Watermans Lodge
Day and Respite Care Centre

Information Booklet
HIQA NO :0708

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Welcome to Watermans Lodge

Guiding Principles

Introduction
Welcome to Watermans Lodge Day and Respite Care Centre. In this booklet we aim to provide you with information about our philosophy of care, our services and relevant topics you may need to know as a user of the service.

Mission Statement
To help meet the needs of people with Alzheimer’s/Dementia and their carers.

Vision
An Ireland where no one goes through Dementia alone. Where policies and services respond appropriately to the person with Dementia and their carers at the times they need support.

Core Values
- Person centred
- Rights based
- Learning lead
- Grass roots lead
Philosophy of Care

Principles of Care

Underpinning all of the work that the Alzheimer Society undertakes, including the services we provide, are the important principles of dementia-specific care, using a person centred and rights-based approach to care.

- **Dementia specific care** maintains an exclusive focus on the person with dementia and their Carers ensuring dedicated resources, knowledge and care.

- **Person centred care** looks beyond the immediate symptoms of the condition and takes the needs, wishes and views of the person with dementia into account including their previous personality, biography, achievements and life stories. It also takes into account the needs, wishes and views of Carers/Representatives.
Statement of Purpose and Function

Aims and Objectives

Watermans Lodge Day and Respite Care Centre’s main objective is to provide dementia-specific, person centred care to the person with dementia and their carers in the community. It adopts the Alzheimer Society of Ireland’s mission and philosophy of care.

The care service is designed to achieve the following objectives;

- To implement a dementia-specific programme of care at the highest standard and quality.
- To recognise the dignity and individuality of each person.
- To ensure the care of each person is carried out in accordance with their individualised care plan.
- To provide short-term, regular overnight respite care to persons with dementia.
- To provide 24 hour care for the person with dementia in a home like environment.
- To provide respite to carers in their caring role, either through day care or overnight respite care.
The Centre

Watermans Lodge is a purpose built dementia specific Day and Respite Care Centre, which is located in the picturesque town of Ballina/Killaloe on the Tipperary and Clare border. Watermans Lodge was previously known as a landmark hotel in the area, having being acquired by the Alzheimer Society of Ireland in 2008, and the facility has been extensively modernised and converted into a dementia specific care Centre. The dementia specific design extends to the grounds and gardens, where clients can enjoy outdoor activities and pastimes in a secure environment.

Day Care Facilities
The day care centre is open 7 days a week 09:30 – 16.00hrs. Day care clients complete a social profile prior to initial use of the facility; this profile enables staff to coordinate activities for individual needs, interests and hobbies.

A range of lifestyle and leisure activities are provided on a daily basis, some of which are:-

- Hand massage
- Music Therapy
- Art Therapy
- Card Games
- Reminiscence Therapy
- Cognitive Stimulation Therapy
- Sonas
- Pet Therapy

Full time staff are assisted by a range of caring volunteers who bring individual skills and interests to the Centre on a weekly basis.
The Centre

The Garden
The garden is extensive and benefits from interesting views over the town and river Shannon, it is a secure environment which allows the client relative freedom to explore the surrounds. Plentiful seating allows clients and their Carer time to relax and enjoy the scenery and seasonal garden plant variations. The on-going development of a kitchen garden for the Centre provides interested clients with daily activities which contribute to the overall running of the Centre. Raised beds gives easy access to vegetable and plants for maintenance and development, the sensory and stimulating nature of the garden has been carefully planned through all stages.

The Kitchen
A fully equipped modern kitchen services a “country style” dining room, with a vibrant colour scheme and abundance of natural light from a feature glass ceiling. All food is prepared daily by our qualified chef, with particular attention given to individual needs and preferences. The dining area has a kitchenette facility which is used for client baking activities and also being available to families for casual tea/coffee making.

Contemplative Area
The Centre benefits from a contemplative area which caters for clients various spiritual needs. The contemplative area facilitates quieter activities and therapies and can be a “special” place for quiet reflection for both client and Carer.
The Centre

Respite Facilities
The respite facilities within the Centre consist of six single occupancy bedrooms and three twin occupancy bedrooms, all with en-suite facilities. The bedroom wing of the building has a small courtyard garden which is a natural environment for clients to enjoy nice weather and access natural light. Care for individuals with more complex needs can be accommodated in our assisted bathroom area, the area utilises modern care handling facilities and equipment to enhance client comfort and care.

The respite area considers client orientation and way finding needs through the use of a colour coded room identification scheme and picture signage as further consideration for client comfort. An electronic nurse call system operates throughout all the respite rooms.
The Centre

“Home from Home” Environment.
The general environment within Watermans Day and Respite Centre is one which gives a “home from home” feel, a safe, caring and respectful environment where the client is comfortable and welcome. The leisure and sitting room facilities have been designed to give the client a casual comfort, including armchairs, couches, coffee tables, book cases and an adequate coverage of plants. The design helps stimulate the clients’ interest in activities while also accommodating each individual’s taste in home comforts where possible.

Laundry facilities are available for clients who wish to be independent and launder their personal items themselves or staff can launder on their behalf.
The Respite Care Process

Admission Procedures
All clients of the Watermans Day and Respite Centre are comprehensively assessed prior to admission. The assessment covers an extensive range of individuals’ medical, psychological and social needs, the results of the assessment will initially identify the suitability or otherwise of Watermans Lodge as a care Centre. For suitable clients the assessment results will form the basis of a person Centred individual care plan.

Clients availing of respite care have the option to attend daycare activities as part of the service. Alternatively clients may prefer to spend time in the comfort of their own room or quiet areas within the centre. This combination of activity is at the discretion of the client.

The management team at Watermans Lodge will require the following details prior to admission of any client:-

• Confirmation of Dementia/Alzheimers diagnosis by registered GP/Consultant
• The operators will agree that the Client shall take up occupation for the purpose of respite subject to the terms and conditions within the contract of care, which will accompany this booklet.
• Completion of Alzheimer Society of Ireland medication kardex by GP, if client is to receive medication while at the Centre.
• All necessary medication must be supplied in the original pack or alternatively in a blister pack as supplied by the pharmacist.
• All necessary forms will be given to client’s carer during the assessment and must be complete prior to submission.
• All clothes for clients availing of overnight respite must be clearly marked and identifiable with clients’ name.
• All clients’ Carer/Representatives will provide emergency contact details and agree procedures in the event of an emergency.
• Staff and clients’ Carer/representative will agree time and means of discharge from the Centre.
The Respite Care Process

Discharge Procedures
Respite care is provided for a defined short term period, this is time for the client to experience a new stimulating environment, and time for the Carer to have time for themselves.

On admission for respite the client/carer/family member will sign a contract of care, which is accompanied with this booklet and it outline the necessary details relevant to the respite period.

In exceptional circumstances the client may be discharged ahead of the agreed respite time. Early discharge will only occur at times when, for medical or physical reasons it is seen that the client’s respite stay is no longer appropriate. Any decision for early discharge will be taken by Watermans Lodge management in conjunction with the relevant professional personnel and client/family/carer.

Visiting Arrangements
Watermans Lodge has an open visiting policy, however if possible visiting during meal times should be avoided, between 12.30 – 2 pm and 5 -6 pm.

Quiet areas are available for one to one visits if required. Visitors aged 16 years or under must be accompanied by an adult and not left unsupervised at any time during the visit.

All visitors must sign in and sign out; this is a necessary requirement to comply with security and health and safety regulations. Hand sanitizers are provided for use when entering and leaving the facility, visitors with and recent cold/flu or other illness should inform a member of staff on first entering the facility.
Other Information

Comments, Complaints and Compliments

The management of Watermans Lodge welcome all feedback on our services. A comments form is available at reception which can be completed or alternatively make direct contact with a member of the staff or management team at the Centre.

Arrangements made for dealing with complaints

If a resident has any concerns regarding the Care and Conditions in Watermans Lodge they have a right to complain, in accordance with Part 12 of the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009 and Standard 6 of National Quality Standards for Residential Care Settings for Older People in Ireland.

They can express their concern or complain anytime to any of the staff members. The raised issue will be dealt with by the person in charge (Christina Mc Kenna) who is the nominated person in the Centre to deal with all complaints. If they don’t feel comfortable raising complaint themselves they can nominate family or a friend to do so on their behalf.

Catriona Lavelle is the nominated person who they can take their complaint to if they don’t feel comfortable taking it to the person in charge. The nominated person will also ensure that all complaints are appropriately responded to and that records are maintained detailing the investigation outcome of the complaint and whether or not the resident was satisfied.

If they do not wish to raise their complaint or concern with staff in the Respite Centre or the person in charge they can contact our external confidential advocate SAGE (Support & Advocacy Service for Older People) Tel: **1850 719 400** 8am to 10pm daily.
The person in charge or nominated person will inform the complainant of the investigation and the outcome of their complaint. The complaint should be acknowledged in writing within 5 days and investigated within 21 working days in accordance with our complaints policy.

If the complainant is not satisfied with the outcome of their complaint or they have serious concerns about the running of the Respite Centre they may request a review from the Health Service Executive by contacting Director of Advocacy Greg Price,
Health Service Executive, Oak House, Millennium Park,

The complainant has 30 working days from the date of the final report sent to you by the complaints officer to request a review.

The complainant may request an independent review of your complaint from the Office of the Ombudsman or Ombudsman for Children.
Office of the Ombudsman: Telephone: 1890 223030
E-mail: ombudsman@ombudsman.gov.ie
Office of the Ombudsman for Children: Telephone: 1890 654 654
E-mail: oco@oco.ie
Charter of Rights

The Principles of Care Management at Watermans Lodge

Client Rights

Your rights as a resident are as set out in the Health Act 2007 and the regulations made thereunder, in particular, the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009, as amended from time to time, and the HIQA National Quality Standards for Residential Care Settings for Older People in Ireland.

- To be treated as a unique individual

- Recognition of their physical, psychological, social and spiritual dimensions which contribute to the person as a whole.

- To be treated with respect according to dignity regardless of age, gender, creed, sexual orientation, race, beliefs or intelligence.

- To have accurate information communicated in a manner easily comprehended by the client and their families.

- Personal Privacy

- Protected from Harm and Exploitation.

- 24 hour Quality of Care.
Residential Care Inspections

Watermans Lodge Respite and Day-care Centre is now registered with the Health Information and Quality Authority and are inspected 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. Registration will be renewed every three years. The registration and inspection process is independent and reports will be published after each inspection.

A copy of each report can be obtained online at: http://www.hiqa.ie/functions_ssi_inspect_rep.asp or a hard copy can be obtained from The Director of Nursing office.

Further information from HIQA can be obtained by:

• Calling the advice line 021 240 9660
• Emailing inspections@hiqa.ie
• Writing to the Office of the Chief Inspector,
• **Phelim Quinn, Director of Regulation and Chief Inspector of Social Services** .Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Co. Cork
Friends of Watermans

The Friends of Watermans is a support group for the day and respite facility at Watermans Lodge. The Friends of Watermans support the development and on-going running of the facility through volunteering, fund raising and awareness activities. Friends of Watermans are always interested in hearing from potential new members, any individuals interested partaking in Friends of Watermans activities can contact the group at Watermans Lodge.
Family Carers Training
The Alzheimer Society provides Living with Dementia Family Carer training on a regular basis free of charge. Details of all Carer training is available from the Watermans Lodge management team.

Social Club
Every Tuesday 11-1pm a Social Club is available to clients and carers in the Woodfield House Hotel, Ennis Road, Limerick. Telephone our Limerick Regional office on 061 312605 for more information.

Community Cognitive Stimulation Therapy
This is a new group running for 14 weeks facilitated by Anne O Regan (staff carer) and volunteers of Watermans Lodge. It is held every Tuesday between 2-3.30pm at the Lakeside Hotel. Booking is essential through the centre, maximum numbers of 6 to 8 people with a diagnosis of mild to moderate dementia.

Carers Support Group
The first Wednesday of every month from 6-7pm a support group is available for carers at Watermans Lodge. For more information please contact 061 374888

Ballina/Killaloe
The Third Age National Advocacy Programme (now renamed Sage) was established in 2008 to provide an independent advocacy service for older people in long-stay nursing home care.

- Information and advice to nursing home managers about providing access to support and advocacy services and meeting HIQA standards on advocacy.
- A rapid response service where individuals urgently need support and local services are not yet developed.
- Independent facilitators for residents groups who are trained, supported and accountable.
- Support and advocacy with and on behalf of individual residents from Sage representatives who are trained, supported and accountable.
- Specialist backup for complex issues through a National Advisory Committee.
- Support in the use of the ‘Think Ahead’ resource for registering wishes and preferences in the event of an emergency, serious illness or death.
- Educational and personal development opportunities to potential leaders in care services who see the expression of residents opinions and concerns as a means of improving the quality of their services.
Watermans Team

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