

BALLYCLARE PRIVATE NURSING HOME



PATIENT GUIDE



WELCOME TO BALLYCLARE

The management and staff sincerely hope that you and your relatives will find a happy, relaxed and friendly atmosphere in Ballyclare, which offers sanctuary from anxiety and stress.

SUMMARY OF OUR STATEMENT OF PURPOSE

We aim to provide the highest standard of nursing care, coupled with the highest quality of life for our patients in a flexible and safe homelike environment.

We focus on six basic values, which we consider underpin quality of life:

- **Privacy** – Freedom from intrusion or public attention
- **Dignity** – A respect for each person's uniqueness and personal needs
- **Independence** – The ability to act and think without reference to others
- **Choice** – Providing opportunities to select from different options
- **Rights** – Maintaining all entitlements irrespective of age or circumstances
- **Fulfilment** – Realising personal aspirations in day to day life

Ballyclare is part of the Hutchinson Homes Limited group of nursing homes, the other homes in the group being, Clareview (also in Ballyclare), Massereene Manor and Clonlee (in Antrim), and Drummaul House and Glenkeen (in Randalstown), with the registered persons for all 6 homes being Mrs Janet Montgomery and Mrs Naomi Carey.

The Nurse Manager in Ballyclare is Mrs. Harriet Dunsmore

ON ADMISSION

Every effort will be made to accommodate you in the room of your choosing. Should your selected room be unavailable, we would ask that you take an alternative, until the room of your choice becomes available.

RELATIVES / RESIDENTS MEETINGS

The nurse manager organises formal meetings on a quarterly basis with residents/relatives to discuss quality of services and facilities. Details of dates can be found on the relative's notice board within the home. Minutes of meetings will be displayed on the appropriate notice board.

LIFE STORY BOOK

We ask families to assist with the completion of a life storybook for each patient that includes; likes/dislikes, pastimes, family history, and work history. This information helps staff build a picture of the individual, and highlights topics of conversation.

GIFTS TO STAFF

It is our policy that individual employees cannot accept gifts from patients or relatives. Any gift or donation, to the home or staff, must first be agreed by the Nurse Manager.

EMOTIONAL AND SPIRITUAL SUPPORT

Individual needs are many and varied. We respect the expressed emotions and beliefs of our patients. Where necessary, support is offered in keeping with our caring environment, and there is no discrimination on any grounds. Bearing in mind religious and cultural factors, we make arrangements to support the spiritual needs of all.

INSPECTION OF THE HOME

There are a minimum of 2 inspections each year by the home's regulatory body, the Regulation and Quality Improvement Authority, one of which will be announced, with notices displayed in the home to inform relatives, and invite them to meet the inspector should they wish to do so. Formal written reports detailing the findings of the inspections will be available on display in the relative's notice board. Over and above these audits we have commissioned our own monthly quality assurance inspection reports from an independent source, available to see at any time.

VALUABLES

Patients can keep valuables or small amounts of money in the locked cupboard provided, all which should be recorded on arrival. We would however discourage on the grounds of security, expensive items and large amounts of cash to be retained in this way. A safe is available centrally for the storage of jewellery, cash etc. **If at any stage a patient or family member / friend removes a valuable from the home, for example for cleaning, they should advise the Nurse Manager to ensure our records are kept up to date.**

LAUNDRY

In an attempt to avoid clothes being misplaced or lost, we would ask that all garments brought in are clearly labelled, or given to staff for marking. We would also suggest that all clothing is robust in terms of being machine washable, and that dry clean items are unsuitable.

MAIL

You may receive personal mail addressed to the home, however, with your agreement, we may on occasions have to open mail in connection with medical appointments, results, etc.

HAIRDRESSING

A Hairdresser will visit the home on a weekly basis. Should you wish to have your hair styled, a request should be made to your Named Nurse.

FEEES

A separate information sheet is available from the Nurse Manager detailing arrangements for fees, methods of payment, Health Trust contributions etc. The Nurse Manager will be happy to explain the process, and answer any questions on this matter.

PETS

Unfortunately we cannot allow pets to live in the home, however we have no problem with families arranging to bring pets to visit.

PERSONAL ITEMS

We encourage patients to bring with them personal items such as photographs, ornaments, small pieces of furniture.

ROOM MAINTENANCE

There may be occasions when it will be necessary to transfer you from your room temporarily. e.g. maintenance or decorating. Should this occur, we will do everything to make the transfer as short as possible.

PLANNING OF CARE

The members of the care team will consist of: Nurse Manager, Nurse Sister, Staff Nurses and Care Assistants.

The Nurse allocated to you is called your Named Nurse. They will soon become a familiar face and will answer any queries or anxieties you or your relatives may have.

Each patient has their care carefully planned, (a process in which the patients views and considerations are an integral part), and the plan is reviewed as necessary to maintain the highest standard of care. With the patient's agreement, their next of kin are welcome to attend these reviews.

The Nurse Manager will have overall responsibility for your stay. She will be available to listen to you needs, and to ensure your stay is a happy one.

DAY CARE FACILITIES

Ballyclare is able to facilitate day care for people who require care and companionship or supervision during the day. The facility offers relief to family and care givers and may allow them the freedom to go to work, handle personal business or just relax while knowing their relative is well cared for and safe.

ACCESS TO FILES

Patients may have, on request, full access to their personal record or any part of it. A patient may also authorise, in writing, a relative to have such access. Where a patient cannot request such access, or give written authorisation, the home will take all reasonable steps to ensure that relatives are fully informed whilst protecting the rights of the patient to privacy and confidentiality.

PATIENT RIGHTS

All patients retain their citizens rights when they enter the home, and we undertake to safeguard these rights and facilitate the patients in exercising them.

STAFF

We recruit in a professional manner, and we provide suitable training programmes for staff, thereby ensuring that they receive all the skills and knowledge they require to be effective carers.

There is a uniform policy to help distinguish different staff roles:

Nurse Manager	Business attire
Nursing Sister	White tunic with grey trim, navy trousers and black shoes.
Staff Nurse (F)	White tunic with blue trim, navy trousers and black shoes.
Staff Nurse (M)	White tunic with blue trim, black trousers and black shoes.
Care Assistants (F)	White tunic with purple trim navy trousers and black shoes.
Care Assistants (M)	White tunic with purple trim black trousers and black shoes.
Activity Therapist	Pink polo shirt and navy trousers.
Handy Man/Gardener	Grey polo shirt and black trousers.
Kitchen Staff	White tunic and navy check trousers with black shoes.
Catering Assistants	White polo shirt with navy checked trousers.
Housekeepers	White tunic with green trim, navy trousers and black shoes.

MEDICATION AND HEALTH CARE

All of the patient's needs with regard to medication and / or health care are effectively managed. This will be facilitated by arranging the necessary appointments with your G.P., Social Worker, Community Psychiatric Nurse, Dentist, Podiatrist, Physiotherapist, Occupational Therapist, Optician, or Psychiatrist.

DIET

Fresh home cooking provides a nourishing and varied menu, with special diets catered for as necessary. The menu operates on a 3 week cycle, with a choice of 2 dishes at lunchtime and in the evening each day. If neither dish is suitable the cook will endeavour to find an acceptable alternative.

VISITORS

We have open visiting, but would ask that all visitors and relatives leave by 9.30pm thereby allowing time for the day to conclude peacefully. Visitors are also asked to take note of and co-operate with the content of the Visitors Policy displayed in the entrance hallway advising of; signing in/out, access restrictions, smoking policy, infection control, and fire / emergency evacuation measures.

ELECTRICAL EQUIPMENT

To meet statutory safety requirements, any electrical equipment brought in for patients use must be "Kite" / CE Marked, and will be subject to a Portable Appliance Safety Test.

ACTIVITIES

Your recreational needs, hobbies, and any interest you may wish to pursue will be discussed with you. An activity therapist in the home organises a varied range of activities and crafts for all. Outings will be arranged regularly whenever possible.

A patients comfort fund exists, the principle role of which is to assist in the provision of comfort and social stimulus to patients and their families through activities and outings. In order to fund such activities, nursing home staff organise various fund raising events.

COMMENTS, SUGGESTIONS, COMPLIMENTS & COMPLAINTS

If you are not happy with any aspect of the care, treatment or indeed service we provide for you, you should in the first instance raise the matter with the member of staff concerned, or their line manager, which may be the staff nurse in charge. This is to ensure your complaint will be dealt with as soon as possible.

You may also ask any member of staff for a copy of the policy document for dealing with comments, suggestions, compliments and complaints.

Alternatively you may contact the Regulation and Quality Improvement Authority details of which are shown below :

**Regulation and Quality Improvement Authority,
9th Floor, Riverside Tower, 5 Lanyon Place,
Belfast BT1 3BT.
Tel 028 9051 7500**

CAUSE FOR CONCERN? BLOW THE WHISTLE.

When you leave your loved one in the care of someone else, you trust that they are in the safe hands of people who are dedicated to looking after their every need. At Hutchinson Care Homes we believe we do things right – and our awards for our commitment to excellence in care confirm it.

In no way would we want our standards to slip. We want you to be confident that each member of staff is treating every patient with the care and compassion they deserve. So if you notice anything at all that causes you concern we want you to speak up and tell us straight away.

By doing so you're helping to keep our standards high and our patients safe.

You can raise your concern in confidence by visiting our website or by post (and marked):

Private & Confidential
The Directors
Clonlee Nursing Home (Head Office)
132 Belfast Road, Antrim BT41 2ET.

Please provide as much detail as possible including your contact details so the Directors may get in touch promptly and privately.

This facility can be used by both family members and staff in the strictest of confidence.

We welcome all forms of feedback.



Hutchinson Care Homes

Rest assured. You're in good hands.

BALLYCLARE

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JANUARY 2014