

TLC Centre Santry

Resident Guide



Name: TLC Centre Santry

Address: Northwood Park, Santry Demesne, Dublin 9, Ireland

Telephone: (01)8628080

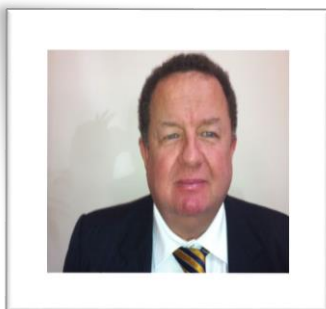
Fax: (0)8628090

Email: santry@tlcentre.ie

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

A Chara,

The simple message of TLC Cara Care 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 Northwood Park, Santry, TLC Cara Care 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 and social events are scheduled by our events manager and team of activity co-coordinators, ranging from bingo, movies, arts and crafts, cards and the door is always open for visitors, friends and family.

At TLC Cara Care we have a stunning Japanese Zen Garden with winding pathways / Japanese sculptors & ornaments. Colourful plants and a traditional Japanese garden tea house is another additional feature to this garden. In this pleasant surrounding we hope you can enjoy some peaceful and relaxing time with your family and friends. 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
Phone: 01-8940600

Noel Mulvihill
Chief Executive Officer
Phone: 01-8940600

About TLC Santry

Welcome to TLC Centre Santry. This booklet has been designed to provide you with the necessary information required to make an informed choice on your care provider and/or assist you in making your stay with us more comfortable. This booklet will provide an introduction to the care and services provided within TLC Centre, Santry. Further information and more detailed explanations of the governance and management of the nursing home will be found in the supplementary “Statement of Purpose and Function” booklet. The “Statement of Purpose and Function” booklet is available to view at Reception, each nurses’ station, or alternatively the Director of Nursing will provide you with a copy on request.



Mission Statement

At TLC Centre, Santry we will provide a residential setting that promotes an individualised person-centred approach to care for residents who choose to live here and their families. We will ensure that the individualised needs of all residents living here will be supported and valued in a caring and professional environment that promotes their health and well-being. 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 resident, families and community in a cost effective manner.

Our Aims and Objectives

Our aim is to ensure freedom of choice, promote dignity and respect within a safe, friendly and homely environment that respects the individuality of each resident that chooses to reside in TLC Centre, Santry. We are committed to promoting the independence of our residents, personally, medically, psychologically, socially and spiritually. Residents and families will be encouraged and supported at all times to participate in the decision making of their care while respecting their wishes.

We support residents to develop new friendships and participate in activities appropriate to their needs. TLC Centre, Santry will endeavour to provide care in a manner that respects and maintains the cultural, spiritual and social beliefs of each resident and their loved ones. The management and governance of TLC Centre, Santry is directed by a team of dedicated and committed members of staff who continually strive to maintain and raise standards of care.

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

Services & Facilities Provided

In TLC Centre, Santry we provide the following services and facilities. Some of these will incur extra costs and this can be discussed with the Director of Nursing.

Laundry Your laundry will be collected and returned to you every day. Please advise us if you have delicate clothing in need of special attention. All clothes must be clearly marked with your name.

Housekeeping Your room will be cleaned daily, but please ensure your locker is kept free of perishable food. Do not hesitate to request further assistance if needed.

Catering We offer the tastiest, home-cooked meals possible, with menus prepared by our chefs daily using the freshest of ingredients. Our meat, fish and vegetables are delivered daily. Please inform us of any special dietary needs or tastes upon your admission; we have a dietician available if required.

Meal Times

Breakfast:	8am onwards
Lunch:	12.30pm to 2.30pm
Tea Time:	4.30pm to 5.30pm

Mid-morning: tea, coffee & home-made soup is served

Mid-afternoon: tea, coffee & cakes served

24hour snack menu available

Family Lunch We would like you to feel like you are in your own home so we encourage you to invite your family to join you for lunch, particularly our Sunday carvery. We offer your family a complimentary lunch on the Sunday after your admission. All family lunches thereafter will be charged at €10 per head for 3 courses plus tea/coffee. A private family table will be organised for you with waitress service.

Fine Dining Once per month, our Director of Nursing holds a fine dining experience for our residents. Our Head chef prepares a 4 course luxury lunch where you can enjoy being served a fantastic meal with all the trimmings. You will drink from crystal wine glasses and enjoy the ambience of a candle lit table along with the company of other residents. We encourage you to dress in your finest attire and the ladies can even have their hair and nails done for the occasion. Bookings through reception.

Hair Salon

For your comfort & convenience, we have our own hair salon on site.

Price List:

Gents Hair Cut	€10.00
Wash and Blow Dry	€15.00
Wash, Cut and Blow Dry	€22.50
Colour/Perm	€25.00
Perm and Cut	€27.50

**Newspapers**

Please inform reception if you require newspapers or magazines, the cost of which will be added to your monthly bill.

Physiotherapist

We have an in-house Physiotherapist, who can carry out an assessment and put a care plan in place for you. There may be a charge incurred for prescribed equipment and any charges will be subject to each individual assessment.

**Out Patients
Appointments**

We would encourage your family members to accompany you on hospital visits, however we can provide both transport and a health care assistant if this is not possible.

The cost will vary and will be added to your monthly bill, details can be received from reception. **Please see below for fixed price taxi fares and escort fees.** Please ensure you give a staff nurse your appointment date and time well in advance

Escort & Transport Charges

Escort charges will apply if a family member is unable to attend appointments with the resident. You will be contacted by reception in advance of the appointments to confirm if you can attend. Transport and taxi charges will also apply should TLC Centre provide these services.

Care Assistant Escort per hour	€ 15.00
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Transport Charges Return Journey TLC Bus

James Connolly Hospital, Blanchardstown	€35.00
St. James Hospital	€35.00
Tallaght Hospital	€50.00
Beaumont Hospital	€20.00
The Mater Hospital	€25.00
Euromedics Santry	€15.00

Taxi Charges Return Journey

James Connolly Hospital, Blanchardstown	€36.00
St. James Hospital	€32.00
Mater Hospital	€25.00
Euromedics Santry	€17.00
Beaumont Hospital	€22.00

Taxi charges may vary depending on the trip and circumstances

Fire Procedures

TLC Centre, Santry is equipped with the most sophisticated and modern fire detection and alarm system, to offer you the best protection in the event of a fire. Please take a few moments to familiarise yourself with your nearest emergency exit and alarm activation points. Fire extinguishers are situated at fire points and are clearly marked.

The fire alarm system will be tested every week, please follow the direction of staff members. Residents who require special assistance will be aided by TLC staff.

Smoking

For your safety and the safety of others, **smoking is prohibited within the building**. Smoking areas are provided outside.

Visiting Times

We actively encourage family and friends to visit and therefore there are limited time restrictions. Our outside gates close at 10pm and residents are settling down to sleep and privacy and quietness is required. In the early morning residents require privacy for their morning care. Therefore we would ask for your consideration of these times. If you are inviting guests to join you for lunch, we would appreciate some notice to allow for appropriate extra food to be prepared. Please contact reception for charges involved.

Extra people in the restaurants can cause discomfort to some residents. Your consideration is requested in this area also.

Individual arrangements are always possible in particular circumstances so please liaise with nursing management to discuss the situation.

Activities & Excursions

We encourage all residents to participate in weekly activities and trips organised to local places of interest, they really are enjoyed by all residents. This may include an in-house moving screening, arts & crafts, games, barbeques, shopping, external afternoon tea, park walks, concerts and theatre trips to mention but a few. Our weekly bingo is also a great way for residents to unwind and socialise with fellow residents. Our travel vehicle is wheelchair accessible and our garden at the rear of the building is also an excellent amenity available to all residents and family.

Library/Reading Room

For a bit of peace and quiet, why not relax, make yourself comfortable and enjoy a good book in our library. We have many books to choose from, to suit all tastes.

Comments/Compliments and Complaints

There are a number of ways in which residents/family/next of kin can share their views/ participate in the consultation process:

- a comments/compliments box is available at the foyer
- Members of staff will endeavour to assist with or manage verbal complaints if it is within their remit; otherwise they forward the complaint to the Director of Nursing.
- You or your family may approach the Director of Nursing at any time if you have a concern or a complaint.
- Formal complaints are immediately brought to the attention of the Director of Nursing. The complaint is acknowledged in writing within 5 working days. An investigation, under the direction of the Director of Nursing is carried out and communications with those involved in the complaint are maintained throughout the process.
- The person who will ensure that the complaints procedure is followed correctly is and that the timeframes are adhered to is Elaine Keane, Director of Clinical Services.
- In the event that the complaint is not resolved at local level, the Director of Nursing will refer the complaint to the CEO of the group Noel Mulvihill, who will endeavour to resolve the complaint. He may use the additional support of the Director of Nursing from the other TLC centres in order to assist in the resolution of the complaint. Noel is the appeals officer.
- Our aim is to resolve complaints within 30 working days.

If you have serious concerns that you feel cannot be addressed at local level, you can contact the Health and Information Quality Authority by:

- Calling the advice line: 021-2409660
- Email to inspections@hiqa.ie
- Writing to the office of the Chief Inspector, Health Information and Quality Authority, Social Services Inspectorate, Unit 1301, City Gate, Mahon, Cork

HIQA cannot investigate individual complaints but can direct TLC to do so.

If you have complained to us and you are not satisfied with our decision on your complaint, it is open to you to contact the Office of the Ombudsman. The Ombudsman provides an impartial, independent and free service.

The Ombudsman can examine complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you.

Contact details

The Office of the Ombudsman
18 Lower Leeson Street,
Dublin 2
Phone LoCall 1890223030 or (01) 6395600

Activities and Social Gatherings

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

STAFF & CONTACT DETAILS








THE TEAM



Welcome to you all

Breda Hayes is the Director of Nursing for TLC Centre, Santry. Breda is a registered nurse with several years' experience in older persons' services. Along with qualifications in nursing, Breda has midwifery, quality and safety and nurse education qualifications. She also holds a Masters in Health Services Management. Breda is committed to ensuring that TLC Centre, Santry is a place that is considered home from home and that all residents enjoy life to the fullest. She is supported by two Assistant Directors of Nursing, Jane Deepa Edwin and Jackline Raphel who assist Breda in overseeing that a high level of care is delivered to all residents. The team is available to meet with you and your family at any time. The team is also supported by Clinical Nurse Managers (CNM), Staff Nurses, Health Care Assistants, Activity Coordinators, Housekeeping, Catering, Kitchen, Maintenance, HR, Finance and the reception team. The team operates an open door policy at all times and encourages input from residents and family/visitors.

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

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

Contact Numbers in TLC Santry

General	Ext:	Nurses Stations	Ext:	Dining Rooms	Ext:
Reception	0	Ground Floor	4008	Ground Floor	4024
Hairdressing	4036	1 st Floor	4009	1 st Floor	4025
		2 nd Floor	4010	2 nd Floor	4026
		3 rd Floor	4011	3 rd Floor	2420

Accommodation and Environment

How We Provide Nursing Care

TLC Centre, Santry is registered to accommodate male and female residents (over 18 years of age) up to a maximum of 128 people. TLC Centre Santry provides 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; Acquired Brain Injury; Physical Disability; Intellectual Disability; Multiple Sclerosis. However, for some residents they may only require TLC Centre, Santry as a safe and secure environment where they can live.

In TLC Centre, Santry 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.

At TLC Centre, Santry we provide end of life care to residents and have the professional support from St. Francis Hospice, who will attend the Centre to review the palliative care needs of the residents and provide support, education and advice to staff, residents and family / relatives.

At TLC Centre, Santry we value the importance of you maintaining past hobbies/interests and we actively encourage this. We also provide a range of social activities within TLC Centre and we will meet with you to identify what particular activities you might like to / not like to partake in. This will be carried out by our health care staff members in liaison with the activities staff and will become an integral part of your plan of care.

Scheduled activities will be planned and these will be communicated to you by displaying a schedule in prominent places throughout the centre, along with our regular newsletter and our activities team will be able to discuss them with you. Various activities will be provided and we welcome any suggestions about activities that you might like but are not addressed.

On a daily basis, activities such as Sonas / sensory stimulation / music / recreational activities / reminiscence therapy/ board games/ arts and craft classes are carried out on all the floors. Regular trips to places of interest will be provided. Opportunities for visits to theatre shows/ Croke Park / shopping centres are some of the social services that we provide at TLC Centre, Santry.



For those of you who are independent are encouraged to go to the local shops and café/hotel that are close by the centre if you wish and for those who are more dependent on others due to the close proximity of these services family members and activities staff can support you in enjoying these opportunities. Residents are free to go out socially with their families, stay overnight or go on holidays and the Director of Nursing will be available to provide any guidance on this matter. If residents are going off-site, they are required for safety and security reasons to sign in and out of the centre.

In the summer months outdoor barbeques will be held and visiting musicians/bands will be booked on a regular basis to provide you with some nice entertainment.



In addition to your TV in your room there is larger screen TV's in the sitting rooms that are used to show events / films. There is a reading room with a large number of books to meet the varying tastes of residents. Pet therapy group attend on a scheduled basis throughout the year.

We value the importance of family / friends involvement in your life and warmly invite them to visit you and avail of our facilities in the restaurants and family rooms. Family members are encouraged to attend during meal times to assist with eating and drinking and are welcome to enjoy mealtimes with the resident.

A room can be provided if family members wish to arrange parties e.g. birthday, anniversary etc. and catering can be facilitated by our own catering department. The Director of Nursing can assist you with your plans. TLC Centre Santry operates an open visiting policy however all visitors are requested to sign in and out on entering and leaving the building. Visiting may be temporarily suspended due to infection control reasons e.g. norovirus. You will be advised by the Director of Nursing if this occurs, and may be asked to partake in precautionary infection control measures as appropriate. 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 TLC Centre staff.

Communications

There is a daily postal delivery to the floors. There is a telephone in each bedroom that residents are free to use for their own privacy. Our communal newsletter is developed with the assistance of residents for TLC Santry, Cara Care Centre, Maynooth and Citywest and circulated on a monthly basis. Residents that have difficulty with communications are facilitated on an individual basis through appropriate assessment and equipment can be sourced e.g. picture cards, magnifying glasses/sheets. Information display boards are located on each floor and residents and families are encouraged to avail of this facility.

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.

In Conclusion

We are delighted that you have chosen TLC Centre, Santry 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 Breda Hayes – 01 8628080 or email breda.hayes@tlccentre.ie or email-
santry@tlccentre.ie