

New Ross Community Hospital Ltd

Hospital Road, New Ross, Co. Wexford.

Telephone: 051 421305

Fax: 051 426958

Email: nrosscommunity@eircom.net

Web: newrosscommunityhospital.com

STATEMENT OF PURPOSE



By the Community – For the Community

Registered Charity Number 9656

Proposed 1st July 2016

BACKGROUND

New Ross Community Hospital Ltd it is a registered charity run by a voluntary Board of Directors. Any profit generated by the hospital is used to finance the provision of better services and facilities in the hospital. The Director of Nursing is responsible for the day to day running of the hospital. In 1987 when the District Hospital was closed the building was leased from the then South Eastern Health Board by a group of local people and a Company limited by guarantee was formed. The Hospital was established on the 16th of January 1989.

AIMS

Foremost, we aim to provide an environment that residents can regard as a home from home. Through our committed and professional staff, we are focused on ensuring all residents are cared for in a safe, warm, secure and caring environment based on the principles of home. We aim to provide the highest standard of care and support for persons residing at New Ross Community Hospital while maintaining and preserving the dignity and autonomy of each resident.

OBJECTIVES

To provide a high quality and standard of resident centred care to all in accordance with evidence based best practice; to ensure residents live in a comfortable, clean and safe environment that promotes the health, rights and independence of the residents of the hospital.

ETHOS

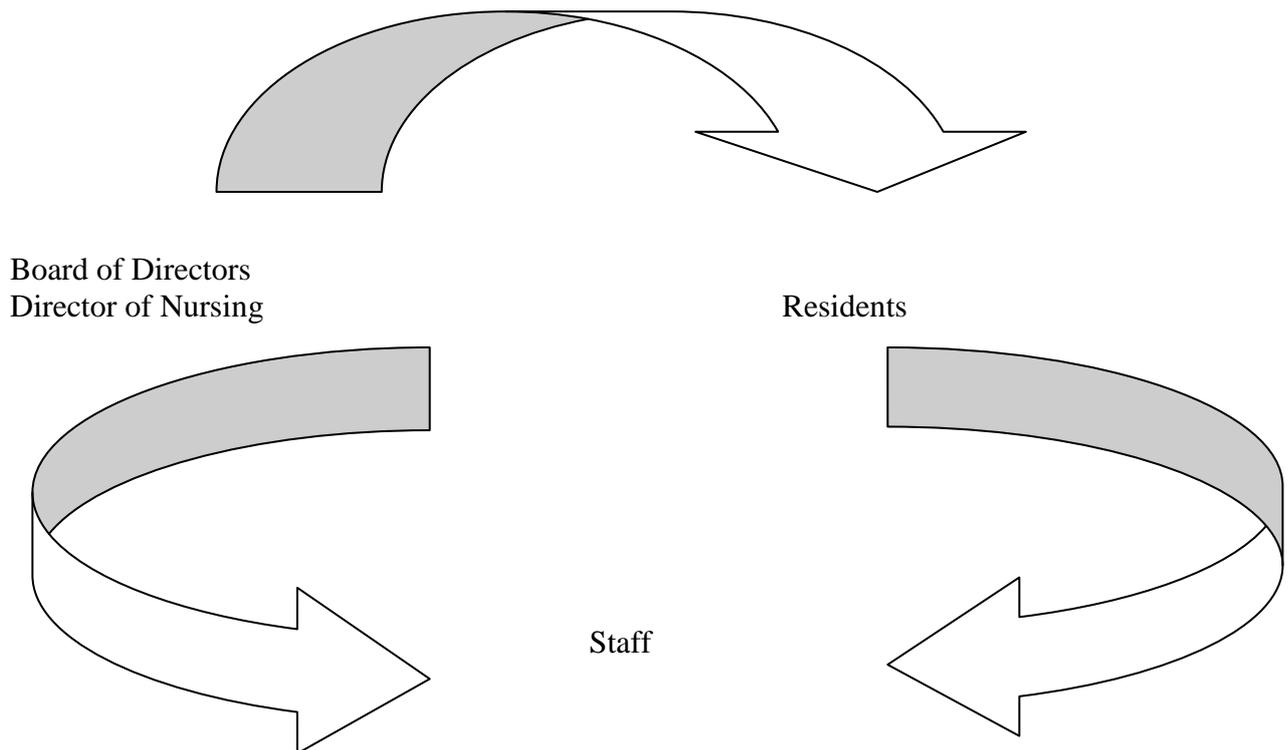
Our ethos is *“For the Community – By the Community.”* The Hospital was established by members of the local Community to provide a 24 hour care facility for men and women who need long term or short term care, non-acute medical care, respite, convalescence and palliative care as well as for family emergencies and young chronically ill over eighteen years of age. The hospital is a home from home where residents can continue to play an active role in the lives of their families and the community fully supported by the hospital.

FACILITIES

New Ross Community Hospital is a two storey spacious building built in the 1930s with residential capacity of 37 persons (both male and female) on the ground floor. It is located on the same grounds as the Health Centre, Day Care Centre and New Houghton Hospital. It is a designated centre defined by Section 2(1) of Health Act 2007. It provides 24 hour 7 day qualified nursing care for persons with the following care needs: long term/ residential care, short term, non-acute medical, respite, convalescence, palliative care, family emergencies and young chronically ill over eighteen years of age.

The hospital does not provide day care facilities.

ORGANISATIONAL STRUCTURE



Board of Directors:

Chairman	Frances Ryan
Vice-Chairman	Jim Collins
Secretary	Deirdre Caulfield
Members	Tom Clarkin, Tom Meehan, Dr. Karl Roulston, William Ryan, Dr. Mark Walsh.
Officer	John G. Flynn

STAFF

Position	Number Employed	Whole time equivalent	Total Number
Management	1 full-time	1	1
Administration	2 part-time	0.75 x 2	1.5
Registered Nurses	10 part-time	0.5 x 10 =	5
Healthcare Assistants	2 full-time, 20 part-time	0.5 x 20 = 10 + 2	12
Catering Staff	1 full-time, 2 part-time	0.5 x 2 = 1 + 1 = 2	2
Household	8 part-time	0.5 x 8 = 4	4
Maintenance	2 part-time	0.5 x 2 = 1	1
Activities Coordinator	2 part-time	0.5 x 2 = 1	1

***Additional hours will be allocated to cover the hospital in totality, the provider and person in charge are reviewing this at present ** A minimum of 0.3 whole time equivalent has being identified and will be allocated accordingly.*

8 part-time staff are employed through local employment schemes (TUS and Community Employment Scheme)

MANAGEMENT & GOVERNANCE

The Registered Provider

Name: New Ross Community Hospital Ltd
Chairman of the Board Frances Ryan
Provider Nominee Dr. Mark Walsh
Principal Address: New Ross Community Hospital, Hospital Road, New Ross, Co. Wexford.
Principal Telephone No: 051 421305
Alternative Telephone No: 051 421305
Fax number: 051 426958
E-mail Address: nrosscommunity@eircom.net

The Person in Charge

Name: Laura Collins
Principal Telephone No: 087 6128262

Current professional registration, relevant qualifications & experience

Laura Collins has Bachelor of Science Honours Degree in General Nursing and a post graduate Diploma in Health Service Management. Laura has worked in the care of the elderly since 2008. Prior to 2008 Laura worked as nurse in St. Luke's Hospital, Kilkenny. She was appointed Director of Nursing of the hospital in July 2014.

Alternative Telephone No: 051 421305
Fax number: 051 426958
E-mail Address: DoN@newrosscommunityhospital.com

Arrangements when the person in charge is off site:

Management

Laura Collins, Director of Nursing

Registration Details

Registration Number: 0602
Date of Registration: 14th June 2012
Expiry date of registration: 13th June 2018

Conditions of Registration:***Condition 1***

New Ross Community Hospital shall be operated at all times in compliance with the Health Act 2007 as amended from time to time.

Condition 2

New Ross Community Hospital shall be operated at all times in compliance with the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 and the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2015 (as amended, consolidated, restated or replaced from time to time) and in compliance with all other regulations made under the Health Act 2007 as amended from time to time.

Condition 3

New Ross Community Hospital shall be operated at all times in compliance with the National Standards for Residential Care Settings for Older People in Ireland (as amended, consolidated, restated or replaced from time to time) and in compliance with all other standards made under the Health Act 2007 and as the Chief Inspector may notify to the registered provider from time to time.

Condition 4

New Ross Community Hospital shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it.

Condition 5

New Ross Community Hospital shall be operated at all times in accordance with and shall provide only the services set out in the 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 shall be accommodated at New Ross Community Hospital at any time.

Condition 7

The maximum number of persons that can be accommodated at New Ross Community Hospital is 37.

Capacity of the centre: Maximum of 37 residents.

CRITERIA FOR ADMISSIONS

Admissions to New Ross Community Hospital are pre-arranged through referral from a General Practitioner, Public Health Nurse, acute sector or family members/representatives. Once a referral has been received, the relevant GP is contacted for a pre-admission summary letter to be provided. The person's family/representative is contacted by the Person in Charge for a pre-admission discussion surrounding the care needs of the individual. If it is the case that the hospital does not have the services the person requires there will be no admission.

When you are admitted there will be some paperwork to be completed which includes a full Nursing Assessment and Care Plan. This will be developed with your participation within 72 hours of admission, while there will be many questions asked it is necessary in order to ensure we are fully aware of all of your care needs as well as ensuring your safety. This will be individualised to set out your personal care needs and will provide direction to staff members caring for you.

Emergency Admissions can also be accommodated by assessments conducted by the Director of Nursing or Nurse in Charge at the time of admission.

Contract of Care

On admission to the hospital the resident will be issued with a Contract of Care within one month. The contract ensures that you have a legally binding assurance of service provided and fees to be charged and the hospital has an acknowledgement of your commitment to its terms and conditions.

Resident's Care Plan

A care plan for the resident will be developed (with his/her participation or that of his/her family or representative) within 72 hours of admission. The care plan will be updated as circumstances require or no less frequently than at three monthly intervals. Care plans are reviewed daily on a shift to shift basis.

Resident Profile

LONG TERM			
Age Range	Sex	Number	Facilities Provided
60 +	Male & Female	23	24 hour 7 day nursing care
SHORT TERM/CONVALESCENCE/PALLIATIVE			
Age Range	Sex	Number	Facilities Provided
18 +	Male & Female	8	24 hour 7 day nursing care
RESPIRE			
Age Range	Sex	Number	Facilities Provided
60 +	Male & Female	4	24 hour 7 day nursing care
DISABILITY			
Age Range	Sex	Number	Facilities Provided
18 +	Male & Female	2	24 hour 7 day nursing care

FACILITIES

Internal Accommodation in the hospital is comprised of:

13 single bedded rooms (8 ensuite)	13 residents
9 two bedded rooms	18 residents
2 three bedded rooms	6 residents
Treatment Room with hairdressing facility	
Office Space	
Multi-purpose room	
Large enclosed secure garden	
Decking area sheltered with overhanging roof to facilitate use in all weathers	

Our shared rooms provide company for the residents but all rooms are adequately screened to promote and provide privacy and respect for the resident. All rooms have televisions, call bells and electric beds. The majority of rooms have ceiling hoists. Residents are encouraged to personalise their rooms.

Dayroom/Sitting Room (11m x 7m)	Comfort seating and fire, radio and television
Dining Room (12m x 8x)	Restaurant styled room for dining
Visitor's Room (3.3m x 4m)	Small, quiet room for residents and their visitors
Reflection Room (4m x 3m)	Tranquil space for residents to have quiet time or practice their beliefs
Recreational area (7m x 3m)	Area between Dayroom/Sitting Room and dining room which looks out to a planted decking area and back garden
Courtyard (8m x7m)	An outdoor area with seating and plants.
Toilets and Bathrooms	

A Dietician attends the hospital each month and services such as Physiotherapy, Occupational Therapy, Speech and Language Therapy, Audiology/ Ophthalmology and specialised referrals are available through referral from the General Practitioner.

The following services are provided with an associated cost:

- Hairdresser
- Chiropodist
- Physiotherapy
- Laundry: The laundering of short-term resident’s clothing can be arranged (insofar as is reasonably practicable).

All equipment in the hospital is serviced annually and maintained through service agreements with the relevant providers.

RESIDENT ACTIVITIES

An activities schedule is in place which takes into account each resident’s interests, skills, experiences, personalities, capabilities and medical condition. The Activities Co Ordinator has developed programmes of activities to encourage psychological alertness, self-esteem and social interaction between the residents. The activities programme is run in conjunction with the support of the volunteer group of the hospital. At present the following activities are in place:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<i>10am to 11 am</i> Baking	<i>11am</i> Sonas	<i>11am</i> Flower Arranging or chair exercise or Imagination gym	<i>11.20am</i> Mass	<i>11.30am</i> Art & Craft	<i>10am</i> Mass via radio Newspapers Radio/TV	<i>10 am</i> Mass via radio Newspapers Radio/TV
<i>2.30pm</i> Bingo	<i>2.30pm</i> Art & Craft	<i>2.30pm</i> Music	<i>2.30pm</i> Bingo	<i>2.30pm</i> Music	Music	

- Newspapers are provided daily. Individual requests can be arranged.
- Monthly outings (weather permitting)
- Cards, Scrabble, Bingo, Board games, crossword puzzles, reading and writing
- Music and sing-alongs.
- All resident’s birthdays are celebrated with a party in partnership with his/her family members/representatives
- Daily postal service available in and out Monday – Friday.

The foregoing activities is not an exhaustive list and as part of the residents’ social and personal care plan activities will be tailored according to the residents interests and wishes.

RELIGIOUS SERVICES

A reflection room is provided for the residents so that they can practice their individual beliefs in private. The Director of Nursing will assist each resident with regard to the practicing of his/her belief.

The hospital provides daily mass via radio and a mass celebration each Thursday (Roman Catholic). Residents who do not wish to participate will have access to alternative accommodation during this time.

RESIDENTS' FORUM

The hospital liaises with the residents regarding the operation of the hospital through a number of mediums.

Resident's Meetings: Each quarter there is a resident's meeting which is facilitated by a volunteer. The residents discuss their stay at the hospital and provide feedback for the Person in Charge in this regard.

Questionnaires: Residents and their family members/representatives are asked to complete questionnaires regarding the resident's stay in the hospital, his/her room, food and activities.

ARRANGEMENTS FOR RESPECTING THE PRIVACY & DIGNITY OF RESIDENTS

We would like you to think of New Ross Community Hospital as your home from home. Our staff will do their utmost to protect your privacy and dignity by:

- knocking before entering your bedroom
- asking your permission prior to any personal and/or nursing intervention
- asking your permission for staff undergoing training and development
- asking your permission for members of the opposite sex or others to be involved in your care

If you feel your privacy and dignity is being compromised in any way then please inform a member of staff that you feel comfortable with.

VISITING ARRANGEMENTS

There is an open door visiting policy in the hospital although we ask mealtimes to be respected so visitors are not permitted into the dining area at mealtimes. Also the hospital asks visitors to partake in precautionary infection control measures as appropriate

FIRE PRECAUTIONS & EMERGENCY PROCEDURES

- The hospital is fitted with a fire alarm and Fire Exit Notices and Fire Emergency Instruction Notices are displayed at strategic points throughout the hospital as advised by the Fire Safety Consultant and Fire Inspector.
- Staff are trained in fire safety and emergency fire evacuation plans and attend fire drills
- Weekly zone testing of fire alarms is carried out including emergency exits and fire door seals as well as fire equipment.

- Fire Safety Policy is in place as well as a Fire Evacuation Plan.
- The alarm system is serviced every three months.

COMMENTS, COMPLIMENTS AND COMPLAINTS

We welcome all feedback on our facility and any specific issues that may arise hence ensuring that our service is continually reviewed and refined in line with best practice and resident choice.

Complaints may be made by any resident, family member/representative or visitor to the Hospital. Complaints may be made verbally or in writing to any member of staff.

1. If complaint resolved immediately details of the complaint are documented in the resident record and the Director of Nursing informed.
2. If complaint is not resolved the staff member and give same to the Director of Nursing for review.
3. If it's a verbal complaint the Director of Nursing shall respond by telephone call. If the complaint is in writing; a letter of acknowledgement shall be sent to the complainant within five days of the receipt of the complaint. (HSE 2008)
4. The Director of Nursing will investigate the complaint within 30 days of the receipt of the complaint, if it takes longer the Director of Nursing shall notify the complainant. The Director of Nursing shall determine if the complaint has been verified or not. If the complaint is not verified the outcome shall be documented and communicated to the complainant. Where the complaint has been verified, a non-conformance is raised and the complainant is informed of the outcome.
5. Where the complainant is satisfied, the outcome is documented. Where the complainant is not satisfied, the complaint will be referred to the Chairman and Board of Directors of New Ross Community Hospital. If after a response from the Chairman and Board of Directors, the complaint remains unresolved, the complaint will be referred to:
 - (i) Sinead Byrne, Consumer Affairs Office, HSE South, Office Complex, Kilcreene Hospital, Kilkenny. Phone 056 7785598, Fax: 056 7785549.
 - (ii) Ombudsman – Office of Ombudsman, 18 Lower Leeson Street, Dublin 2. Phone 01 6395600/Fax 01 6395674
 - (iii) Health Information and Quality Authority (HIQA). The contact details are: Chief Inspector, HIQA, Social Services Inspectorate, 1301 City Gate, Mahon, Cork. Advice Line: 021 2409660.

POLICIES THAT INFORM OUR PRACTICE

As a provider of high quality nursing care we welcome the 'National Quality Standards for Residential Care Settings for Older People in Ireland'. These standards will help to consolidate existing good practice whilst also identifying areas for development.

A copy of the standards can be obtained either online at

http://www.hiqa.ie/media/pdfs/HIQA_Residential_Care_Standards_2008.pdf

or in writing to: Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork.

Policies in the hospital include but are not limited to the following:

Health Act 2000/2007
Protection of Resident from Abuse
Admissions Policy/Resident Transfer, Discharge & Overnight leave
Policy on Guidelines for Wandering Resident
Resident & Personal Hygiene
Meeting the Needs of Residents with Challenging Behaviour
Use of Resident Restraint
Staff Selection, Recruitment and Appointment
Management of Resident Fees, other Expenses & Personal Property
Availability & Communication of Information to Resident
Provision of Information to Resident's Relatives/Representatives
POLICIES THAT INFORM OUR PRACTICE
Nutritional Status & Management
Resident Records, Creation, Initiation, Content & Review
Development & Review of the Health & Safety Plan
Food Safety Management
General Risk Management Policy
Management of Internal Emergencies
Prescribing, Ordering, Storage and Disposal of medications
CCTV
End of Life