Welcome to Áras Chois Fharraige Nursing Home, Spiddal, Co. Galway. This guide has been designed to provide you with the necessary information required to make an informed choice of nursing home and to assist you in making your stay with us more comfortable. It will also meet the requirements set out in the ‘National Quality Standards for Residential Care Settings for Older People in Ireland’ laid down by the Health Information and Quality Authority.

These standards are enacted by the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009. It provides an introduction to the care and services we provide. Further information and more detailed explanations of the governance and management of Áras Chois Fharraige can be found in our “Statement of Purpose”, available on request or on our website, www.thearas.com
Our Vision:

Our vision is that residents will have an opportunity to live a happy and fulfilled life with us in a homely and safe environment.
Our Mission:

At Áras Chois Fharraige Nursing Home, we:

- Are committed to providing a high standard of nursing care;

- Provide an environment in which residents are valued and respected;

- Endeavour to improve the quality of life of residents and to help them live their lives to the fullest extent possible;

- Are determined to preserve the individuality of our residents and enable them to live with dignity and choice in a manner that is sensitive to their changing needs;

- Aim to provide care that is non-discriminatory, treating people with respect, regardless of age, sex, race or religious belief. We acknowledge the right to worship in your own faith and assistance will be given to make sure this is possible.
Our Philosophy of Care:

The staff at Áras Chois Fharraghe are committed to providing a caring environment which offers each resident the opportunity to develop their own potential and the freedom to choose their own course of action.

- We believe that each resident should be treated with respect, in warm, friendly and homely surroundings.

- We aim to provide care which is tailored to the individual needs of our residents. We will respect the need for privacy and will strive to maintain dignity and independence.

- We believe that each individual’s cultural, religious and spiritual beliefs should be respected

- We will provide practical nursing care which allows for peace of mind for our residents and their families.
Our Philosophy of Care (continued)

- We understand the importance of family and will encourage their continued involvement in the lives of our residents.

- We will endeavour to create a working environment where staff are happy, friendly and approachable.
Each resident at Áras Chois Fharragie has the right to:

- Receive a Contract of Care outlining the rights and obligations of both the nursing home and the resident
- Quality care which is appropriate to their needs. If we are unable to offer the services and facilities required or requested this will be discussed with the resident/representative
- Participate in development of care plans and be informed of all services that may be relevant to needs regardless of their immediate availability
- All information about their state of health and available treatments
- Maintain control over and continue to make decisions about personal aspects of daily life, financial affairs and possessions
- Be consulted on, and to choose to have an input into, decisions about their living arrangements in Áras Chois Fharragie
- Exercise all of their civil and natural rights and to have access to services and activities generally available in the community
- Personal privacy, respect and choice
- Live without being obliged to feel grateful to those providing their care and accommodation
- Live in a safe, secure, homely environment, moving freely within or outside the home without undue or unnecessary restrictions
- Maintain their personal independence, including a recognition of personal responsibility for his or her own actions or choices, including those within which there is a degree of personal risk
- Take responsibility for their own personal affairs and to undertake daily living tasks of which they are capable
- Be treated with dignity, accepted as an individual and have their preferences taken into account
- Be addressed in a form he or she is happy with.
- Select and maintain family, social and personal relationships with any other person, both within and outside the nursing home
- Freedom of speech
- Protection from harm and exploitation
Each resident at Áras Chois Fharraige has the responsibility to:

° Respect the rights and needs of other people in the nursing home and to respect the needs of the nursing home community as a whole
° Respect the rights of staff and the proprietor to work in an environment which is free from harassment
° Care for their own health and well-being in so far as they are capable
° Inform their General Practitioner, in so far as they are able about their medical history and current state of health

Description of Care Provided at Áras Chois Fharraige

Áras Chois Fharraige Nursing Home is registered to accommodate up to 42 residents and can provide care for low, medium, high and maximum dependency residents. The dependency levels are reviewed weekly, and these are compared to staffing levels to ensure that we can meet the care needs of all residents. There is a registered general nurse in charge at all times under the direction of the Person in Charge who is assisted in her role by 2 RGNs who participate in the management of the home. There is a full team of care assistants and ancillary staff.

Dependency levels are assessed as follows:

Low dependency: This category refers to people who need some support in the community and the more independent residents in residential accommodation who require little nursing care.
They are usually independently mobile but may use a walking stick and have difficulty managing stairs.

**Medium Dependency:** Person whose independence is impaired to the extent that he/she requires residential care because the appropriate support and nursing care required by the person cannot be provided by the community. Mobility is impaired to the extent that the person requires supervision or a walking aid.

**High Dependency:** Independence is impaired to the extent that the person requires residential care but is not bed bound. The person may have a combination of physical and mental disabilities, may be confused at times and be incontinent. He/she may require a walking aid and physical assistance to walk.

**Maximum Dependency:** Person whose independence is impaired to the extent that he/she requires nursing care. The person is likely to be bed bound, requires assistance with all aspects of physical care and may be ambulant but confused, disturbed and incontinent.

Source: Annual Survey of Long Stay Units (Department of Health and Children, 2006)

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**Services & Facilities**

To enhance the care provided and enable you to fulfil your personal, social and psychological needs the following information summarises the facilities, services and activities available at Áras Chois Fharraige.

We have a variety of multi-purpose communal areas, two dining rooms, two sitting rooms, reading room, spacious reception area adjoining courtyard and two roof terraces.

- Sun Porch area with seating offering views over Galway Bay
- Spacious dining, lounge and quiet areas
- Enclosed courtyard, roof terraces and landscaped gardens
- Two floors with lift access
38 comfortable sized bedrooms, all with wheelchair accessible en-suite facilities – Please note that some of the sharing rooms are not suitable for residents who need hoists or other assistive equipment.

- Each bedroom has an electric 3way ‘profiling’ bed, wardrobe, bedside locker, over-bed table, armchair. All residents will be facilitated to personalize their bedrooms.
- Flat screen televisions with 11 TV and 4 radio channels
- Telephone socket in every bedroom (connection by resident)
- Large flat screen TVs in communal areas
- You may request the use of a function room to celebrate a birthday/anniversary with your family. Feel free to speak with the Senior Nurse or Recreation Coordinator.
- We encourage residents to personalise their room and ask all family to complete an inventory of furniture brought into the nursing home and this should be updated if changes are made
- Access to local amenities
- Choice of menus and specialised diets
- Personal laundry service
- Newspaper delivery by request
- Ample car parking and easy access for disabled
- Under floor heating
- Automated ventilation in all rooms
- Air conditioning in sitting rooms
- Filtered water system
- Back up Generator
- Maintained heating
Nursing Care
At Áras Chois Fharraige we provide:
- 24 hour nursing care cover
- Regular GP visits or the choice to retain your own GP
- Out of hours medical service provided by West Doc
- Regular visits from the pharmacist
- Alzheimer and dementia care subject to assessment
- Respite, convalescent and end of life care
- Nurse call system that can be connected to chair or bed mats.
- Specialised pressure relieving mattresses/cushions.
- Specialist lifting and handling equipment
- Recreational activities
- We also arrange referrals for Physiotherapy, Chiropody, Dietician, Dental, Optician and a range of other health care professionals.

Activities
Day to day living at Áras Chois Fharraige Nursing Home is all about the resident, and person centred care. We provide an extensive activity programme to suit people’s needs. Residents may choose to participate or not in any social program or event. The activities coordinator ensures there is an interesting and varied choice. We try to take personal interests and hobbies into consideration so any information a resident can provide about their background, likes and dislikes will assist us in activities planning.

We offer:
- A variety of social and recreational activities
- Therapeutic care Programmes, reminiscence therapy and pet therapy
- Areas to quietly read a book, magazine or chat on the phone, or skype
- Card games, Bingo or quizzes, movie evenings and music sessions
- Assistance to residents reading, writing letters or cards
- Newspapers, books, magazines, flat screen TVs in bedrooms
- Refreshments if residents want to entertain friends/family in the home

Many of our activities help to form friendships with other residents and staff and to learn new things whilst enjoying time with others. We place a big emphasis on involving families, friends, volunteers and local community groups as much as possible in what we do.
There are regular resident committee meetings where residents can make suggestions and have input into the running of the home. The activities calendar is updated regularly and copies are displayed around the home. Our staff are trained to maintain a safe environment, manage changing behaviours, create social interaction, and provide daily activities set within a safe and secure setting.

Local Community & External Activities
Áras Chois Fharraige is situated close to An Spideal, Co. Galway. Our nearest ‘big’ town is Galway City. We are close to nearby restaurants, public houses, bank, post office, library & local craft centre. There is a coffee shop close by and a hotel next door to the nursing home. The public bus service stops directly outside the nursing home. This service provides transport from Galway City to Carna.
Complaints & Advocacy

Áras Chois Fharraige Nursing Home strives to provide a high quality service to all residents. To assist us continuously improve our care we welcome feedback, comments, compliments and complaints.

Through our Resident’s Committee, we welcome comments and feedback on daily life here at Áras Chois Fharraige Nursing Home. This group meets every two months and all residents and family members are welcome and encouraged to attend.

We encourage family participation in your care and therefore welcome comments from anyone acting on your behalf. We will of course check that they have permission to act for you.

We have a structured process to manage complaints which is open, honest and strictly confidential. If you wish to make a complaint, we would urge you to direct your comments to the Senior Nurse on duty in the first instance. We have a written Policy & Procedure relating to making, handling and investigation of complaints from any person about any aspects of service, care and treatment received in Áras Chois Fharraige.

The complaints procedure contains an independent appeals process. Our complaints management ensures that all complaints are investigated promptly, recorded properly and the outcomes of any investigation communicated to you. Our complaints policy also sets out the appeals process should you remain dissatisfied with the outcome.

A copy of our complaints policy is posted at Main Reception. If you are dissatisfied with our response you may seek assistance from our external independent appeals officer: Mr. Aodhan MacDonnacha.
Potential Residents

We understand that the decision to move into long-term care can be a stressful time. At Áras Chois Fharraige Nursing Home we want to make your transition as smooth as possible. A senior member of staff will be happy to meet with you and your family to give you a tour of the building and discuss any personal needs you may have. In order to ensure you receive our uninterrupted attention we would ask that you kindly schedule an appointment in the first instance.

Arrangements for Visiting

Visiting hours are from 11am – 8pm, however you may visit outside of these time by prior arrangement or in an emergency. To protect our residents we ask that all visitors sign in and out on entering and leaving; and partake in precautionary infection control measures as appropriate. Áras Chois Fharraige 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. We would also ask that visitors restrict visiting during meal times (in accordance with our protected “Meal Time” Policy), or be agreeable to wait until meal time is over. We do not give permission for visitors to go into dining rooms during meal times; this is to respect the dignity/privacy of all residents.

Nursing Home Inspections

Nursing Homes are registered with the Health Information and Quality Authority (HIQA) who inspect 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. We must be registered with HIQA to provide care, and, our Registration will be renewed every three years. The inspection reports will be published after each inspection. A copy of each report can be obtained online at: http://hiqa.ie/social-care/find-a-centre/nursing-homes/aras-chois-fharraige

Further information from HIQA can be obtained by contacting:
Office of the Chief Inspector,
Health Information and Quality Authority,
Social Services Inspectorate, 1301 City Gate, Mahon, Cork;
or by calling the advice line 021 240 9660
or emailing inspections@hiqa.ie
In Conclusion

We are delighted that you have chosen Áras Chois Fharraige Nursing Home as your preferred place of care and we trust that you will have a happy and fulfilling stay with us.

We acknowledge that moving into 24hr care may be a traumatic and daunting experience and therefore we wish to assist you in your transition.

Our staffs are both friendly and approachable and are always willing to listen to any questions or concerns you may have.

For further information on this booklet or indeed on any aspect of your care please visit our website at thearas.com or contact: The Person in Charge on 091-553194 or email care@thearas.com

Alternatively you may contact any of the organisations providing advocacy services, as detailed overleaf.
Local Health Service
Executive Contact Details

- Adult Community O.T Services, Unit 10A Merlin Park, Merlin Park Hospital, Galway Tel: (091) 775 323
- Seating and Wheelchair Clinic, Unit 10A Merlin Park, Merlin Park Hospital, Galway Tel: (091) 775 323
- Physiotherapy Service Tel: (091) 546 009
- Speech and Language Therapy Services Tel: (091) 546 010
- Chiropody Services – Public health nurse or contact the clinic on 091-731480, Unit 3, Merlin Park University Hospital, Galway
- Ophthalmology – Medical Card holders are entitled to Ophthalmic or Eye Testing Services, which you can access by calling (091) 546 255 or visiting 25 Newcastle Road, Galway
- Community Nutrition & Dietetic Service, Seamus Quirke Rd, Galway. Tel: 091-548335

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<tr>
<th>Advocacy Group</th>
<th>Phone Number</th>
<th>Fax Number</th>
<th>Email address</th>
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<tr>
<td>Age Action Ireland</td>
<td>01-4756989</td>
<td>01-4756011</td>
<td><a href="mailto:info@ageaction.ie">info@ageaction.ie</a></td>
<td>Age Action Ireland Ltd, 30/31 Lower Camden Street, Dublin2</td>
</tr>
<tr>
<td>Citizens Information Board (formerly Comhairle)</td>
<td>01-6059000</td>
<td>01-6059099</td>
<td></td>
<td>Citizen’s Information Board, 7th Floor, Hume House, Ballsbridge D4</td>
</tr>
<tr>
<td>Irish Advocacy Network</td>
<td>047-38918</td>
<td>087-7540763</td>
<td><a href="mailto:admin@irishadvocacynetwork.com">admin@irishadvocacynetwork.com</a></td>
<td>Irish Advocacy Network Health Care Unit, Rooskey, Monaghan</td>
</tr>
<tr>
<td>Equality Authority <a href="http://www.equality.ie">www.equality.ie</a></td>
<td>1890245545</td>
<td>01-4173331</td>
<td><a href="mailto:info@equality.ie">info@equality.ie</a></td>
<td>The Equality Authority 2 Clonmel Street, Dublin 2</td>
</tr>
<tr>
<td>Irish Cancer Society <a href="http://www.cancer.ie">www.cancer.ie</a></td>
<td>01-2310500</td>
<td>01-2310555</td>
<td><a href="mailto:helpline@irishcancer.ie">helpline@irishcancer.ie</a></td>
<td>Irish Cancer Society, 43/45 Northumberland Road, Dublin 4</td>
</tr>
<tr>
<td>Irish HeartFoundation <a href="http://www.irishheart.ie">www.irishheart.ie</a></td>
<td>01-66850 01</td>
<td>01-6685896</td>
<td><a href="mailto:info@irishheart.ie">info@irishheart.ie</a></td>
<td>Irish Heart Foundation, 4 Clyde Road, Ballsbridge, Dublin 4</td>
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<tr>
<td>Irish Patients Association <a href="http://www.irishpatients.ie">www.irishpatients.ie</a></td>
<td>01-2722555</td>
<td>01-2722506</td>
<td><a href="mailto:info@irishpatients.ie">info@irishpatients.ie</a></td>
<td>Irish Patients Association Unit 2, 24 Church Road, Ballybrack, Co. Dublin</td>
</tr>
<tr>
<td>Mental Health Ireland <a href="http://www.mentalhealthireland.ie">www.mentalhealthireland.ie</a></td>
<td>01-2841166</td>
<td>01-2841736</td>
<td></td>
<td>Mental Health Ireland, Mensana House, 6 Adelaide Street, Dun Laoghaire Co Dublin</td>
</tr>
<tr>
<td>Patient Focus</td>
<td>01-8851611</td>
<td>01-8851617</td>
<td><a href="mailto:support@patientfocus.ie">support@patientfocus.ie</a></td>
<td>Patient Focus, Unit 9A Sky Business Centre, Plato Business Park, Damastown, Dublin 15</td>
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Handling & Investigation of Complaints from any Person

Policy:
Complaints may be made by any resident, family member, representative or visitor, verbally or in writing and to any member of staff in the home. Residents and those acting on their behalf shall be confident that making a complaint will lead to a positive outcome for those concerned and will not compromise the quality of care provided in any way. Complaints may also be entered directly into the Comments book left at reception or can be made anonymously by note left in complaint/suggestions box at the desk.

Procedure:
° The member of staff to whom a complaint has been made should attempt to resolve matters immediately if possible.
° Input from the Person in Charge or a senior member of staff can be sought to achieve a satisfactory outcome or solution.
° Complaints that are not resolved immediately should be documented in the residents care plan to inform practice in the future.
° Where complaints are not resolved immediately they should be put in writing and addressed to the Person in Charge
° The name of the resident together with the time and a description of the complaint shall be recorded in the complaints book.
° A letter of acknowledgement shall be sent to the complainant within five days of receipt of a written complaint.
° An investigation will be carried out and evidence will be gathered to determine if the complaint is warranted.
° The investigation shall be completed within 28 days of receipt in writing.
° Investigation may take different forms depending on the complaint. Person in Charge will determine level of investigation required.
° Katie Folan is the designated person for assisting in the complaints process and filing and handling documentation to ensure that a response is made in an appropriate and timely fashion.
° When the investigation is completed, the Person in Charge will determine if the complaint has been verified or not and the outcome shall be documented and communicated to the complainant.
° If you are dissatisfied with the outcome of the investigation or any aspect of the complaint process you may refer the matter for an independent review to Aodán MacDonncha who is Chairman of the Residents’ Committee in the Áras, and oversees the independent appeals process.
° If you have made a complaint to the
Management of Áras Chois Fharraige and if you are not satisfied with the decision in relation to your complaint it is now open to you to contact the Office of the Ombudsman.

The Ombudsman provides a free, impartial, independent service. The Ombudsman can by law examine complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you.

The Ombudsman’s remit relates to complaints about actions which occur on or after 24 August 2015. The Ombudsman cannot examine complaints about actions which occurred before that date.

Contact details are as follows:

THE OFFICE OF THE OMBUDSMAN
18 Lower Leeson Street, Dublin 2.
Phone: LoCall 1890 22 30 30 or (01) 639 5600
Email: ombudsman@ombudsman.gov.ie
You can also make a complaint online using the online complaint form www.ombudsman.gov.ie
COME STAY WITH US A WHILE

WWW.THEARAS.COM