

Beaumont Lodge
Transitional Care Unit
Patient Information Booklet



Care you can trust

Welcome Message from the CEO

Declan Carlyle



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 by our multi-disciplined team and is reviewed regularly during your stay.

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 with many multi-function rooms throughout the building for your use and enjoyment. For example, sitting rooms, assisted bathrooms, private family rooms, exercise rooms, and several dining rooms. We also have a fully equipped hairdressing salon.

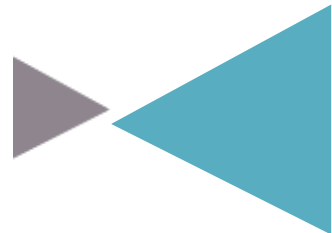
We commit to providing a diverse and interesting blend of activities for you to enjoy with our skilled activities staff, and it will be your choice which activities you participate in.

We recognise that food is an important part of your wellbeing. Therefore, we have hired 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, 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 221 bedded Transitional Care Unit off the Kilmore Rd, Artane, Dublin 5. All our bedrooms have their own ensuite bathroom, and smart TV. We also have a small number of twin rooms for those with a preference to share.

Mission Statement

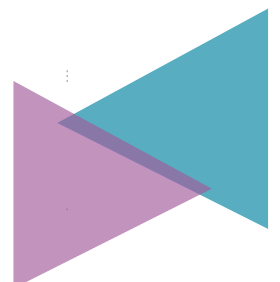
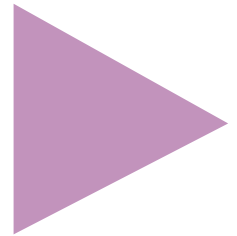
Our aim at Beaumont Lodge is to provide a person-centred, caring and safe environment for people with varied care needs in a professional and empathetic manner.

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 Clinical Services – Priya Madhu

Priya is accountable for the clinical and all operational aspects of Beaumont Lodge. Priya previously 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:

Medical Officers

Director of Nursing

Assistant Directors of Nursing

Patient Flow Managers

Medical Social Workers

Clinical Nurse Managers

Executive Chef

Head of Maintenance

Head of Housekeeping

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 duty, a member of staff is designated to care for a group of patients to assist them with their activities of daily living.

If you wish 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 have also engaged the services of a Consultant Geriatrician who provides ongoing oversight of all our clinical governance.

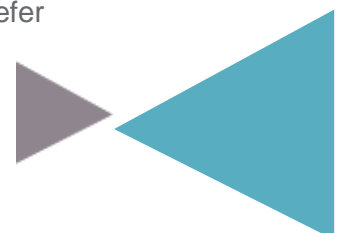


Administering Your Medicine

Medication is administered by the Registered Nurse in charge of your care. For patients transferring from an acute hospital, only medication that is prescribed by the hospital will be dispensed by our Pharmacy. In the case of patients availing of respite care, a prescription from the patient's GP is required.

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 may have and can refer you to our Medical Officer (GP) and/ or our Pharmacist if required.





Medication is delivered to Beaumont Lodge (based on a valid prescription from your referring hospital or GP) 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 Nurse looking after you will ensure you receive the medication 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, Physiotherapist, Social Work, Occupational Therapist, Speech & Language Therapists, and Health Care Assistants.

We have also partnered with ExWell Medical 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 Medical 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. Our Hairdresser visits at least once a week and offers a comprehensive service. Arrangements can also be made for the 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.

Testing the Fire System and What is the Procedure?

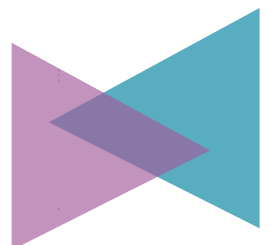
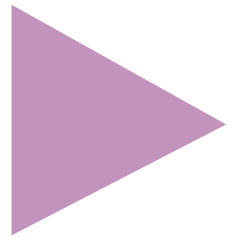
We activate the fire alarm manually once a week in order to ensure that the sirens, hallway magnetic door locks, and individual door closers are in working order. If you hear a continuous alarm at any time of the day or night, this is not a test. Please proceed to the nearest Nurse's Station and follow 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. If you are incapacitated a member of staff will attend to you.

Smoking

Beaumont Lodge operates on a smoke free environment within the building. However, there are designated areas in the courtyards for patients who wish to smoke. Patients must be accompanied by a member of staff during visits to the designated smoking area. It is therefore necessary to make arrangements with the senior member of staff on duty who shall facilitate you when staffing resources allow.

Hospital Visit or External appointment

Should you need to go to a hospital or an external appointment during your stay with us, 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. A secure safe is available 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.

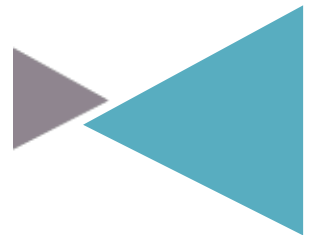
Visiting Arrangements

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, for example, during an infectious outbreak.

Our visiting hours finish at 7pm for safety and security. However, there may be occasions where family may need to stay with their loved ones 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.

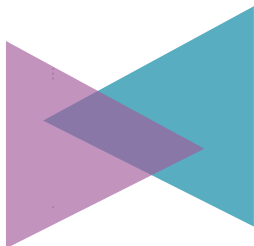




Beaumont Lodge has a cosy café area just beside Reception - we would encourage you to avail of this lovely area and enjoy a tea or coffee.

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 can be 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

Laundry services are only supplied in exceptional circumstances and where necessary may be requested via a member of staff. Our Laundry Supervisor is available to ensure the smooth running of the laundry service.

Dry Cleaning Services

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



Facilities & Gardens

All bedrooms have full en-suite facilities including a shower and all 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 Unit, 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.

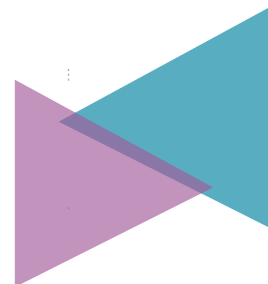
Visiting health professionals can take advantage of our treatment rooms which enable patients to meet their doctor, physiotherapist, chiroprapist or other professional in a private and dignified manner.

Entertaining visitors and family members is possible for patients in one of our meeting rooms where afternoon tea/coffee can be served.

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 free car parking in front and at the rear of the building.

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 and is inline with the HSE 2017 Policy – ‘Your Service Your Say’.

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 Complaints Officer who may be contacted at complaints@bartrahealthcare.ie. The Officer will acknowledge receipt of your complaint and will undertake to investigate within an agreed time frame.

Where the complainant is still not satisfied with the outcome, they can appeal through the Review Officer who may be contacted at info@bartrahealthcare.ie. The Officer will acknowledge receipt of your appeal and will undertake to review within an agreed time frame.

Please also remember that if you remain unsatisfied with the outcome of the above procedure, or have serious concerns about the operation of Beaumont Lodge, you may also contact the following organisations:

SAGE Independent Advocacy Services, Telephone: 015367330

Rapid Response: 1850719400

Email: info@sageadvocacy.ie The lines are open every day from 10am-10pm, 365 days a year.

The Office of the Ombudsman, Telephone: 01 6395600

LoCall: 1890 223030

Email: ombudsman@ombudsman.gov.ie 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

