



# Making your home at CareChoice Ballynoe

Version 5

**Every person  
needs a home, a  
safe place where  
they can be  
themselves**



# Contents

<b>An introduction to CareChoice</b>	<b>2</b>
<b>Who We Are</b>	<b>3</b>
<b>Nurses and Care Assistants</b>	<b>5</b>
<b>Your Home from Home</b>	<b>7</b>
<b>Health and Safety</b>	<b>9</b>
<b>Visiting Hours</b>	<b>12</b>
<b>Catering</b>	<b>14</b>
<b>Laundry</b>	<b>15</b>
<b>Services</b>	<b>16</b>
<b>Optician &amp; Dentist</b>	<b>17</b>
<b>Activities Assist</b>	<b>17</b>
<b>Activities</b>	<b>18</b>
<b>Buildings and Gardens</b>	<b>20</b>
<b>Billing Process</b>	<b>22</b>
<b>Statement of Information</b>	<b>27</b>
<b>Governance: Data Protection</b>	
<b>Safeguarding Statement</b>	<b>30</b>
<b>Residents Charter</b>	<b>31</b>
<b>Statement of Purpose</b>	<b>32</b>
<b>Complaints Procedure</b>	<b>34</b>
<b>The Health Information and Quality Authority HIQA</b>	<b>37</b>
<b>Contact Details</b>	<b>39</b>

# An introduction to CareChoice



**Each of our facilities is designed to the highest standards to facilitate the delivery of expert care, while also providing a safe, welcoming place for residents to call home.**

# Who We Are

Every person needs a home, a safe place and at CareChoice, we provide a home from home for our residents. With over twenty years' experience in managing specialist homes in Ireland, we work closely with you and your family as you consider care options to meet your needs.

## Locations

The CareChoice Group has residences at:

**Ballynoe, Co. Cork**

**Clonakilty, Co. Cork**

**Dungarvan, Co. Waterford**

**Macroom, Co. Cork**

**Malahide Road, Dublin**

**Montenotte, Co. Cork**

**Trim, Co. Meath**

**The Ardmore Finglas, Dublin**

**The Marlay, Dublin 16**

**Swords, Co. Dublin**

**Newtownpark House, Dublin**

**Beaumont Residential Care, Co. Cork**

**Brookfield, Co. Cork**

**Parnell Road Residential Care, Dublin**

**Elm Hall, Co. Kildare**

## Our Vision

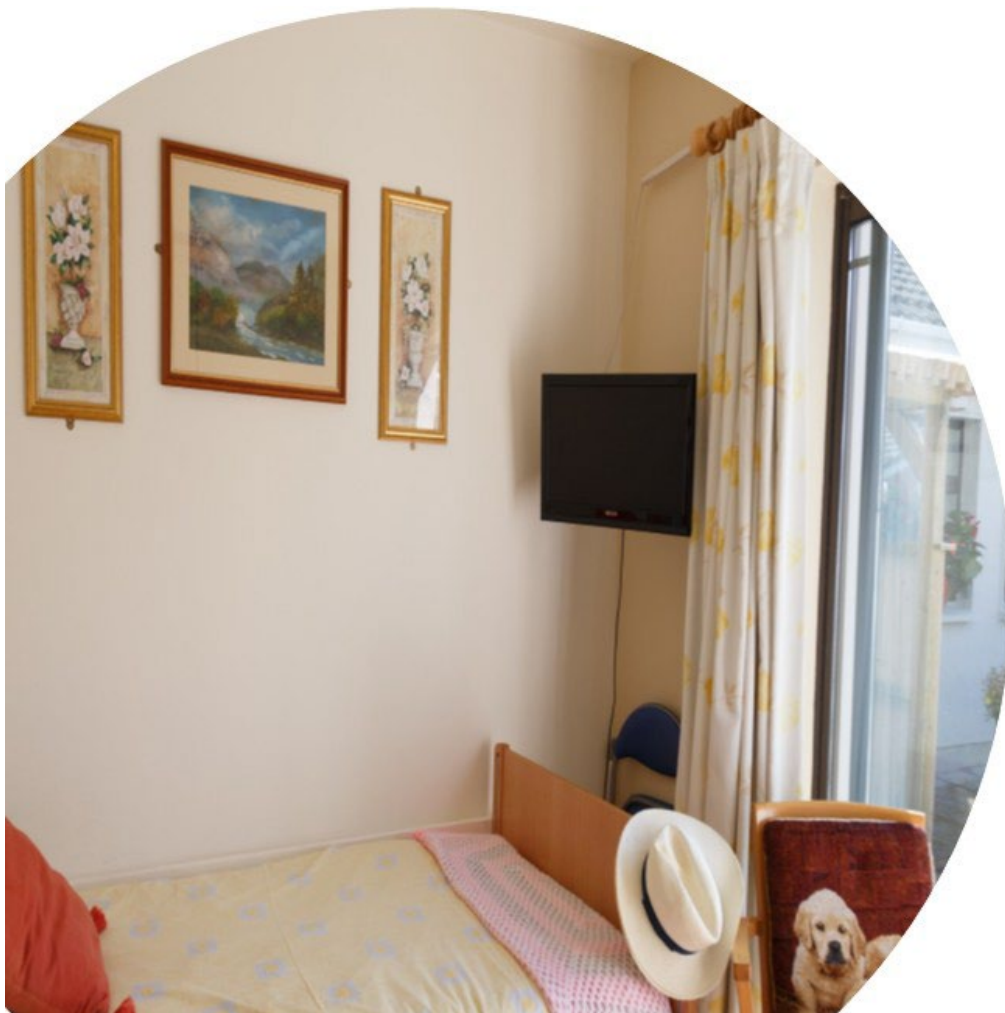
To deliver exceptional person-centred quality of care in a home from home environment, where residents can remain active in their social, spiritual, and recreational activities, connected to their family, friends and the wider community.

## Our Mission

To ensure that each of our residents enjoy a warm and caring home from home, where they are listened to, respected, and supported in the living a full life connected to family, friends, and the wider community.

## Our Team

At CareChoice we take pride in a team of professionals that are committed to the highest standards of care, ethics, and expertise. Having originated as a family business, we are also passionate about delivering the quality of care we would want for our loved ones.



# Nurses and Care Assistants

## How do I know who is looking after me?

Our Care Staff - Nurses and Care Assistants are rostered to work on a particular unit. Each morning and night at the change of shifts, a member of staff is designated to care for a certain number of Residents.

The nurse and carer allocated to you will introduce themselves at the start of their shift. Please don't hesitate to ask if you want to know who is caring for you on any day.

Generally, the same staff stay on a particular floor for an extended period to allow them to get to know you and vice versa. The uniforms of our staff are colour coded. White & Turquoise for Clinical Nurse Managers & Nurses, Pink and Grey for Healthcare Assistants, Lilac for Activity Co-Ordinators, and Beige for Housekeeping.

## Who gives me my medicine?

Your medication will be administered by the Nurse on duty or if preferred you may take your medication independently following the completion of an assessment by the staff nurse.

## Who do I go to if I have a medication question?

You can go to a member of the Nursing Team, which includes the Staff Nurse on the floor, the Senior Staff Nurse, the Clinical Nurse Manager (CNM), Assistant Director of Nursing or the Director of Nursing. All will be happy to deal with any query you might have and may refer you to your GP and/or pharmacy if required.



## **Where does my medication come from?**

Your medication is delivered to the Home (based on a prescription provided by your general practitioner or hospital) daily by our preferred pharmacy supplier, who also provide emergency out of hours deliveries. Should you wish to retain your own pharmacy we are happy to accommodate, however it is important that they adhere to CareChoice service level agreements.

## **Can I use my own general practitioner, or do I have to use your general practitioner?**

You can stay with your own general practitioner or switch to one of several general practitioners in the local area. We need clear instructions as to who to call should you require medication, an additional prescription or a doctor's visit etc. However, we would insist that your doctor visits frequently.

If you decide to change your general practitioner then a Change of Doctor form must be signed by you or your next of kin.

All admissions must be registered with a local general practitioner prior to admission.

**We take pride in a team of professionals that are committed to the highest standards of care, ethics, and expertise.**



# Your Home from Home

## What can I bring with me?

You should bring your clothes & toiletries and any aids you may require such as a walking stick or frame.

You should also bring any personal items you wish to use but you are encouraged to leave valuables with family members if possible. We have an in-house safe that you can use, and you can access your items any time when Reception is open. A locked drawer or safe is available on request, for your personal items.

We will require a letter from your general practitioner or hospital consultant with your medical history and a list of current medications. You should also bring any medications you are currently taking and any current prescriptions.



## Am I allowed to put paintings/pictures on the wall?

Of course, just let a member of staff know and we will organise one of our Maintenance Team to hang it up for you. We are very much of the belief that this is your home, so we encourage you to personalise your room.

## Are pets allowed to visit?

Yes, in consultation with the staff on your unit. Dogs should be on a lead and any pets visiting should be house-trained and well behaved.

## What type of furniture can I bring into my room?

Some of our Residents have brought in items such as mirrors, desks, ornaments, etc. You will be limited by the space in the room. However, we will endeavour to do our best to always make your room a 'home from home'.



# Health and Safety

## Do we have a fire drill?

Yes, the staff are fully versed in procedures for fire evacuations.

## How often do you test the fire system and what is the procedure?

We deliberately activate the fire alarm once a week, to ensure that the sirens, hallway magnetic door locks and individual door closers are in working order.

## Can I leave my room when I like, unaided?

This would depend on your mobility. Some of our residents require assistance in walking and if they were to go out to the garden, they require a care assistant to accompany them.

For those of our residents who are quite independent, there is no problem going to the garden alone. If you are going out to the garden, please inform a member of staff as a safety precaution. All residents are encouraged to come to our living rooms during the day, but our resident's wishes are of paramount importance and if you prefer to remain in your own room, then that is your choice.



## **Do you have a fire policy?**

Yes, there is a fire policy, fire risk assessment and fire management emergency plan which are revised and actioned when necessary or whenever the fire risk has changed. All records with respect to fire safety are maintained in the building Fire Register and available for inspection.

The building meets the statutory requirements as set out by the Building Control Regulations 1997 – 2020 and disability Access as required in the Disability Act 2005. The duties and requirements of the Fire Services Act 1981 as amended 2003 and the Safety health and Welfare at Work Act 2005 are implemented in all our homes.

There is an identified competent person who is responsible for fire safety in the home.

## **Do staff receive fire training?**

Yes, all staff receive training in the fire precautions to be taken or observed in the home, including fire prevention and the action to be taken in case of fire.

All staff participate in a fire evacuation drills at least once a year. Actions are documented and closed on problems or defects encountered.

## **Do I have an emergency evacuation plan?**

Yes, a personal emergency evacuation plan (PEEP) is prepared and for each resident, it sets out the assistance or equipment required to be able to manage their escape to a place of safety in the event of an emergency.

## **Am I allowed visit my family or stay away over night? Who do I need to inform?**

Certainly, however it is very important that the Staff Nurse on your unit is informed of:

- (a) When you are planning on going out so that the appropriate process is followed e.g., enough medication and any other items are given to your family, details of who you are staying with and their contact details are fully documented on the resident leave responsibility form.
- (b) Any change of plan - early return or extension of visit. Please also inform the Director of Nursing.

## **What if I need to attend a hospital or external appointment?**

It is our policy that should you need to go to a hospital or external appointment that a family member must accompany you. A member of staff will accompany you only in exceptional circumstances, and this will be an additional cost. A wheelchair accessible taxi can be ordered, if required.

**We provide staff with  
continuous support  
and professional  
development**

# Visiting Hours

## What are the visiting hours?

Visitors are welcome at any time. However, the morning time is very busy for the staff as residents are getting up, showering, and changing and we would recommend that visitors not come too early in the morning. Also, as most residents have their meals in the dining room, we recommend that visitors do not come at mealtimes (dinner 12.30pm to 2pm and tea 4.30pm to 6pm). However, should visitors arrive during these times they can wait in reception or the sitting room. Our visiting hours finish at 10.00pm. Our main door then closes in the evening at about 10.30pm.

It is important also to note that we have activities throughout the day and some residents may be involved in these.

All visitors to the Home are required to sign the visitors' book on entering and leaving the premises.





# **Our visiting hours are designed to give our residents access to their family and friends through-out the day.**

## **Can people visit outside of these hours?**

Our visiting hours are designed to give our residents access to their family and friends throughout the day. However, we must be mindful of all our residents and the fact that this is their home. It would be unfair to disturb them late in the night because of visitors, especially when they are sleeping.

Special arrangements can be made with the Staff Nurse on duty or the Director of Nursing/Assistant Director of Nursing.

## **Why would visiting hours change?**

Visiting hours might be reduced if a virus like the Flu/ Covid- 19 is in the facility. We would reduce the visiting hours and the number of visitors to safeguard the health of all our Residents and reduce the chances of the virus spreading. Please contact the Director of Nursing/Assistant Director of Nursing for further information on visiting restrictions during an outbreak.

## **Do I have access to a phone?**

Your room may have a telephone extension facility depending on your choice of Home. If your room has a telephone extension facility it can be set up if requested. If your room does not have a telephone extension facility, we will pass on any message left by your caller to you, or you may receive calls on our mobile extension which will be brought to you by a member of staff.



# Catering

## Have you a menu?

Our Head Chef has devised a menu to offer all Residents a wide variety of meals throughout the day. This menu changes daily. Individual dietary requirements are always catered for - coeliac, diabetics, etc. We also have ongoing nutritional support from a dietician.

## Where can I see a copy?

A copy of the daily menu is displayed in the dining room.

## Can I order something that is not on the menu?

There is no problem in requesting something not on the menu. Please speak to our Head Chef, to a member of the Catering Team or a member of staff on the unit regarding what you need and where possible it will be organised for you.

## Can I order meals outside of mealtimes?

No problem. Please let a member of staff know before 5pm and this will be accommodated. The main Kitchen closes at 6pm every evening however a snack menu is always available.



# Laundry

## Who does my laundry?

If you are a resident then you have a choice, your family can do your laundry for you or we can do the laundry in-house.

Dry clean only items are not done in-house. We are quite happy to send them out to a dry cleaner on your behalf. This service is invoiced with monthly fees. We would advise not to bring in delicate items which require handwashing.

## Who collects it?

If our laundry staff are taking the responsibility for your laundry items, a member of staff will collect your laundry from your room and return them.

## Why do I need to label my clothes?

Due to the number of residents and clothing they have; it is important that your clothes are labelled so that the laundered items can be identified as yours and returned to your wardrobe in a timely manner.

## Do I need to label my clothes myself?

There is no need as we have the facility to label all your clothes here on your behalf at no extra cost. The important thing is to bring any new items to the reception staff who will ensure they are labelled and returned to your wardrobe in your room.



# Services

## What services are available?

We have a variety of services available here including the following.

- o Chiropody
- o Hairdressing
- o Religious Services
- o Physiotherapy and Occupational Therapy
- o Daily Newspaper delivery
- o Quiet Room
- o Massage and alternative therapies upon request
- o Local GP and Pharmacy Services

## How do I find out more information about the services?

The best way to find out is to check in with either a member of staff on your unit or with the reception staff. They will be more than happy to give you the information you need - cost, availability, schedule, etc. This information is also available at reception in our Statement of Purpose.

## Are there extra costs involved?

Yes, some of these services come as extra, others do not have a charge. Contact reception for more details or you can also find them in your Contract of Care and our Statement of Purpose.



# Optician & Dentist

We can arrange to have an optician visit you at CareChoice Ballynoe and for a visit to a dentist offsite. In general, the optician provides a complete check-up by appointment. These visits are funded by the GMS. Any proposed additional treatments and costs are discussed with you prior to treatment. All residents attend a local dentist as the need arises.

# Activities Assist

Activities Assist is a private recreation service. It is used by residents who like to get out of the house more regularly than the recreation calendar allows.

It is also used by residents who require social companionship out of hours. Activity Assist is delivered by the activity leader or a suitably skilled care assistant at an additional cost. Please contact Director of Nursing to discuss.



# Activities

## Recreation opportunities and activities, you can expect at CareChoice Ballynoe:

- o The Ballynoe Bar
- o Music Sessions
- o Movie Afternoons
- o Spa Ballynoe
- o Outings
- o Board Games
- o Card Groups
- o Afternoon Tea and Coffee Mornings
- o Library Trolley
- o Mass/Rosary
- o Hand Massage
- o SONAS Sessions (for residents with dementia)
- o Quizzes
- o Reminiscence Sessions/Discussion Groups
- o Baking
- o Magic Table



## How do I find out more about recreation opportunities and activities?

Check with the staff on your unit or the activity leader. They will be more than happy to give you the information you need. We also have a notice board on each unit, updated every week with the details of the activities for the coming week. We would be delighted to hear and consider any suggestions you may have for other recreation opportunities.

## How do I arrange to attend these activities?

The activity leader will visit when you first move in and explain the activity timetable. The staff on your unit will also tell you what activity is on each day and assist you to attend.

## What if I am interested in an activity not in the list above?

We are happy to cater for any interests our residents may have. Simply inform the activity leader and we will endeavour to ensure you continue with your hobbies and interests or indeed take up new ones!





# Buildings and Gardens

## Facilities

Care Choice Ballynoe holds a special place in the heart of the Care Choice portfolio, being the first Care Choice home opening in 1989. CareChoice Ballynoe is set in the tranquil and picturesque countryside of County Cork. Care Choice Nursing Home in Ballynoe is a charming and modern premise that offers residents the very best in facilities, comfort and professional care. Located just two miles from Ballyvolane and 15 minutes from Cork City, the residence overlooks the rolling fields of farmland and has all the facilities and services you would expect from a safe and exclusive residence.

Care Choice Ballynoe can accommodate up to 46 residents which is the maximum number of residents accommodated by registration.

- 40 en-suite bedrooms
- 3 comfortable sitting rooms
- Vintage themed dining room
- State of the art kitchen
- Treatment Rooms
- Hair Salon
- A secured courtyard and outside space
- Lift
- Laundry





## Bedrooms

Each bedroom features:

- Nurse Call facility linked to Nurses Stations
- En-suites
- Flat screen TV
- Wardrobe, chest of drawers and locker

## Gardens

CareChoice Ballynoe enjoys a lovely rural setting, where we are blessed to be surrounded by extensive gardens and beautiful views for residents to enjoy. Our courtyard is a wonderful amenity where residents sit with visitors and get involved in planting and other light gardening.



# Billing Process

## What paperwork do I need to complete for admission?

Prior to admission you need to make sure we have a copy of your prescription and a nursing transfer letter and/or a doctor's transfer letter.

On arrival the Staff Nurse will go through the admission procedure with you, looking for information such as: who your next of kin is, who are your emergency contacts, what is your medical card number and are you staying with your own general practitioner or switching to another general practitioner in the area.

Further details about the Home are available in our "Statement of Purpose" document. Please ask our receptionist for the most up to date version.

We are legally required to issue a "Contract for Care" to you. It is designed to protect the rights of both the Home and the individual. This is an important legal document which sets out in its terms, the rights, and responsibilities that both you as the resident and the nursing home will be bound by. The contract of care deals with topics such as the cost of the services, payment schedules, details of the service that will be provided and terms attached to the service such as visiting rights, liability, and the circumstances in which a contract can be ended. A "Contract for Care" will have to be signed. Before you sign it, it's essential to read the contract of care carefully and understand what you're agreeing to.

Finally, if you are part of the "Fair Deal" system you will need a copy of your Medical Assessment approval for long term care and/or your 'Determination of Payment' letter from the HSE regarding same.

## What does the Contract of care cover?

The Contract of Care outlines the following:

- o Details of how much you will pay for the service, and how this will be paid.
- o Details relating to additional charges and fees, including those that may arise if you miss a payment, or the contract is broken for whatever reason.
- o Any specific policies around visitors or absences from the home.
- o The circumstances under which you might be asked to leave.
- o The circumstances under which changes to the contract will apply and the processes by which those changes will be agreed.
- o Details on the specific cancellation policies.

You are entitled to receive what you signed up to for the duration of the contract. Any changes will be agreed with you in advance and in a way that you understand the impact of those changes.

## What is “Fair Deal” and how can I get information?

“Fair Deal” is the Nursing Home Support Scheme. To qualify for this government support, you need to be assessed as requiring long term nursing home care.

Please check our website [www.carechoice.ie](http://www.carechoice.ie) for additional information.

## When will I get my bill?

For our long-term Residents, bills are created once a month for the coming month i.e., on 1st March we would invoice for the 31 days of March.

Additional services will be in arrears, i.e., a bill on the 1st March would have 31 days of March and any services up to 28th February.

Our Short-term residents who stay with us for convalescence or respite care will be billed monthly or at the date of discharge in the month of discharge. The bill will be in the form of a daily rate multiplied by the number of days plus any services used. A deposit is payable in advance for short-term stays.

## What will be on my bill?

The room rate costs, costs for additional services and the CareChoice Home Service charge.



## **What does the room rate include?**

The room rate includes your room, full nursing care, all meals, laundry service and access to the recreation programmes and internal physiotherapy and occupational therapy services as clinically indicated. Additional sessions incur a charge.

It is important to note that although you may be quoted a weekly rate for the cost of your room, we break this down to a daily rate in order to invoice for the full month e.g., if you are quoted €1,158 a week this is a daily rate of €165.43.

## **What additional costs are involved?**

Some services such as hairdressing, physiotherapy, occupational therapy, newspapers, and transport costs are extra. The prices of these will vary depending on the service itself. Other additional costs would be the Prescription levy on all items dispensed under the medical card and non-GMS items (items not covered by your medical card such as vitamins, dressings, etc).

## **What is the Nursing Home Service Charge?**

This is an additional monthly premium charged for providing the highest quality in care, living environment and a range of services.

Further information is available in the Contract of Care and Statement of Purpose.





## How do I pay my bill?

This will depend on whether you are funded via the “Fair Deal” system or are a fully private Resident.

If you have “Fair Deal” funding the “Fair Deal” contribution will be deducted from your bill. You will need to pay the balance.

If you are fully private, you will need to settle the bill in full.

Payments are made by Direct Debit. The bill is sent out at the start of the month and the Direct Debit goes out on the 10th of the month. This will give you a chance to look over the bill before the amount is taken from your account. We also accept card payments, cheques, and EFT.

## What if I have a query on the bill?

If you have any queries on the invoice, please contact reception who will direct you to the accounts department who will be happy to go through any queries or difficulties you might have.



# Statement of Information Governance: Data Protection

## **What personal information is collected, shared and why?**

CareChoice collects, holds, and shares personal information to support the delivery of care and treatment to residents.

This information includes for example name, address, date of birth, medical history, details of the care plan and financial information which may include bank details, individual statements and invoices for care services provided. Personal data is also used for audit purposes to support improved care. No personal details are included in audit reports.

Information may be collected directly from the resident or the resident's representative or may be sourced from another healthcare provider such as a GP or hospital.

Information may be shared with for example health professionals that require personal data as part of the provision of medical treatment and regulatory bodies such as HIQA and the HSE where CareChoice are obliged to make data available as required.

## **How is the privacy of personal information protected?**

CareChoice has security measures in place to protect personal data. Access to personal data is limited to individuals on a strict need-to-know basis, to provide a service to residents. Staff are trained on the importance of confidentiality and data protection.



## How long is information retained?

Personal information is retained only for as long as necessary to fulfil the purposes it was collected.

## What are the rights of residents?

Under certain circumstances, residents have the right to:

- o Request access to their personal information.
- o Request correction of their personal information.
- o Request erasure of their personal information.
- o Object to processing of their personal information.
- o Request the restriction of collecting and using their personal information.
- o Request the data portability of their personal information.
- o Right to lodge a complaint to the Data Protection Commission.
- o Right to withdraw consent to the processing of their personal information.

Residents may exercise any of the above rights by emailing the Data Protection Officer at [dpo@carechoice.ie](mailto:dpo@carechoice.ie) or by post to CareChoice Group, Block 10-2 Blanchardstown Corporate Park 1, Blanchardstown, Dublin 15 A25K.

## How do I get further information or clarification?

CareChoice has a detailed Privacy Notice which you may request from the Director of Nursing or the Data Protection Officer at [dpo@carechoice.ie](mailto:dpo@carechoice.ie) or by post to CareChoice Group, Block 10-2 Blanchardstown Corporate Park 1, Blanchardstown, Dublin 15 A25K.

The Data Protection Officer will answer any queries concerning this privacy notice or the way in which CareChoice manages personal data.

# Safeguarding Statement

## **Our commitment to safeguard our residents**

Developing positive relationships between staff and residents is a core value in CareChoice. The development of such relationships relies on all staff being aware that the very foundation on which such relationships are built is based on respect for, and dignity of, each individual – residents and staff alike.

Abuse is a violation of that relationship and an individual's human and civil rights. The staff and volunteers in CareChoice are committed to practices which promote the welfare of all our residents, uphold their rights and safeguard them from harm.

We accept and recognise our responsibilities to inform ourselves of the issues that cause harm and to establish and maintain a safe, person-centred environment for those we care for. We are committed to promoting an atmosphere of inclusion, openness and transparency, and greatly welcome feedback from those that use our service, their families, our staff, and volunteers, so that we can continue to try and improve our service.

We will strive to safeguard our residents by adhering to CareChoice Safeguarding & Elder Abuse Policy, which reflects the HSE National Safeguarding Vulnerable Persons at Risk of Abuse Policy.

We have a Zero Tolerance approach towards abuse and will not tolerate any form of abuse wherever it occurs or whomever is responsible.

Should you have a concern please contact the Director of Nursing and/or the Assistant Director of Nursing at CareChoice Ballynoe.

If neither of those named are the appropriate person, please contact the Director of Quality and Innovation, CareChoice Group, [hello@carechoice.ie](mailto:hello@carechoice.ie). PH 01 223 3000

# Residents' Charter

We, the staff, and management at CareChoice Ballynoe recognise that our Residents are entitled to the best quality care that we can provide. We have been guided by our Policy & Procedures for Residents Rights (Resident rights and information CL021) when developing our Residents charter. Our activities of daily living and our nursing care plans are developed taking the following rights into account.

- Right to dignity and respect
- Right to privacy
- Right to choose
- Right to be informed
- Right of next of kin to be/not to be informed
- Right to prompt medical attention
- Right to confidentiality
- Right to receive medications promptly and be informed
- Right to express/voice opinion/complaint
- Right to clean, comfortable environment
- Right to a well-kept, tidy room and en-suite
- Right to a varied diet and a choice of diet
- Right to property and clothes to be treated with the utmost care
- Right to adequate stimulation and activities
- Right to social interaction
- Right to enjoy leisure time
- Right to religious/spiritual practice
- Right to prompt answer from the nurse call bell

We give the undertaking to meet the above rights of our Residents and if we fail to meet our goals in any case, please bring it to our attention so that we can rectify the situation as soon as possible.

# Statement of Purpose

The CareChoice statement of purpose describes the model of care and support delivered in CareChoice Ballynoe. It contains information in compliance with the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013 as specified in Schedule 1 of those Regulations, and the Registration of Designated Centres for Older People Regulations 2015: The Statement of Purpose is also referenced in Standard 5.3 of the National Standards for Residential Care Settings for Older People in Ireland (2016).

The Statement of Purpose is required to register or renew the registration of a designated centre. The regulations under the Health Act 2007 (as amended) that require providers to compile a written Statement of Purpose for designated centres and submit as part of the registration process.

A copy of the Statement of purpose for CareChoice Ballynoe is available in both A4 & A3 size at reception. We can also facilitate having this read to you if required by a member of staff.

## Annual Report

Our annual report and overview of the previous year is available at reception and on our website [www.carechoice.ie](http://www.carechoice.ie)

## Information booklets

The following information booklets are available in reception in all our homes-

- Safeguarding
- Preventing Falls
- Dementia
- End of Life
- Nutrition & Meals
- Exercise
- Activities
- Fire Safety
- Complaints
- Infection Control
- Planning your Care
- GDPR
- Urinary Catheter
- Consent
- Antimicrobials





# Complaints Procedure

All CareChoice Homes welcome suggestions, complaints, concerns, observations and comments from Residents, Residents relatives and visitors.

All comments or complaints shall be viewed as an opportunity to inform service provision and to continually improve the quality of care and service provided to our Residents. Residents and their relatives/representatives should be confident that making a complaint will not jeopardise the quality of care provided to the Resident in any way.

A more detailed leaflet called 'Your guide to... Complaints Policy & Procedure' is available to guide you through this process. Please ask any member of staff for a copy of this leaflet. It is also available at our Reception.

Any complaint/concern should be raised initially with staff on the unit. Should it not be addressed satisfactorily, please feel free to raise the matter with the Director of Nursing, who will undertake to investigate within an agreed timeframe.

If you need assistance with making a complaint or at any stage during the complaints process, you may also nominate a family member, friend, or advocate to act on your behalf. We will of course check that they have your permission. Independent advocacy services are available, see details below.

Where the complainant is still not satisfied, they are advised of the:

1. Internal Appeals Process: Contact The Registered Provider Representative, in CareChoice Head Office at 01 223 3000 or e-mail [hello@carechoice.ie](mailto:hello@carechoice.ie)
2. The Regional Quality Managers are the persons nominated to ensure all complaints are appropriately responded to and have been appropriately documented as per the Health Act 2007  
(Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013.
3. SAGE Independent Advocacy Services, Tel: 01 5367330 available Monday to Friday from 9am - 6pm. Lo-call 11850 719400, these lines are open from 8AM – 10PM, 365 days a year.
4. Patient Advocacy Service, free, independent, and confidential service.  
Tel: 0818293003.  
Online query: <https://www.patientadvocacyservice.ie/>  
Email: [info@patientadvocacyservice.ie](mailto:info@patientadvocacyservice.ie)
5. External independent advocate – contact details with Director of Nursing or Administrator.
6. The Office of the Ombudsman  
Telephone: 01 639 5600  
Email: [complaints@ombudsman.ie](mailto:complaints@ombudsman.ie) Website: [www.ombudsman.ie](http://www.ombudsman.ie)  
Writing to: The Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773

Please also remember that if you have serious concerns about the operation of the Nursing home you may contact HIQA through the following ways:

- o Calling the advice line - 021 240 9646
- o Emailing [concerns@hiqa.ie](mailto:concerns@hiqa.ie)
- o Writing to the Office of the Chief Inspector, Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork.

### Dealing with Complaints:

- o Acknowledgement of a written complaint will be provided by the complaints officer to the complainant within five working days.
- o Where an investigation is being carried out the complaints officer will complete the investigation within thirty working days of the complaint being acknowledged.
- o If the timelines cannot be complied with, the provision of a written response informing the complainant when the complainant will receive a written response, and the reason for any delay in complying with the applicable timeline will be communicated.
- o Should a review be requested, this will be conducted (by a DON in a partnered home) and concluded within twenty working days, with a written response on the outcome of the review.
- o When the investigation is completed, the Director of Nursing shall determine if the complaint has been verified, the outcome shall be documented and communicated to the complainant in writing, a member of the clinical management team will facilitate reading/ explaining the letter if required/on request.
- o Where the complaint has been verified, a non-conformance is raised. The complainant is informed of the outcome in writing. A member of the clinical management team will facilitate reading/ explaining the letter if required /on request.
- o The complainant has the right of reply up to 10 days after the closing letter/e-mail has been sent, prior to the complaint being closed.
- o Where the complainant is satisfied, the outcome is documented.

# The Health Information and Quality Authority HIQA

The Health Information and Quality Authority is responsible for the registration and inspection of all residential care services for older people since 1st July 2009.

All Residential care services for older people, including HSE run centres, private and voluntary nursing homes are subject to the registration and inspection process.

Residents, relatives and the public now know what to expect in a residential care setting, regardless of where this service is located or who delivers it.

Nursing homes will be inspected against the National Quality Standards for Residential Care Settings for Older People in Ireland and regulated under the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2013, Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People)

Regulations 2013 and amendments, to see if they are safe and that the Residents are cared for properly. The standards, which were mandated by the Minister for Health and Children in March 2009, and renewed in 2016, were developed by the Authority in consultation with a wide variety of people and organisations. They place the Resident at the centre of the process. The standards work on the basis that the centre is the person's home.

Services will only be allowed to operate if they are registered by the Authority and they will be inspected regularly to ensure they maintain a high level of care.

The Authority inspects Residential services on an ongoing basis since July 2009 and will re-register each centre every three years. The inspections are a mixture of both announced and unannounced visits. These take place by day and in the evenings, at weekends and at night.

The registration and inspection process is completely independent and reports are published after every inspection. Completed reports are available on the Health Information and Quality Authority's website ([www.hiqa.ie](http://www.hiqa.ie)).

These inspection reports provide information to the Residents themselves, their families, and the general public about the standards of care in individual centres.

Please be aware that you may also bring any concerns to:

### **Concerns**

**HIQA**

**George's Court**

**George's Lane**

**Smithfield**

**Dublin 7**

**DO7 E98Y**

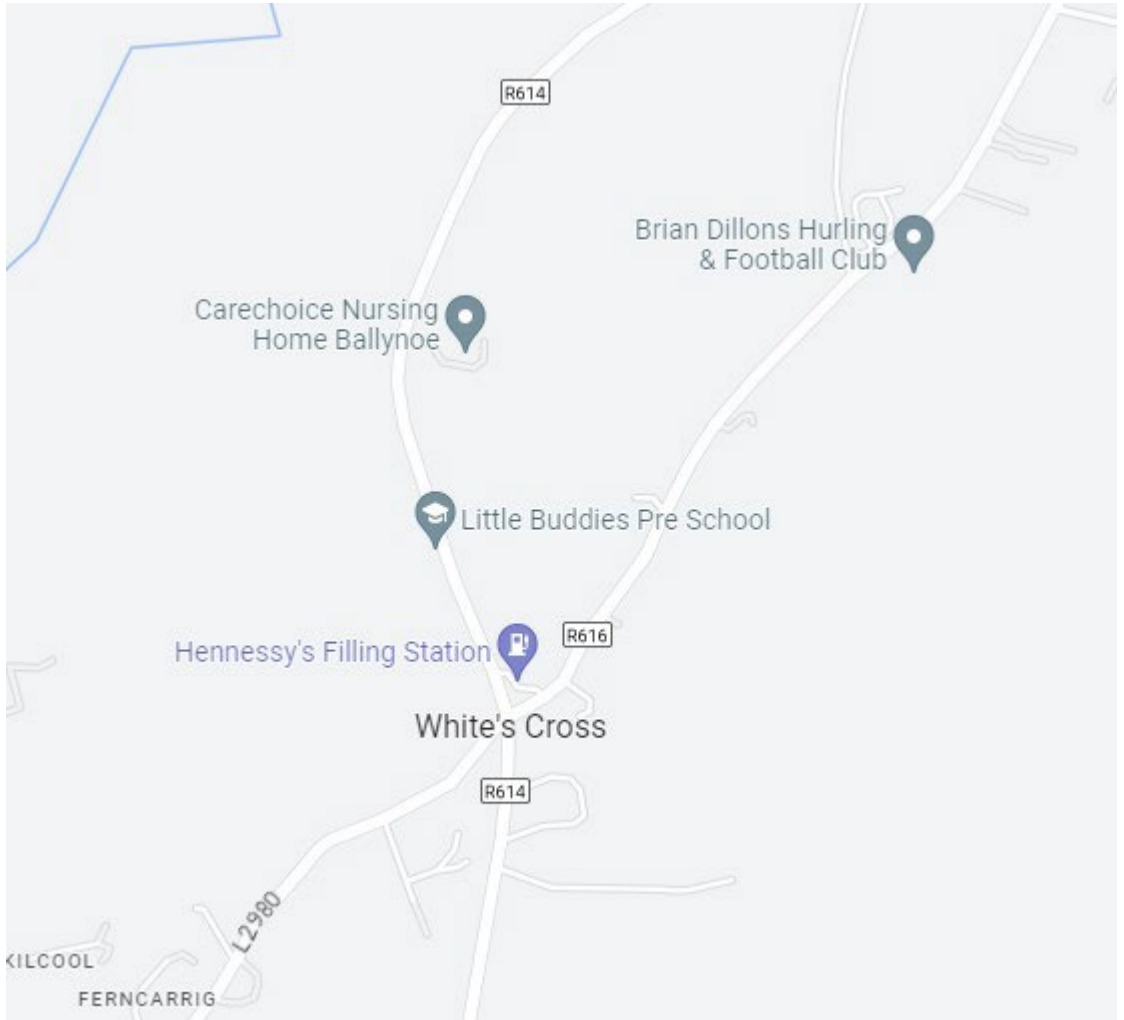
Tel: 021 240 9646

Email: [concerns@hiqa.ie](mailto:concerns@hiqa.ie)



# Contact Details

CareChoice Ballynoe, Whites Cross, Ballynoe, County  
Cork, T23 VH39



To learn more about CareChoice, please contact:

**Telephone:** 021 430 0534

**Email:** [ballynoe@carechoice.ie](mailto:ballynoe@carechoice.ie)

**Website:** <https://carechoice.ie/>



# Home from home

[www.carechoice.ie](http://www.carechoice.ie)

**CareChoice  
Malahide Road**  
Dublin 17  
T: +353 (0) 1 877  
0844  
E:  
malahide@carechoi  
ce.ie

**CareChoice  
Clonakilty**  
Co. Cork  
T: +353 (0) 23 883  
6300  
E:  
clonakilty@carechoi  
ce.ie

**CareChoice  
Montenotte**  
Co. Cork  
T: +353 (0) 21 486  
1777  
E:  
montenotte@carec  
hoice.ie

**CareChoice  
Macroom**  
Co. Cork  
T: +353 (0) 26 42  
366  
E:  
macroom@carecho  
ice.ie

**CareChoice  
Dungarvan**  
Co. Waterford  
T: +353 (0) 58 40  
200  
E:  
dungarvan@carech  
oice.ie

**CareChoice  
Ballynoe**  
Co. Cork  
T: +353 (0) 21 430  
0534  
E:  
ballynoe@carechoi  
ce.ie

**CareChoice Trim**  
Co. Meath  
T: +353 (0) 46 948  
2700  
E:  
receptiontrim@care  
choice.ie

**The Ardmore  
Finglas**  
Dublin 11  
T: +353 (0) 1 880  
0900  
E:receptionfinglas  
@carechoice.ie

**The Marlay  
Nursing Home**  
Dublin 16  
T: +353 (0) 1 499  
4444  
E:  
info@themarlay.ie

**CareChoice  
Swords**  
Co. Dublin  
T: +353 (0) 1 223  
3880  
E:reception.swords  
@carechoice.ie

**Newtownpark  
House**  
Co. Dublin  
T: +353 (0) 1 288  
7403  
E: info@ntph.ie

**Beaumont  
Residential Care**  
Co. Cork  
T: +353 (0) 21 429  
2195  
E:  
admin@brccork.co  
m

**Brookfield Care  
Centre**  
Co. Cork  
T: + 353 (0)  
214642112  
E:  
Receptionbrookfiel  
dcc.ie

**Elm Hall**  
Co. Kildare  
T: +353 (0) 1 601  
2399  
E: [info@elmhall.ie](mailto:info@elmhall.ie)

**Parnell Road  
Residential Care,**  
Dublin  
T: +353 (0) 1 563  
4500  
E:  
[parnellroad@care  
choice.ie](mailto:parnellroad@carechoice.ie)