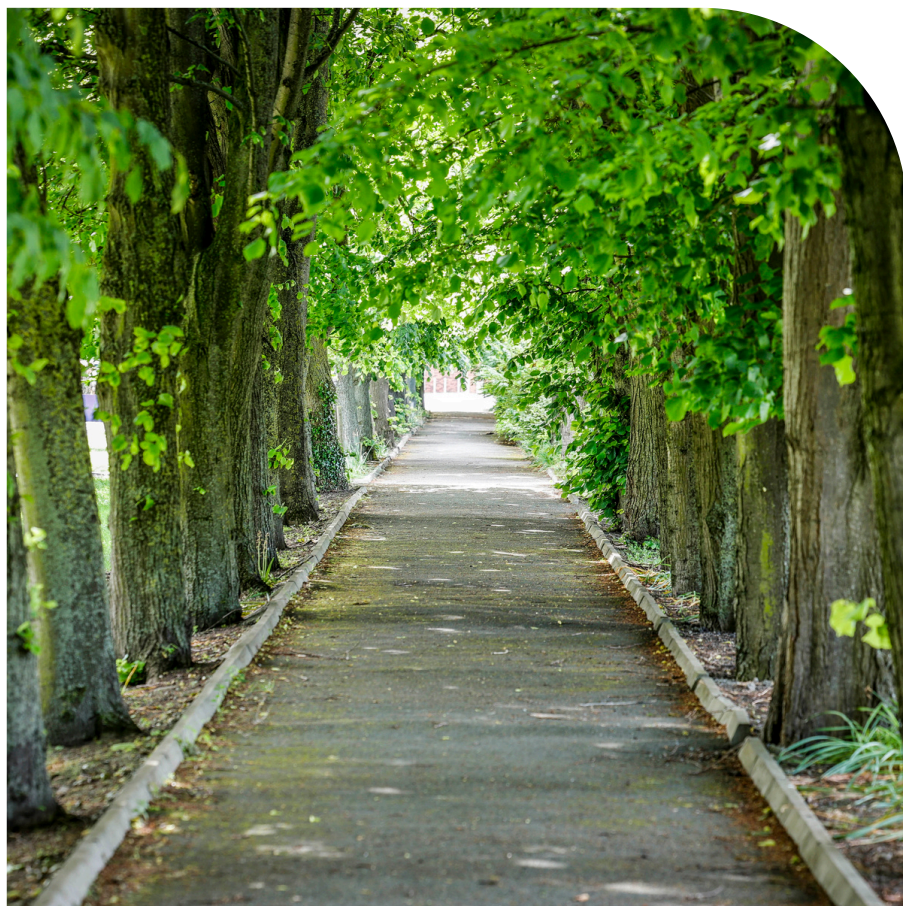
Medication is provided from the pharmacy at Our Lady's Hospice & Care Services.

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

## **The multi-disciplinary team comprises of:**

- Nursing staff
- Healthcare Assistants
- Consultant Geriatrician and medical officers
- Pharmacists
- Chaplaincy/Pastoral Care
- Activity Team
- Patient Services Team
- Patient Accounts Team
- Household services (catering & cleaning)
- Volunteers
- Advanced Nurse Practitioner (on referral)
- Clinical Nurse Specialist (on referral)
- Occupational Therapist (on referral)
- Physiotherapist (on referral)
- Dietitian (on referral)
- Speech and Language Therapist (on referral)
- Medical Social Worker (on referral)
- Complimentary Therapy (on referral)





## Core Values

### **Human Dignity:**

To respect the unique worth of every individual.

### **Compassion:**

To empathise with those who are in discomfort or suffering and to strive to understand their experience.

### **Justice:**

To consistently act with integrity, honesty, commitment and accountability.

### **Quality:**

To strive for excellence in all aspects of our work.

### **Advocacy:**

To represent the needs of those who are unable to speak for themselves.



# Admission pathways into AGH

Residents are admitted to AGH under one of the following pathways:

1. Nursing Home Support Scheme (NHSS)/Fair Deal (FD)/long-term care resident
2. Supportive Care Bed resident (SCB)
3. Dementia respite service resident (short stay)

Our residents are primarily people aged over 65 years who are dependent on nursing and medical care and for whom recovery to independence is unlikely. Information regarding the service is provided verbally by the admissions coordinator during the assessment and in writing in this booklet to support prospective residents and their families to make an informed decision about accepting the bed offer.

## 1. NHSS/FD

NHSS/FD is a scheme that offers financial support for people requiring long-term nursing home care. The resident pays part of the nursing home fees and the HSE pays the balance.

There are a number of steps in the application process and information can be sourced on the HSE website.

The application includes:

1. A care needs assessment
2. A financial assessment

The assessment requires input from healthcare professionals, including a Consultant Geriatrician. The resident or decision-making representative (DMR)/nominated person can avail of an optional nursing home loan.

This process can take several months, so it is advised to apply for the loan when you apply for FD funding. You do not need to accept the nursing home loan if it is approved. Further information is available on the HSE website.





### **Finding the right nursing home for you**

A list of approved nursing homes and their prices can be found on the HSE website.

- Admission to AGH in OLH&CS for long-term care is through the NHSS/FD pathway only. Charges are agreed as per financial assessment under the NHSS/FD scheme.
- When funding has been approved and released to the applicant, the HSE will notify nursing homes of the prospective resident/DMR/nominated person's request to be placed on their waiting list. While we do not wish to deter any person from joining the AGH nursing home waiting list, we would encourage any potential residents/DMR/nominated person to list with multiple nursing homes to increase the possibility of a bed offer.



- When our Patient Services Team has been notified by the HSE of the prospective resident's/DMR/nominated person's wish to join our waiting list, they will contact the prospective resident/DMR nominated person in writing requesting:
  1. A copy of the 'Letter of Funding Confirmation' that the prospective resident/DMR/nominated person received from the HSE
  2. A completed AGH application form.

Both documents should be returned to the Patient Services Team in OLH&CS via post or email to [patientservices@olh.ie](mailto:patientservices@olh.ie)

- On receipt of these documents, the prospective resident will be formally listed for a FD bed in AGH nursing home.

Further information is available on our website at [www.olh.ie](http://www.olh.ie)





## 2. Supportive Care Bed (SCB) pathway in AGH

SCB residents typically present with an advanced chronic or terminal illness, and would benefit particularly from a palliative care approach.

- Referral to the SCB pathway is by a Palliative Medicine/Geriatrician Consultant and their team is responsible for explaining the SCB pathway to the prospective resident/DMR/nominated person. The referring Consultant's team will have the required referral forms and are aware of the criteria for SCB referrals. Advanced Care Planning with the prospective resident/DMR/nominated person and medical team must occur prior to referral.
- A charge is applicable for SCB. This is based on the resident's weekly income, less €49/week and subject to a maximum weekly charge of approximately €180.
- Patient Accounts/pricing enquiries should be directed to Sabrina McKee, Patient Accounts Officer for AGH, by email to [smckee@olh.ie](mailto:smckee@olh.ie)
- An assessment is completed for prospective residents that meet the criteria for a SCB, which is reviewed by the OLH&CS admissions team. If considered appropriate, the applicant will remain on the waiting list and a bed offer will follow when there is availability.



### **3. Dementia Respite Service pathway**

Referrals to our Dementia Respite Service are managed centrally by the CHO7 Short Stay Respite Service (SSRS).

The SSRS accepts referrals from Public Health Nurses, Integrated Care Program for Older People (ICPOP) and OLH&CS Older Persons Advanced Nurse Practitioner.

#### **Accommodation**

Accommodation in AGH is made up of four units:

- Michaels, Benedicts, Marymount and Mary Aikenhead, with 86 beds in total.
- Units are made up of triple, twin and single rooms.
- Due to the nature of our service, the allocation of single rooms is based on clinical need and infection prevention and control requirements.
- A visit to AGH is advised and can be arranged through our Patient Services Department by emailing [patientservices@olh.ie](mailto:patientservices@olh.ie)





## Care Planning

On admission the care team will, in consultation with the resident, develop individual care plans based on their assessed needs. This will assist the team in making informed decisions about the care, support and treatment the resident receives.

A Multi-disciplinary Team meeting is held on each unit at least every three months. At this meeting, all aspects of the resident's care are reviewed by the team and any changes to care will be discussed with the resident/DMR/nominated person.

## 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 unit for residents who are in multi-occupancy rooms to have privacy during their visits. There are visiting areas in Anna Gaynor 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 OLH&CS Infection Prevention and Control protocols. The unit will contact the resident's nominated person directly if any visiting restrictions have to be implemented (such as Influenza, RSV, COVID 19, Gastroenteritis). The nominated person will be allowed to continue to visit once they are wearing the appropriate PPE and are aware of the associated risks. Compassionate visiting is facilitated for residents who are at end of life.



# Services and facilities provided

## Medical/Nursing

- Nursing and care staff are on duty 24/7, 365 days a year.
- Medical cover in Anna Gaynor House is office hours, Monday to Friday. Out of Hours and Public Holidays 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 24/7, 365 days a year.

## Security

- Security staff are on duty 24/7, 365 days a year.

## Faith/Reflection

- Roman Catholic Mass is regularly celebrated.
- Access to other religious services can be arranged through our chaplaincy team.
- A reflection room is located outside Mary Aikenhead.
- An Oratory is located in the Caritas building beside Anna Gaynor House.

## Free wifi internet access

- Access is available throughout the centre, using your own electronic device.

## Meals/snacks

- Breakfast is served in AGH from 8:30am, lunch from 12:30pm and tea from 4:45pm. A selection of drinks and snacks are available throughout the day and night. Relatives and friends are welcome to visit at meal times if they wish to assist their loved one with their meal. Residents/visitors can also purchase items from the coffee shop/restaurant if they wish.

## Laundry facilities

- Laundering of clothes is carried out by an external agency (Washboard) on behalf of OLH&CS at no cost to the resident (apart from any dry cleaning requested). Alternatively, laundry can be taken home by relatives/friends if preferred. To avoid loss or misplacement of items of clothing, each item should be marked with the resident's name and the name of the unit in which they live.

## **Hair salon**

- The Groom Room hair salon is located in Anna Gaynor House. Appointments/payments are made directly to the salon, with both cash and card payments accepted.
- To book an appointment, please email [thegroomroom@olh.ie](mailto:thegroomroom@olh.ie). The salon is available to both male and female residents. A mobile service is available for residents who are unable to attend the salon.

## **Podiatry service**

- A podiatrist visits the unit and provides foot care in the resident's room.

## **Valuables**

- Residents are advised to make arrangements for the safe keeping of their valuables including but not limited to cash, jewellery, personal documents, bank debit/credit cards and electronic equipment. There is a lockable drawer in the locker provided at the bed space.

## **Personal effects**

- The bed space is the residents own space and residents are encouraged to make it as homely as they wish. Residents are welcome to bring in personal effects, photographs/small possessions to make their space comfortable. If residents wish to use a radio or TV, we ask that headphones are used in shared accommodation for the comfort of other residents.

## **Fire protocols**

- There is a weekly fire alarm test in Anna Gaynor House. This test alarm occurs every Tuesday at 11am. No action is required when this test alarm sounds.



## **Voting**

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

## **Data protection**

- AGH is committed to protecting the privacy of all who come in contact with our services and take responsibility regarding the security of our residents' information seriously. If a resident leaves our service and they/their family wish to stay in contact with any of our services, we request that each person completes our 'Keeping in Touch' form which is available throughout OLH&CS. This will allow us to notify services users of some of our services i.e. bereavement counselling, remembrance services. With regret, we cannot make contact without prior consent.

## **Activities**

- A range of social and recreational activities are available in Anna Gaynor House. The activity team schedule is posted on the AGH Residents Community Noticeboard and within the unit each week. Activities are agreed with the resident following an assessment and vary from resident to resident based on their interests and ability. AGH hall is the central hub where many of the group activities take place.
- The Harold's Cross Dementia Café opens on the first Tuesday of every month in the OLH&CS restaurant, from 7pm to 8.30pm. This is a safe, relaxed space where everyone affected by Dementia can come along for tea/coffee, educational talks and support.

## **Residents forum**

- The Residents Forum meets every three months in AGH. The forum is an opportunity for residents to communicate their views to management and to make suggestions on how 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.



## **Comments, complaints or concerns**

- If you wish to make a comment, raise a concern or pay a compliment this may be actioned locally in AGH. 'Tell Us What You Think' Post Boxes are available throughout AGH if you wish to put these in writing. Details of other options available are below.

## **Complaints**

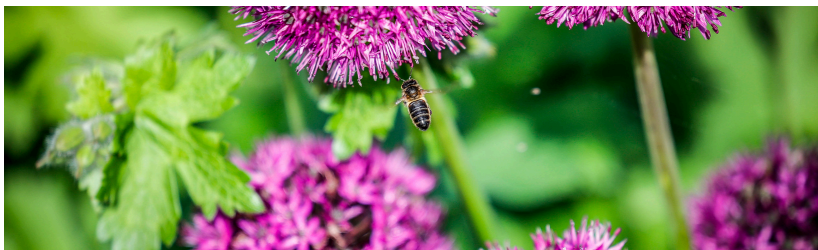
- AGH has a comprehensive complaints management policy. In the first instance we recommend, where possible, for complaints to be managed locally. If a resident/patient (their spouse/civil partner/cohabitant/close relative/carer/any person who, by law or by appointment of a court, has the care of the 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.

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:

- The level of engagement of independent advocacy services with residents, and
- 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.

## **We are a HIQA-registered facility, therefore 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. On admission the resident/DMR/nominated person will be asked to sign a contract of care, which will detail the bedroom in which the resident will be residing and the number of other occupants in the room.

## Useful information to visitors

- Accessibility: We have free car parking on site
- Bus routes: 9, 16, 49, 54A
- Amenities: the restaurant is on the ground floor and open to the public. Cashback is available at the cash till (minimum spend) up to a maximum of €20. There is a shop within the restaurant.
- A Coffee Dock in the palliative care in-patient unit is available to residents and their family/friends.
- Vending machines are available through the hospice.
- There are extensive grounds and gardens available to the residents and their family/friends to explore.

## Important information

- AGH is a smoke and vape free centre. Smoking is only permitted in the designated smoking area outside the centre (located close to the roundabout at the main entrance of AGH).



## Contact information

Anna Gaynor House,  
Our Lady's Hospice & Care Services,  
Harold's Cross,  
Dublin 6W,  
D6WPP90  
Email: [info@olh.ie](mailto:info@olh.ie)

### Unit Contact Numbers

Mary Aikenhead (01) 491 2553

Michaels (01) 491 2554

Marymount (01) 491 2551

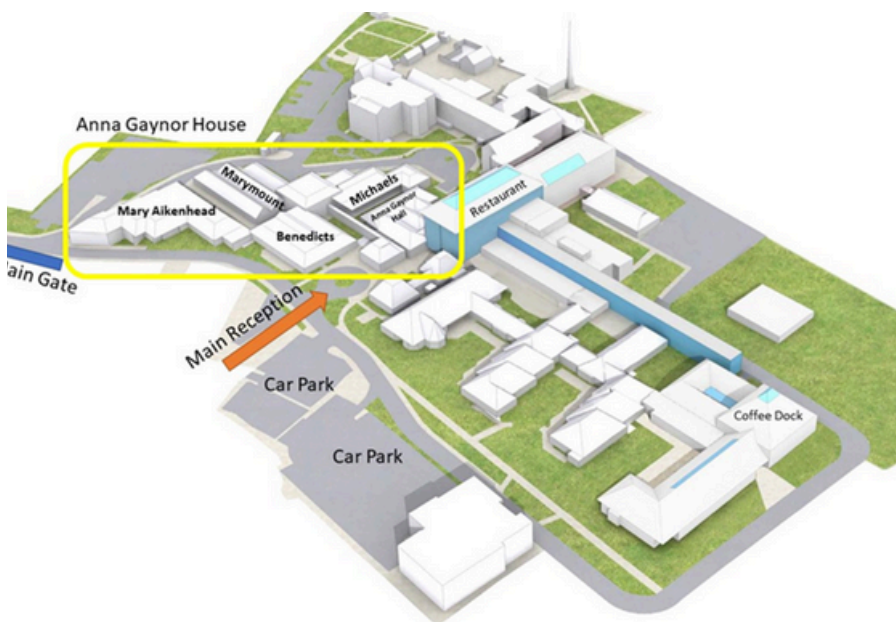
Benedicts (01) 491 2566

### OLH&CS Contact Numbers

Main Switch Board (01) 406 8700

Patient Accounts (01) 406 8834

Patient Services (01) 498 6267







Respite  
Rehabilitation  
Reassurance

Harold's Cross  
Blackrock  
Wicklow

#### Harold's Cross

Harold's Cross,  
Dublin,  
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#### Blackrock

Sweetman's Avenue,  
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[blackrockhospice@olh.ie](mailto:blackrockhospice@olh.ie)

#### Wicklow

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A67 A446  
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