

TLC Centre Maynooth

Residents Guide



Address: TLC Centre, Straffan Road, Maynooth, Co. Kildare

Phone: 01-6549600

Fax: 01-6549200

Email: Maynooth@tlccentre.ie

Welcome to TLC Centre Maynooth

Welcome message from our Chairman Mr. Michael Fetherston and Chief Executive Officer Mr. Noel Mulvihill

A Chara,

The simple message of TLC Centre is that it is a 'Place for Living', where you can enjoy a fulfilling and excellent quality of life coupled with the best Medical & Nursing Care available.



Located in the picturesque town of Maynooth in County Kildare, the TLC Centre is a luxury nursing home designed to meet your special needs, in pleasant surroundings, whilst facilitating independence, on either a permanent or temporary basis. Whether you are ready to simplify life, require 24 hour care, or just need a little assistance with day-to-day activities, we will provide you with care and expert medical and nursing attention. Our services and amenities will allow you to fully optimize your retirement years.

A variety of health promotion activities scheduled by our events manager and coordinators, ranging from bingo, cards and the door is always open for family.

Assisted bathing and hydrotherapy is residents and day care clients. However, drawing rooms respecting a desire for listening to music or just relaxing. Our diverse dining program with a variety of call bell can be found in each bedroom



and social events are team of activity co-movies, arts and crafts, visitors, friends and

also available to all there are also large your privacy, reading, dining rooms offer a menu choices. A nurse's and bathroom.

Our aim is to make your stay as comfortable and enjoyable as possible, so please let us know if there is anything we can do for you.

Warm Regards,

Michael Fetherston
Chairman

Noel Mulvihill
Chief Executive Officer

Phone: 01-6549600

Phone: 01-6549600

About TLC Maynooth

(Our purpose and function)

Situated in the town of Maynooth, TLC Centre is a specially adapted Residential Care Centre for older persons. The ethos of TLC Maynooth is to promote an individualised person-centred approach to care for residents and their families who choose to live in TLC. Our aim is to ensure freedom of choice, promote dignity and respect within a safe, friendly and homely environment. All staff encourage residents to maximise their independence, achieve their potential and maintain interests. We support residents to develop new friendships and participate in activities appropriate to their needs.



Our Vision

Our vision is to lead in the provision of high quality care that reflects a secure and safe home like environment while providing professional services for the residents, families and community in a cost effective manner.

Our Values

We are committed to promoting the independence of our residents, personally, medically, psychologically, socially and spiritually. We value the individuality of each resident that comes to live in TLC Centre.

We are a team of individuals that are dedicated and committed to our shared vision.

We invite you to read our Statement of Purpose and Function which is available in communal areas, each nurse's station and at the Reception desk for more information on TLC Centre Maynooth.

Services and Facilities Provided

<i>24 Hour GP Service</i>	<i>Activities</i>
<i>Physiotherapy</i>	<i>Pet Therapy</i>
<i>Dietician</i>	<i>Exercis</i>
<i>Occupational Therapist</i>	<i>Outings</i>
<i>Tissue Viability</i>	<i>Hydrotherapy</i>
<i>Chiropody</i>	<i>Oratory / Prayer Services</i>
<i>C o m p l i m e n t a r y</i>	<i>Transport</i>
<i>Ophthalmologist</i>	<i>Catering (including parties and social functions)</i>
<i>Speech and Language Therapist</i>	<i>Laundry</i>
<i>Dental</i>	<i>Dry Cleaning</i>
<i>Hairdresser</i>	<i>Cinema Room with Sky</i>

**** Some services are fully provided within the fee, others are provided in conjunction with the HSE or by private arrangement and are subject to a fee. Please consult the Statement of Purpose and Function or your Contract of Care (find attached a standard copy of the Contract of Care for reference purposes) for a full list of fee's or speak with the Director of Nursing or Assistant Director of Nursing.***

Activities and Social Gatherings

<i>Pet Therapy</i>	<i>Mass</i>
<i>Arts & Crafts</i>	<i>Live Music and Bands</i>
<i>Pottery</i>	<i>Massage</i>
<i>Baking</i>	<i>Hydrotherapy</i>
<i>Exercise Classes</i>	<i>Trips to Theatre</i>
<i>Music Therapy</i>	<i>Bowling Green</i>
<i>Yoga</i>	<i>Painting</i>
<i>Quizzes</i>	<i>Jewelry Making</i>
<i>Card Games</i>	<i>Sensory Room</i>

Bingo

Fine Dining

Accommodation and Environment



The centre accommodates 84 persons in both single and twin rooms. The Centre is divided into a number of named areas, to allow for the organisation of care.

These are:

- Oak House*
- Courtyard*
- Champ House*
- Arkle House*

Oak House

Oak House specialises in the care of persons with Dementia and has accommodation for 12 persons. There is also a program of dementia specific activities run on a daily basis, and a number of residents from other area's access these daily activities.

There are 8 single rooms, each with an ensuite and 2 twin rooms with an ensuite. All bedrooms have a television, telephone and a nurse call bell system for each resident. There is a communal sitting room and kitchen area which has been specially designed to promote a homely and welcoming environment. A Multisensory Room is provided as an activity for residents who wish to avail of it. There is also a large dining room with views of a landscaped garden which is also accessible to residents.

Courtyard

The courtyard consists of three Corridors which line an enclosed communal Garden area. There are 30 single rooms, each with an ensuite and 1 twin room with an ensuite. Each room is equipped with a telephone and a television, and all beds have a nurse call bell system installed.

There are two main communal areas, a large conservatory area adjacent to the reception desk and a smaller sitting room area adjoining Corridor 2 with views of the courtyard.

The Reception Desk, Hair Salon, Oratory and main Dining Room are located in the part of the building along with the Library and Cinema Room.

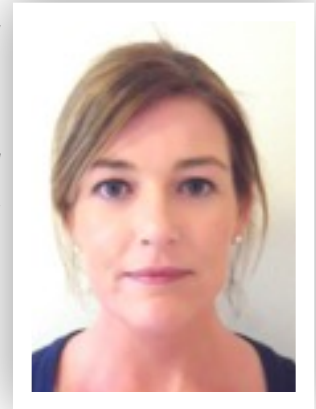
Champ House & Arkle House

Champ House and Arkle House consists of 20 double rooms, each with an ensuite. Each room has a telephone and television and a nurse call bell system. Bedrooms are adjacent to a spacious sitting room with views of a large communal garden and patio area which is extensively used for activities and dining particularly in the summer months.

Staff

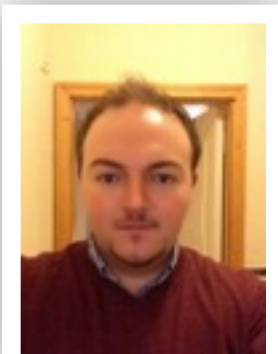
Person in Charge: Catherine Tighe RGN, Director of Nursing

The person in charge at TLC Maynooth is the Director of Nursing Catherine Tighe. Catherine is a Registered General Nurse with many years' experience. She has 14 years' experience in caring for older person and holds a Higher Diploma in Gerontology. Catherine previously worked at the Royal Hospital Donnybrook in Dublin. Catherine is passionate about providing a high quality and person centred service to you and your family, she loves to hear from residents and their families and welcomes feedback on all aspects of the service.



Deputy Person in Charge: David Wallace RGN EMT, Assistant Director of Nursing

The deputy person in charge at TLC Maynooth is the Assistant Director of Nursing David Wallace. David is a Registered General Nurse with many years' experience in nursing. David has experience working in Accident and Emergency, Intellectual Disability Nursing and Care of Older Persons. David started his career at TLC Maynooth in 2010 as a Staff Nurse. David brings a strong organisational ability to the team and is passionate about nursing practice development.



Nurse Managers

Aleksandra Byrne, Clinical Nurse Manager

Grainne O Reilly, Clinical Nurse Manager

Liza Timog, Clinical Nurse Manager

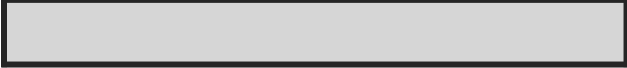






Berni Howard, Clinical Nurse Manger

Day to Day Staffing

At TLC Centre Maynooth, we pride ourselves on the quality of our staff and on our staffing levels. Teams of staff, led by Staff Nurses and consisting of Care Assistants and Senior Care Assistants provide direct care to residents on a 24/7 basis. During the day, there are 5 nurses on duty with 3 Senior Carers and 11 Care Assistants in addition to the Nurse Manager on duty. Throughout the night, 3 nurses and 6 care assistants care for residents under the supervision of a Nurse Manager. A large team of allied health professionals and support staff compliment the nursing and care staff in running the centre and ensuring all residents receive holistic, person centred care.

Identifying Staff

To assist you in identifying staff, please see the chart below as a guide to the different uniforms that we wear.

	Clinical Nurse Manager <i>Blue tunic trimmed with navy piping.</i>
	Staff Nurse <i>White tunic trimmed with red piping.</i>
	Senior Care Assistant <i>Wine tunic with black piping.</i>
	Care Assistant <i>Red tunic with black piping</i>
	Activities Co-ordinator <i>Yellow tunic with black piping.</i>
	Domestic Staff <i>Black tunic with red piping.</i>
	Waitress

White blouse/shirt with wine apron

Special Needs & Interests which we cater for

Nursing Care that we provide

TLC Centre Maynooth can accommodate male and female residents (over 18 years of age) up to a maximum of 84 people as per registration (HIQA, 2011). TLC Maynooth Centre will provide long term / respite care to meet the health and social needs of people with low/medium/high and maximum dependencies.



The range of health and social needs that we can provide care for include individuals who may be living with Stroke; Dementia / Alzheimer's; Acquired Brain Injury; Physical Disability; Intellectual Disability; Multiple Sclerosis. We also cater for residents who may have for example a Peg tube, Urinary Catheter, Suprapubic catheter, Stomas, and other therapeutic devices. However, for some residents they may only require TLC Maynooth as a safe and secure environment

in which they can live.

In TLC Maynooth we provide 24 hour professional nursing care. Our nursing staff are registered nurses in General Nursing (RGN), Intellectual Disability Nursing (RNID) and Mental Health Nursing (RPN). In addition to this nurses are trained in additional competencies such as Dementia Care / Palliative Care / Wound Care Management / Venepuncture/ Resuscitation / Manual Handling/ Diabetes Care/ Respiratory care/ infection control/challenging behaviour/risk management/prevention and detection of elder abuse/continence promotion/falls prevention/end of life and palliative care.

TLC Centre Maynooth provides end of life care to residents and have the professional support from St Brigids Hospice in The Curragh, who attend



TLC Centre Maynooth to review palliative care needs of the residents and provide support, education and advice to staff and to residents and their loved ones. The Director of Nursing and the Assistant Director of Nursing have also recently completed a specialized course in providing a “Palliative Care Approach”.

We have an extremely close link with the Connolly Hospital Liaison Team for Older persons under the direct of a Geriatrician Consultant and her team. They also provide End of Life care for our Residents along with the Multi-Disciplinary team here in TLC Maynooth.

Dietary Needs

At TLC Maynooth, we appreciate the value of fine dining and in addition to a wide and varied menu of seasonal dishes and traditional favourites we provide a number of options for those with special dietary needs. A full menu of modified consistency diets are available for those with swallowing difficulties. We also cater for the specialised needs of those residents who are unable to eat by mouth, in consultation with the Dietician and our colleagues in the Acute Hospital setting.



Dementia and Alzheimers Care

TLC Centre Maynooth caters for people with Alzheimer's Disease and Dementia in a person centered holistic environment. We aim to enhance the quality of life for persons living with Dementia. Our designated Oak House, has recently been renovated to stimulate the senses and rekindle old memories of days gone by. Our staff receive specialised training and refresher courses on the topic of Dementia to maintain the high quality of care that they provide. We strive to provide a home away from home atmosphere. Our new multisensory room provides meaningful activity to those who wish to have some time away to relax.



Arrangements for Inspection of the Centre

TLC Centre Maynooth is registered with the Health Information and Quality Authority (HIQA) as a designated Residential Care Centre for the Care of Older Persons.

HIQA are a national regulatory body who aim to drive standards and quality in healthcare.

“The purpose of inspection is to gather information on which HIQA can make judgements about the fitness of the registered provider and to report on the quality of the service. This is to ensure that providers are complying with the requirements and conditions of their registration and meet the standards, that they have systems in place to both safeguard the welfare of service users and to provide information and evidence of good and poor practice.

In assessing the overall quality of the service provided, inspectors examine how well the provider has met the requirements of the Health Act 2007, the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People), the regulations 2009 (As Amended) and the National Quality Standards for Residential Care Settings for Older People in Ireland.



All inspections can be announced or unannounced, depending on the reason for the inspection and may take place at any time of day or night.

All inspection reports produced by the Health Information and Quality Authority will be published. However, in cases where legal or enforcement activity may arise from the findings of an inspection, the publication of a report will be delayed until that activity is resolved. The reason for this is that the publication of a report may prejudice any proceedings by putting evidence into the public domain.”

Health Information and Quality Authority 2012

You can view our inspection reports online at www.hiqa.ie. A copy of the inspection report is available to you, your relatives and any member of the public. Our most recent report is attached to this guide, and is also available in our Statement of Purpose and Function. We are happy to provide you with additional copies, or copies of previous reports on request.

How to contact the Health Information and Quality Authority (HIQA)

<i>Office of the Chief Inspector</i>	<i>Contact</i>	<i>Phone Number / Email</i>

Unit 1301 City Gate Mahon Cork	General Information	021 240 9300 info@hiqa.ie
	Social Services - Advice Line	(021) 240 9660
	Social Services - Concerns	(021) 240 9646 ssiconcerns@hiqa.ie

Health Service Executive – Dublin Mid-Leinster Contact Details

The HSE provides a wide range of services for older people in Ireland. Supports are also available from other agencies like the Department of Social Protection, Local Authorities and Voluntary Organisations. The HSE may be able to guide you on options for financing your care (such as Fair Deal and the Nursing Home Support Scheme), and advise you on the range of services you may be entitled to such as Medical Card (GMS) or Drug Payment Scheme (DPS). If you have any questions, you can also call the HSE info line on 1850 24 1850. The info line is open from Monday - Saturday, 8am - 8pm, for the price of a local call.



Should you need assistance to make contact with the HSE, a member of staff would be happy to assist you or make representations on your behalf.

Your local HSE Office is:

Nursing Home Section
Millennium Park
Naas
Co. Kildare
Phone: 045-880400

Our Complaints Procedure

(Outline)

TLC Maynooth strives to provide a high quality service to all residents. There is a structured process for receiving and acting upon comments, compliments and complaints. This process is open, honest and strictly confidential and we would urge you to direct your comments to the Director of Nursing in the first instance. We encourage family participation in your care and therefore welcome comments from anyone acting on your behalf in consultation with yourself. Complaints are immediately brought to the attention of the Director of Nursing. The complaint is acknowledged in writing within 5 working days. The support of an independent person (Maureen Mc Nulty, Mary Mount Centre) is also available in the management of complaints. Our aim is to resolve complaints within 30 working days.

1

- Speak to the Director of Nursing Catherine Tighe
- You can also write a letter to the Director of Nursing.

2

- Your complaint will be recorded.
- Your complaint will be investigated.

3

- Our team will work with you (or your family) to solve your complaint promptly.
- At this stage, we would hope to be able to resolve the

4

- If you are unsatisfied with the outcome, you can seek help from an advocate.
- You can find details of these advocacy services at the

Arrangements for Visiting

We understand that the decision to move into long-term care can be a stressful time. At TLC Maynooth we want to make your transition as smooth as possible. Our Director of Nursing/Assistant Director of Nursing 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.

We operate an open visiting policy within TLC



Maynooth; however to protect our residents we ask that all visitors sign in and out on entering and leaving the premises: and may be asked to partake in precautionary infection control measures as appropriate. Visiting may be temporarily suspended due to infection control reasons e.g. Noro-Virus. You will be advised by the director of Nursing if this occurs. As an extra security measure for our residents, the front electric gate closes at 10 pm and re-opens at 7am which is operated by a key pad. Residents and family are privy to this code for the Key pad. Family/Next of kin/visitors are also asked to respect times of the day when residents are receiving intimate care eg getting up in the morning, when planning to visit. When a resident is very ill or receiving palliative care, family members/next of kin will be facilitated to stay as long as they feel necessary and will be supported by all TLC Maynooth staff.

Residents are free to go out socially with their families, stay overnight or go on holidays if their physical or psychological condition allows and if their relatives are capable of caring safely for them.

A room can be provided if family members wish to arrange private parties eg, birthday parties, anniversary etc. and catering can be facilitated by our own catering department. The Director of Nursing can assist you with your plans.

TLC Maynooth 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.

Registered Provider

PROVIDER NAME	TLC NURSING HOME LIMITED
PROVIDER ADDRESS	TLC Nursing Home Limited 1A Terenure Place Terenure Dublin 6W
TELEPHONE NUMBER	01-6549600
FAX NUMBER	01-6549201
E-MAIL ADDRESS	noel@tlccentre.ie
WEBSITE	www.tlccentre.ie
PERSON NOMINATED TO ACT ON BEHALF OF THE PROVIDER	Noel Mulvihill
PROFESSIONAL Qualification(S)	RPN/RGN
RELEVANT QUALIFICATIONS AND EXPERIENCE	Noel has 4 years' experience as Assistant National Director for Older Persons Services of the HSE in addition to 3 years as a Local Health Manager and a further two years as Assistant Chief Executive of the Northern Area Health Board. Noel has prior experience as a Registered Psychiatric Nurse.

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. The mission statement of NHI states that members are committed to the provision of high standards of care, support and respect for older people who are resident in nursing homes.

Advocacy Groups and Services

Advocacy Group	Phone Number	Fax Number	Contact Name	Email address	Postal address
Maureen McNulty Independent Advocate	01-8204500	01-8238910	Maureen McNulty	info@marymountcarcentre.ie	Marymount Care Centre, Westmanstown, Lucan, Co. Dublin
Age Action Ireland www.ageaction.ie	01 475 6989	01 475 6011		info@ageaction.ie	Age Action Ireland Ltd, 30/31 Lower Camden Street, Dublin2
Citizens Information Board (formerly Comhairle)	01 605 9000	01 605 9099	Helen Lahert Manager Advocacy and Accessibility	helen.lahert@ciboard.ie	Citizen's Information Board, 7 th Floor, Hume House, Ballsbridge, Dublin 4
Equality Authority www.equality.ie	Lo call 1890 245 545	01 417 3331		info@equality.ie	The Equality Authority, 2 Clonmel Street, Dublin 2
Irish Advocacy Network	047 389 18 (087 754 0763)		Colette Nolan	admin@irishadvocacynetwork.com	Irish Advocacy Network, c/o Health Care Unit, Rooskey, Monaghan
Irish Cancer Society www.cancer.ie Prostate Cancer Information Service: Action Breast Cancer	01 231 0500 1800 200 700 (Mon - Thurs 9am-7pm and Fri 9am-5pm) 1800 380380 1800 309040	01 231 0555		helpline@irishcancer.ie prostate@irishcancer.ie abc@irishcancer.ie	Irish Cancer Society, 43/45 Northumberland Road, Dublin 4

Irish Heart Foundation www.irishheart.ie	01 668 5001	01 668 5896	Caroline Cullen	info@irishheart.ie	Irish Heart Foundation, 4 Clyde Road, Ballsbridge, Dublin 4
Irish Patients Association www.irishpatients.ie	01 272 2555	01 272 2506	Stephen Mc Mahon	stephenmcmahon@eircom.net info@irishpatients.ie	Irish Patients Association, Unit 2, 24 Church Road, Ballybrack, County Dublin
Mental Health Ireland www.mentalhealthireland.ie	01 284 1166	01 284 1736	Ted Tierney	ted@mentalhealthireland.ie	Mental Health Ireland, Mensana House, 6 Adelaide Street, Dun Laoghaire County Dublin
Patient Focus	01 885 1611 01 885 1617 01 885 1633		Catriona Molloy Shelia O' Connor Jim Reilly	support@patientfocus.ie	Patient Focus, Unit 9A Sky Business Centre, Plato Business Park, Damastown, Dublin 15
Protection of Older people Elder Abuse Services	045 873233		Ann Kearney Manager for services for Older Persons	anne.kearney@hse.ie	, Oak House, Millennium Park, Naas, Co. Kildare

In Conclusion

We are delighted that you have chosen TLC Centre Maynooth 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 challenging and daunting experience and therefore we wish to assist you in your transition. Our staff are 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 contact your Director of Nursing Mrs. Catherine Tighe: phone 01 -6549600 or email ctighe@tlccentre.ie

Or

Email- Maynooth@tlccentre.ie

Contract of Care



CONTRACT OF CARE AGREEMENT

*Contract of Care Agreement is made and entered into between the TLC Nursing Home Ltd.,
Straffan Road, Maynooth, Co. Kildare.*

*("The Centre") and..... ("Resident and/or Family and/
or Agent")*

1.0 MEDICAL CONTRACT

1. *The Centre will provide 24 hour medical on-call cover.*
2. *Appropriate services, care and nursing attention will be rendered under the direction of a medical practitioner.*
3. *Residents will be transferred to an acute medical facility in the case of an acute medical problem.
In certain circumstances the resident will have to be transferred to an out-patient facility or clinic for specialized medical tests, procedures or appointments.
Relatives are requested to accompany residents requiring supervision during out-patient appointments as able. Refer to Appendix 1 at back of this document (Services and Medical Equipment - Escort Charges)*
4. *The Centre shall maintain its resident care protocols in accordance with recognised professional standards for nursing home patients. (HIQA) & (Schedule 1 of the Health Act 2007(Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009*
5. *Restricted visiting times will be enforced in the case of illness or distress of the resident, in cases where the medical practitioner deems it necessary. Restricted visiting and or times will be enforced in the advent of an outbreak of Viral Infections.*

2.0 NURSING CONTRACTS

- 2.1 *The Centre will provide 24 hour a day nursing care and supervision, by nurses who are recognised by An Bord Altranais.*
- 2.2 *The nursing staff will ensure administration of medications as prescribed by the doctor and in line with NMBI.(The Nursing and Midwifery Board of Ireland)*
- 2.3 *The nursing and care assistant will assist with activities of daily living (ADL's) as needed including, but not limited to: Personal hygiene needs, Dressing, Nutritional intake and Continence needs.*
- 2.4 *The Centre will undertake to provide that all residents are comfortable, clean and well groomed and enact policies to protect residents from accident, injury or infection*

Our most recent HIQA Inspection (Attached)