



Beaumont Lodge Transitional Care Unit

Patient Information Booklet



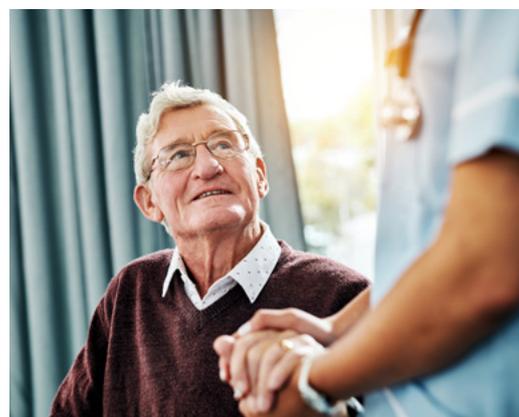
Care you can trust



Our patients are the main focus of Beaumont Lodge Transitional Care Unit.

We are dedicated to providing you with quality care that is personal to your individual needs.

Care you can trust





Welcome Message from the CEO

Dear Patient,

I wish to welcome you to Beaumont Lodge Transitional Care Unit. On behalf of the HSE, and as part of your reablement journey, we are committed to making your stay with us a warm, engaging, and enjoyable experience.

We strive to provide care, which is personal to all our patients, and endeavour to see and treat you as the individual you are, and we are pleased for your family and friends to continue to provide an active part in your care. The care we provide for you is monitored by way of care planning and any changes are made through regular reviews.

Our staff are the foundation on which our goals will be achieved. Our staff are our most important asset, and we strive to employ and retain the best people by providing a rewarding place of work. We are committed to the ongoing training and development of our staff, using external and in-house resources, that provide us with a full ongoing training program. We are, thus, in a position to provide you with exemplary clinical and medical care that meets all your care needs.

Our facilities are second to none in Beaumont Lodge, with many multifunction rooms throughout the building for your enjoyment, as well as sitting rooms, hairdressing, assisted bathrooms, private family rooms and several dining rooms.

We commit to providing a diverse and interesting blend of activities for you to enjoy with our skilled activities staff, and it will be your choice which activities you participate in.

We recognise that food is an important part of your wellbeing. Therefore, we have hired clinically experienced and skilled chefs to prepare your daily meals and offer a wide variety of choice and menus to suit your individual palate and preferences.

We hope you enjoy staying with us, so please let any member of our staff know if you need anything to make your stay even more enjoyable.

kindest regards,
Declan Carlyle, CEO,
Bartra Healthcare



About Beaumont Lodge Transitional Care Unit

On behalf of the HSE, we provide full-time transitional care for people, male and female, aged 18 years or over.

We offer a wide range of services delivered to the highest standard by fully trained, qualified professionals in a friendly and caring manner.

Beaumont Lodge is a modern, four-storey purpose-built Transitional Care Unit off the Kilmore Rd, Artane, Dublin 5. All our bedrooms have their own en-suite bathroom, and we also have a small number of twin rooms for those with a preference to share.

Mission Statement

Our aim at Beaumont Lodge is to provide a person-centred, caring and safe environment for people with varied care needs in a professional and empathetic manner.

Our highly trained and trustworthy staff will enable each patient to improve and maintain their independence in order to return home or to more suitable long-term accommodation of their choice.

Vision Statement

At Beaumont Lodge, our vision is to foster an environment that facilitates:

- ♡ Dignity
- ♡ Independence
- ♡ Choice

Our Team

Director of Nursing - Priya Madhu

Priya is accountable for the clinical and operational governance of all nursing staff and is answerable to the senior management team. Priya has worked in several senior roles in the acute hospital sector achieving excellent standards of care, including care of older people with complex medical needs.

Other senior roles are:

- Deputy Director of Nursing
- Assistant Directors of Nursing
- Bed Manager
- Senior Administrator
- Head Chef
- Housekeeping Supervisor
- Maintenance Supervisor



Nurses & Care Assistants



Who Will be looking After You?

Our Nurses and Health Care Assistants are rostered to work in a specific area of Beaumont Lodge. Each morning and evening at the changeover of shifts, a member of staff is designated to care for a group of patients to assist you with your activities of daily living.

If you want to know who is looking after you on a particular day, please just ask a member of staff. Where possible, the same staff will stay on your floor for an extended period of time to allow them to get to know you and vice versa

Medical and Medication Care



Doctor (Medical Officer) Services

Medical services are provided by our own in-house Medical Officers who are onsite seven days per week. We also have the services of a Consultant Geriatrician who provides ongoing oversight of all our clinical governance.

Administering Your Medicine

Medication is administered by the Registered Nurse in charge of your care.

What to do if You Have a Question Regarding Your Medication

You can speak to either the Nurse on the floor, the Senior Staff Nurse, the Clinical Nurse Manager (CNM), Assistant Director of Nursing (ADON), Deputy Director of Nursing or the Director of Nursing (DON). All will be happy to deal with any query you might have and can refer you to our Medical Officer (GP) and/or Pharmacist if required.

Pharmacy/Chemist

Medication is delivered to the Beaumont Lodge (based on a valid prescription from your referring hospital) on a daily basis by our designated pharmacy supplier who can also provide emergency out-of-hours deliveries.

The nurses will call the D-Doc on-call service if you require a visit out-of-hours (i.e. during the night). The staff nurses looking after you will ensure you receive the treatment prescribed by the on-call doctor, as our pharmacy operates daily.

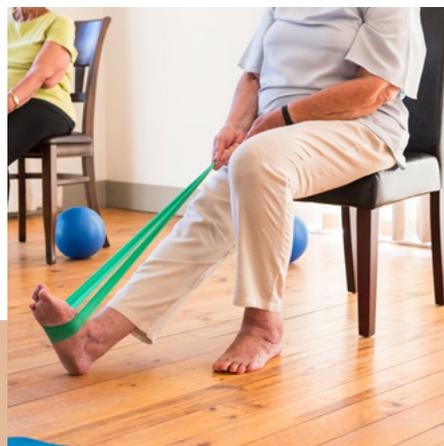
Type of Care

Reablement Care

Reablement and confidence-building are the keystones of our post-acute convalescent programme. Patients have access to all the necessary equipment and expertise to ensure that they have a speedy recovery and the wherewithal to return home and resume life as before.

In Beaumont Lodge we have the support of a Multi-Disciplinary team to assist us when required to ensure our patients obtain the best care possible. This team includes: Doctors, Nurses, Dietician, Tissue Viability, Physiotherapy, Social Work, Occupational therapist and Speech & Language therapists.

We have also partnered with Exwell who will provide exercise classes to suit all needs and will help to improve strength and conditioning during your stay with us. You may extend your engagement with Exwell in the community if you wish, just speak to any of their staff who will assist you in this regard.



Services We Provide

Members of our dedicated activities team offer a varied and beneficial activities programme. Hairdressers visit at least once a week and offer a comprehensive service. Arrangements can also be made for a hairdresser to attend by special request.

A suite of activities may also be provided to patients and covers the following:

- (a) Social activity programme provision including social programmes tailored to the ongoing requirements
- (b) Group exercise sessions



Additional Individual Services:

Hairdresser/ Beautician

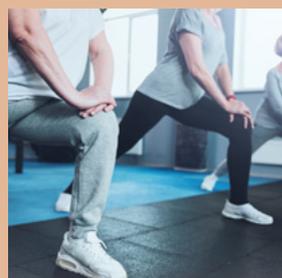
€10 to €70 depending on treatment.

Chiropody / Podiatry

GMS €20 per session, Non-GMS €25 to €40 per session.

Daily Papers

Newspapers are delivered to the home each morning and will be charged at current retail price; payment can be arranged at reception through cash or card.



Health & Safety



Fire Drill

Beaumont Lodge has the most modern fire safety systems in place including an integrated fire sprinkler system. Our staff are fully trained in procedures for fire evacuations.

Smoking

Beaumont Lodge operates on a smoke free environment within the Centre, however, there are designated areas in the courtyards for any patients who may wish to smoke. Patients must be accompanied by a member of staff during visits to the designated smoking area.

Testing the Fire System and What is the Procedure?

We activate the fire alarm manually once a week, in order to ensure that the sirens, hallway magnetic door locks and individual door closers are in working order. If you hear a continuous alarm at any time of the day or night, this is not a test. Please proceed to the nearest nurse's station and follow the directions of the staff who are trained to assist you. Do not use lifts. Do not exit the building unless directed to do so by a member of staff.

Hospital Visit or External appointment

Should you need to go to a hospital or an external appointment, it is our policy that a family member must accompany you. A member of staff will accompany you by prior arrangement only.



Personal Possessions

You should bring clothes and toiletries and any aids you may require such as a walking stick or frame. You should also bring any personal effects that you wish to use, but you are encouraged to leave valuables with family members if possible. We have a safe in-house and you can access the items you are keeping in the safe at any time when Reception is open. A locked bedside locker is provided in your room for your personal use.



Visiting Arrangements



We operate a visiting policy within Beaumont Lodge in line with Health and Safety regulations and we ask that all visitors sign in and out on entering and leaving the building and partake in precautionary infection control measures as appropriate. It is very important that our patients feel that they have every opportunity to have contact with their family and friends. However, these visiting arrangements may be restricted such as during the current COVID-19 pandemic.

Our visiting hours finish at 7pm for safety and security. However, there may be occasions where family may need to stay and arrangements can be made to facilitate this. We operate a protected mealtime policy (12.30pm to 1.30pm and 5.00pm to 6.00pm) for our patients, should you arrive at this time you are welcome to relax in our reception area.

We reserve the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk or where the patient requests restrictions.

If a patient refuses to see a visitor, we will always respect their wishes, please do not be offended if your visit is refused.

There is also a family room available which allows for greater privacy while visiting. Beaumont Lodge has a cosy café area just beside Reception - we would encourage you to avail of this lovely area and enjoy a tea or coffee.

Communication

Patients are encouraged and support to use their mobile phones and tablets etc as a means of communication with their families.

We would kindly request that one family member is appointed as the main point of contact with us where possible to ensure there is a clear process of communication and information sharing.



Catering

Your Menu

Our Head Chef has devised a seasonal menu to offer all patients a wide variety of meals throughout the day. Our menus are reviewed biannually by a dietitian/nutritionist. Individual dietary requirements are always catered for - Coeliac, Diabetic, etc.

We buy fresh produce locally sourced to ensure you enjoy the freshest food daily.

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

If you would like to order something that is not on the menu, please speak to a member of staff or to a member of the Catering Team who will liaise with our Chef and, where possible, it will be organised for you.

If you would like to order meals outside of mealtimes, 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



Whether you are a short or longer-term patient you have a choice; your family can do your laundry, or we can arrange it for you. Please note we are partnered with an external laundry company. Our Laundry Supervisor is available to ensure the smooth running of the laundry service.

Dry Cleaning Services

Dry cleaning is also available on request and at an additional cost

Facilities & Gardens



All bedrooms have full en-suite facilities including a shower and all the rooms are furnished to an extremely high specification to guarantee comfort, safety and functionality. Each room has its own privately operated smart TV.

We have a choice of dining rooms and a large state-of-the-art kitchen that provides nutritious and appetizing meals and snacks throughout the day. There are several sunrooms, lounges, activity rooms and sitting rooms throughout the centre, each of which offers its own unique atmosphere and ambience. A smart television is available in some of these rooms.

A quiet room is available for patients for quiet prayer, meditation and reflection. Mass and other religious services are also held here. Visiting health professionals can take advantage of our treatment rooms which enable patients to meet their doctor, physiotherapist, chiropodist or other professional in a private and dignified manner.

Entertaining visitors and family members is possible for patients in one of our meeting rooms where afternoon tea/coffee can be served. Access to Internet is available throughout the Centre.

Outside, we have two gardens for patients to enjoy, which boast a wide variety of trees and shrubs with many paths and walkways to encourage our patients to amble through the garden at their leisure.

The entire building, both internally and externally, is wheelchair accessible. There is ample car parking in front and at the rear of the Centre.

CCTV is in operation at all times throughout Beaumont Lodge to facilitate safety and security.

Complaints Procedure

Beaumont Lodge welcomes suggestions, complaints, concerns, observations and comments from patients, their relatives and visitors. We are obliged to adhere to the HSE Complaints Management Policy and Procedure, Your Service your Say.

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 patients.

Patients and their relatives/representatives should be confident that making a complaint will not jeopardise the quality of care provided to the patient in any way. The Complaints Procedure is available at Reception and in each unit near the main lifts.

Any complaint/concern should be raised initially with the Nurse/ CNM on the floor. Should it not be addressed satisfactorily, please feel free to raise the matter with the Director of Nursing, Priya Madhu, who will undertake to investigate within an agreed time frame.

Where the complainant is still not satisfied with the outcome, they can appeal through the Internal Appeals Process.

Please also remember that if you have serious concerns about the operation of Beaumont Lodge you may contact the following organisations:

SAGE Independent Advocacy Services

Telephone: (01) 536 7330
Rapid Response: 1850 719 400
Email: info@sageadvocacy.ie

The lines are open every day from
10am-10pm, 365 days a year.

The Office of the Ombudsman

Telephone: (01) 639 5600
LoCall: 1890 223030
Email: ombudsman@ombudsman.gov.ie
Web: www.ombudsman.gov.ie

Write to:
The Office of the Ombudsman,
18 Lr Leeson St, Dublin 2.



Our Location and Contact Details



Beaumont Lodge,
Transitional Care Unit,
Kilmore Rd,
Artane,
D05 X038

Phone:

01- 5632190

Email:

receptionbl@bartrahealthcare.ie
