



General Information Booklet

Welcome to Tara Winthrop Private Clinic. This booklet has been designed to provide you with the necessary information required to make an informed choice on your care provider and/or to assist you in making your stay with us more comfortable. We will do our utmost to minimise the trauma often encountered by both residents and relatives when faced with nursing home care.

Tara Winthrop Private Clinic will provide warm, comfortable, tastefully decorated bedrooms and residents are encouraged to bring in personal items or belongings which will ensure their stay is a happy one.

The Clinic offers appetising and nutritious meals, which are carefully prepared by our chefs from fresh, locally sourced ingredients, taking into consideration the dietary requirements or preferences of the individual resident.

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) and Regulations 2013'.

Mission Statement:

“to provide an atmosphere of warmth, respect, dignity and independence. Where each resident is valued and encouraged as individuals to make their own personal choices with regard to their social, cultural, spiritual and emotional needs”.

Aims and Objectives

The management and staff of Tara Winthrop Private Clinic offer a highly professional care service for residents over the age of 18 years. We are pleased to accommodate residents for long term care.

Our main aim at Tara Winthrop Private Clinic is to provide a person centred care environment that will meet the needs of our residents.

The aims of the Clinic are:

- To offer care of the highest quality to residents, based on their individual care needs.
- To safeguard the residents in our care, balancing risks to promote autonomy within the care environment.
- To provide meaningful activities, and to maintain existing practical skills, whilst learning new ones.
- To devise a comprehensive and individualised care plan to meet the resident's physical, personal, social, psychological/emotional, behavioural, cultural, spiritual, communication and health care needs.
- To empower residents to exercise choice.

The Objectives are that the Clinic will provide:

- A safe and 'homely' environment.
- Support the development of a multi-skilled and highly trained team, following rigorous recruitment procedures.
- The effective management and supervision of the staff team.
- The provision of an effective key worker system.
- The use of effective placement planning and risk assessment.
- The development of individual care plans according to the residents need and with the involvement and active participation of the resident and/or their family.
- The provision of an appropriate education package to staff.

Membership of Nursing Homes Ireland:

As a member of Nursing Homes Ireland we are committed to their shared vision and goals. Nursing Homes Ireland is the single representative body, for the private and voluntary nursing homes sector in Ireland and is therefore a key part of the Irish health service. Their

vision is to ensure that all residents of nursing homes will receive high quality care. As a single representative body Nursing Homes Ireland, alongside the Government and other key stakeholders can influence important health decisions and policies which affect residential care services.

Description of Care Provided:

Tara Winthrop Private Clinic can accommodate up to 140 residents.

The Clinic provides nursing care for low, medium, high and maximum dependency residents and it is divided into five main sections.

Lambay Suite has 32 beds and is designed to care for residents under the age of 75 with neuro-degenerative disorders. Columba Suite has 33 beds and Iona Suite has 10 beds both of which are dedicated to caring for the residents who require the maximum level of nursing care. Erris Suite which has 33 beds and Shenick Suite which has 32 beds care for our older residents.

The Clinic, despite the fact that it has the finest and most up to date facilities, is totally patient driven. The ambience, which so many visitors comment upon, is exceptionally inviting and homely.

The Clinic employs the services of a Registered Medical Practitioner - Dr Tomasz Tomasiuk M.D, who has been with us for the past twelve years. He also holds a Certificate in Palliative Care Medicine and a Diploma in Geriatric Medicine and Nursing Home Care.

Rena Galvin is our Director of Operations / Provider and holds an MA in Sexuality Studies, a Diploma in Management and Employee Relations and a Diploma in Health and Safety.

Mary McCormack, is Managing Director of Tara Winthrop Private Clinic and is in business in the Swords area for the past thirty years. She is one of the most experienced and respected providers in the country.

Catherine Dunleavy, RGN, MSc in Nursing, Diploma in Management, Certificate in ITU Nursing, is our Director of Nursing/Person in Charge and has over twenty-five years' experience working in the Nursing Home Care Sector.

There are Three Assistant Directors of Nursing: Deborrah Brennan, Prathiba Prakasan Tharayil and Elena Reghina Pal.

Evelyn Sweeney Diver is our Practice Development Facilitator.

We have a full complement of Nursing Staff which include Clinical Nurse Managers, Staff Nurses, Health Care Assistants, Physio's, Activities and Ancillary Staff.

Contract for Care

On admission to Tara Winthrop Private Clinic you will be given a ‘Welcome Pack’ which will include amongst other documents a Contract for Care to sign which outlines the cost of care and the expenses that you will incur throughout your stay. The contract should be read carefully, signed, witnessed and returned to the Clinic within five working days of admission.

What to bring with you on Admission:

- Clothing to include daywear and nightwear.
- Toiletries to include, razor, comb, hairbrush, toothbrush and toothpaste etc (towels will be provided at the clinic)
- Personal equipment such as your own wheelchair, Nebulizer, air-mattress, hearing aid, walking frame etc.
- Current up to date prescription and medical notes from General Practitioner.
- Hospital discharge letter if applicable.
- Each Resident is provided with a safe, even so valuables and large sums of money should not be stored on-site at the clinic. Whilst every effort is taken to safeguard the property of the resident, no liability is accepted for articles lost or stolen, by the management of Tara Winthrop Private Clinic.

Service/ Facility/ Activity	Frequency	Accessibility
Hairdresser	Monday, Wednesday, Thursday & Friday 9am - 6pm	Appointment required. Cost incurred for treatments.
Mass Other Religious Services	Weekly on Thursday 11am As Requested	No restrictions No restrictions
Arts and Crafts/ Activities, & Outings	Monday to Friday in designated areas	Cost incurred
Physiotherapy	As Prescribed / Monday to Friday	Appointment required. Cost incurred
Chiropody	Every Thursday	Appointment required. Cost incurred

Optician	As Required	Cost may be incurred
In-House Medical Officer	Monday to Friday excluding educational leave	No cost incurred.
Dentist	On Request	Cost may be incurred
General Practitioner	As Required	Cost may be incurred
Pharmacy	As Required	Cost may be incurred
Personal Care Assistants	For Hospital Appointments, or Social Outings	Cost will be incurred
Transport/Taxi's	As Required	Cost of transport/taxi will be paid for by patient or relative.

External Facilities / Activities / Transport

Tara Winthrop Private Clinic is situated within walking distance of the village of Swords. It is easily accessible by regular bus services and nearby there are a selection of restaurants/public houses/libraries/community halls and a large variety of shops. Whilst there are occasional organised day trips for residents, the Clinic will assist you to participate in external activities outside of these arrangements, where possible. Additional costs will be incurred for outside activities. Tara Winthrop has its own designated wheelchair accessible mini-bus for activity outings only however, if available it may be booked privately for individual pursuits. If private transport is required for any reason, the cost must be incurred by the patient or relative. In some cases a care assistant is required to accompany the resident to hospital and/or other appointments, should this be required a charge is applicable.

Environmental Facilities

Tara Winthrop is surrounded by beautifully maintained gardens. There are also four secure courtyard gardens. There is 24 hour security in operation and the main public areas are monitored by closed circuit television transmissions (CCTV).

Tara Winthrop Private Clinic is made up of 140 beds of which 112 are en-suite bedrooms, all of which exceed regulatory requirements. There are six sitting room areas and five dining room areas and at least 16 additional toilets all of which are wheelchair accessible. Each of our four suites has its own kitchen areas, which are supplied from a Central Kitchen.

There is a fully equipped physiotherapy department, hairdressers, hydrotherapy pool, sweet

shop, multi-sensory room (Snoezellen), activities department, launderette and library.

Sky television is available in the lounge areas and can be installed (at a cost) in private rooms.

Private phone lines and broadband are available in the activities department and can be accessed (at a cost) in private rooms. Tara Winthrop Private Clinic maintains high maintenance standards, therefore, we do not approve of electrically powered equipment or adjustments to our rooms without prior consultation with the maintenance manager. The resident is liable for any damage caused to the private property at Tara Winthrop Private Clinic.

Arrangements for Visiting

Potential Residents

We understand that the decision to move into long-term care can be a stressful time. At Tara Winthrop Private Clinic we want to make your transition as smooth as possible. Our Director of Nursing, Catherine Dunleavy will be happy to meet with you prior to admission to discuss your future care needs and answer any questions you may have.

The management at the Clinic will offer to give you a tour of the building on the offer of a bed and discuss any personal needs you may have.

Existing Residents

We operate an open visiting policy within Tara Winthrop Private Clinic, however to protect our residents we ask that **all visitors sign in and out** on entering and leaving; wait in the designated visitors' area to enable staff to announce their arrival and partake in precautionary infection control measures as appropriate. Tara Winthrop Private Clinic 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.

To avoid introducing infection to our residents visitors are asked to refrain from visiting if they are suffering from colds, flu, or infections.

Safety

Your safety is of paramount importance to us. If you need assistance please ask a member of staff or alternatively use your call bell to seek assistance.

Care of Residents Personal Property, Equipment and Valuables

The resident and / or representative is encouraged to bring small items / objects from home to help personalise the resident's room / space, promote his/her personal identity and assist with the transition to Tara Winthrop Private Clinic.

A record of all property and possessions, including furniture brought in by or on behalf of residents will be maintained by Unit CNM /Housekeeping and under the direction of Noel Orange our Hygiene Manager.

Portable electrical equipment brought in by or on behalf of the resident must be PAT tested prior to use and the appropriate Pat Test Certificate passed to our Safety Officer.

Aids and appliances should be clearly marked with his/her name by the resident and / or his representative.

Where a resident has personal equipment, the health and safety officer must be informed. He must then check that there are instructions for servicing and maintenance of the equipment and that arrangements are in place for servicing and maintenance of the equipment as well as record keeping for same. It is the onus of the Resident and/or Representative to have a service program in place for each piece of Portable electrical equipment prior to them being brought into TWPC.

TWPC reserve the right to take out of service any Resident's Portable Electrical Equipment we feel poses a risk to any residents, visitors and/or staff, until such time as it has been reviewed by an appropriate competent person who has deemed it safe and who has provided documentation confirming same.

Tara Winthrop accepts no responsibility for loss of valuables or money which were **not** identified and **not** lodged in the Managing Director's office on admission. All residents are supplied with their own safe on admission. The Resident can enter his/her own number and

password to open and close the safe. All valuables and monies lodged to safe-keeping must be signed in and out of lodgement book and witnessed. Relatives and residents are advised that due to limited storage space all personal belongings must be removed from the premises within one week of vacating the premises otherwise they will be disposed of in a normal manner.

Laundry Policy

Tara Winthrop endeavours to ease the burden on families and therefore provides a laundry service free of charge; however, Tara Winthrop takes no responsibility for items which are lost or mislaid. It is suggested that all clothes are clearly marked with 'Microsealed' labels to avoid any problems with identification. Clothes, that are not machine washable or that cannot be dried in an industrial dryer are not suitable to be laundered at the Clinic. Clothes labels can be purchased through the office for a charge of €30 per 100 labels.

Nursing Home Inspections:

Nursing Homes will be registered with the Health Information and Quality Authority and be inspected regularly to ensure that standards of care are being maintained. Inspections may be announced or unannounced and may occur during the day, in the evening, at night or at weekends. Registration will be renewed every three years. The registration and inspection process is independent and reports will be published after each inspection. A copy of each report can be obtained online at the following email address:

<https://www.hiqa.ie/searchapi/tara%20winthrop%20private%20clinic>

Further information from HIQA can be obtained by:

- Calling the advice line 021 240 9660
- Emailing inspections@hiqa.ie
- Writing to the Office of the Chief Inspector,

Health Information and Quality Authority

Social Services Inspectorate

1301 City Gate

Mahon

Cork

Data Protection

Data Protection is the safeguarding of the privacy rights of individuals in relation to the processing of *Personal Data*, in both paper and electronic format. The Data Protection Act 1988 and the Data Protection (Amendment) Act 2003 lay down strict rules about the way in which *Personal Data* and *Sensitive Personal Data* are collected, accessed, used and disclosed. All personal information which Tara Winthrop Private Clinic holds is protected by the Data Protection Act 1988 and the Data Protection (Amendment) Act 2003.

Tara Winthrop Private Clinic takes its responsibilities under these laws seriously.

Residents' data

Residents' nursing and medical records both electronic and manual are held under secure access at Tara Winthrop Private Clinic.

Nursing Staff with access to medical notes both manual and electronic and should ensure that residents' notes and data are:

- kept in a designated area where it is not easily accessible by any unauthorised person(s)
- not visible, either on desks or on computer screens, to anyone not authorised to see it — ensure screen savers and computer screen locks are used
- sent in a sealed envelope, if transmitted through the mail, either internally or externally
- not sent via e-mail if it is sensitive information
- sensitive personal data **must not be disclosed** with the express consent of the resident or without proper authorisation. If a request for information is received that is out of the ordinary, it should be passed to the Data Protection Officer
- not disclosed orally or in writing to any person(s) via telephone, e-mail or any other media
- not left on shared printers/photocopiers

- disposed of securely in line with the Retention and Disposal of Information Policy

Healthcare Assistants should ensure that:

- touch-care screens visible on their unit's should not display any information after they have finished entering data
- they must return to the home page at all times.

Resident records:

The *Personal Data* records held by Tara Winthrop Private Clinic in relation to residents may include:

- Name, address and contact details
- Next of Kin contact detail
- Marital status
- Date of birth
- PPS Number
- Medical Card Number, Chiropody Card, VHI Cards, Wards of Court
- Pension details
- Name and address of General Practitioner
- Name and address of Consultant(s)
- Medical Nursing Records

Medical Nursing Records may include:

- Admission sheet including immediate care needs assessment form
- Initial comprehensive and ongoing nursing assessments
- Nursing care plans
- Nursing progress and evaluation notes
- Referral letters, discharge communications and any other correspondence relevant to the care of the resident
- Record of allergies
- Medical and multidisciplinary clinical notes
- Consent forms
- Laboratory, radiology and diagnostic imaging results
- Prescribed medicines and nutritional supplements

Purpose(s): To ensure that nursing home personnel, doctors, staff employed in or contracted to Tara Winthrop Private Clinic as well as designated officers of statutory bodies who have access to resident's personal and *healthcare records* are aware of

legal and professional requirement for the management of private and personal health information related to residents

Healthcare Records

“The healthcare record refers to all information collected, processed and held in both manual and electronic formation pertaining to the patient and patient care. It includes demographics, clinical data, images, unique identification, investigation, samples, correspondences and communications relating to the patient and his/her care” (National Hospitals Office 2007).

Exceptions to note:

Data protection regulations prohibit the supply of:

- health data to a patient in response to a request for access if that would cause serious harm to his or her physical or mental health. The regulations also provide that such data is to be communicated only by, or after consultation with an appropriate “health professional”.
- *Personal Data* obtained in the course of carrying on social work if that would cause serious harm to the health or emotional condition of the data subject concerned. The regulations apply to social work carried on by the Minister of Health, Local Authorities, the Health Services Executive, Health Information Quality Authority (HIQA) or any other such bodies receiving financial assistance from public funds.

Roles and Responsibilities of Data Users

The Director of Nursing

- The Director of Nursing, Tara Winthrop Private Clinic and delegated Officers i.e. the Assistant Directors’ of Nursing, Clinical Nurse Managers, and the Data Protection Officer are responsible for implementing this policy in relation to all residents’ *personal data*. However, all employees who collect and/or control the contents and use of *personal data* are individually responsible for compliance with the data protection legislation. Tara Winthrop Private Clinic will provide support, advice and training to all staff concerned to ensure compliance with the legislation

All members of staff who have access to residents' or staff members' personal data as part of their job should at all times ensure that:

- data are only used for the purpose(s) for which they are collected
- data confidentiality is maintained at all times
- data accuracy is maintained
- data are held securely –
- confidential data, whether held in paper format or electronically, are securely destroyed
- the contents of all personnel files, whether paper or electronic files, should be limited to documents that reflect normal Tara Winthrop Private Clinic business. The content of these documents should not come as a surprise to the staff member.
- all information recorded should be factual. Judgements, comments or opinions should not be included unless information exists to support those judgements or opinions
- Nursing notes shall only be destroyed in accordance with the Retention and Disposal of Information Schedule.
- Medical notes shall be files after a residents death and should only be strictly destroyed in accordance with the Retention and Disposal of Information Schedule

Disclosure under the Freedom of Information Act

Some information which might be considered to be personal data may be disclosed in response to a request under Freedom of Information (FOI) Act.

All requests for information under the Freedom of Information Act should be passed to the Data Protection Officer for action.

All request for personal information received from the individual person concerned, even if requested under the Freedom of Information Act, will always be dealt with as a Subject Access Request under the Data Protection Act.

N.B. A full copy of our Data Protection Policy - Document Code: DP1 is available on request.

**N.B. A full audio version of this booklet can be accessed on our website at
www.tara-winthrop.com**