

QP-45



Statement of Purpose

Robin Hill Respite House (Adults & Children)

Killure Manor Waterford

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<http://www.wida.ie/respite.html#killurerespite>

Registration Number:

Date of Registration:

Date of Expiry:

Signed: _____

Ms. Fiona O'Neill

(Nominated person on behalf of Provider)

Date: _____

Statement of Purpose-Ferrybank Respite House

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Introduction:

This booklet is designed to complement the Residents' Guide, copies of which are available in each bedroom in Robin Hill Respite House. This document provides information on the governance and management of residential respite operated by WIDA and will also meet the requirements set out in the Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013.

Aims:

The aim of the adult respite service offered by WIDA in Robin Hill Respite House is to provide a residential respite service wherein residents are supported to access their local community, to develop their independence and enjoy a holiday with their peers.

The aim of the children's respite service, which is provided on alternate weeks, is to provide a nurse led service where children have access to high-quality, evidence-based care which provides a break for parents/guardians while offering children the opportunity to enjoy a break with their peers.

Objectives:

The objective of the service is to provide a home from home environment in accordance with evidence-based best practise, which reflects the service users' lifestyle.

WIDA applies a person-centred approach and promotes equal opportunities, enabling the service user to become an active, valued member of the community.

Ethos:

WIDA is committed to working to ensure our service users are always at the centre of the service provided in Robin Hill Respite House and are fully involved in decisions affecting all aspects of their life, so that they are enabled to lead as independent and satisfying life as possible.

Mission Statement:

Our mission is to provide a service which supports and empowers the people who avail of our service to live a full and dignified life.

We aim to promote independence, dignity & respect and provide opportunities to participate in a wide range of activities that are based upon the service users' own choice that enhance their quality of life.

To this end, we are committed to providing quality services that meet the International Quality Standard ISO 9001:2008 and best practice standards, and to improving continuously these services.

Services and Facilities Provided in the Designated Centre

<p>a) This centre will cater for the following care needs</p>	<p>Robin Hill Respite House is designed to cater for adults and children (on separate weeks) with an intellectual disability, who have high support care needs- including support with activities of daily living, medical/nursing needs, intimate care and accessing the community.</p> <p>Residents avail of respite breaks in groups of five. Robin Hill also provides an emergency bed should the need arise.</p> <p>Residents are supported to attend work/school and recreational activities and to engage actively in their community. Children are supported to do their homework after school.</p>
<p>b) W.I.D.A. will provide the following facilities to meet those needs.</p>	<p>The facility is a purpose built seven - bedroom, community-based house on the outskirts of Waterford City, built in 2012 to include a sitting room, sunroom, playroom and kitchen/dining area leading to the south-facing, fully-enclosed landscape designed gardens.</p> <p>Robin Hill has a playground with accessible outdoor play equipment for children. Each resident is provided with a single bedroom. Two guest bedrooms have private en-suite facilities and the other four guest bedrooms have shared en-suite facilities.</p> <p>Transport is provided by WIDA to assist residents in accessing work/school, education and recreational opportunities.</p> <p>The facility is a well lit, heated and ventilated space, which is appropriately maintained, serviced and cleaned by support staff. A 'deep clean' of the service is conducted by WIDA cleaning staff each week.</p> <p>The facility is fully wheelchair accessible. Two guest bedrooms are equipped with a ceiling track hoist leading to fully accessible</p>

	<p>en-suite bathroom. WIDA's state of the art hydro-therapy pool is also situated onsite. Please see floor plan attached (Appendix 1)</p>
<p>c) W.I.D.A. will provide the following services to meet those needs.</p>	<p>Robin Hill Respite House is open 51 weeks per year. The charge for Robin Hill respite is €15 per night (comprising €12.50 accommodation charge and €2.50 transport charge). Residents are offered 14 nights per year plus further breaks, as available and in line with their assessed needs. For High Support groups, WIDA provide one nurse on day duty and on waking night duty, along with one care staff who sleeps on the premises and is available within the house during the night, if required. WIDA recognises the individual needs of each child /adult and the different levels of support required during their visit. Staffing is provided in line with the needs of the group regarding nursing care, behavioural supports, specified activities etc, including additional nursing staff, 1:1 or 2:1 staffing.</p> <p>Paediatric nurses are available within WIDA respite services.</p> <p>Staff care for and support residents in line with their individual care plans. The care plans and PCPs are completed based on information provided to WIDA by residents, their families and the multi disciplinary team (where appropriate). These plans assist WIDA staff in meeting the individuals assessed needs and wishes of each resident.</p> <p>During their respite stay, transport is provided by WIDA to and from their school or day service and to recreational activities as planned in the service user meetings. WIDA also provide packed lunches for school or day service and a laundry service for residents during their stay.</p> <p>WIDA provide meals and snacks throughout</p>

	<p>a resident's stay and all special dietary requirements are catered for. If resident wishes to provide their own food, this is facilitated.</p> <p>WIDA staff support service users who have specific and identified programmes- eg behavioural support, communication, toileting, social skills etc</p>
<p>d) Admissions</p>	<p>WIDA's procedure on admissions is detailed in <i>SD-01 Admissions and Discharges</i> (Appendix 2).</p> <p>A referral may be made to WIDA respite services by an appropriate professional accompanied by reports from relevant professionals.</p> <p>Applicants are provided with necessary forms to complete and invited to an admissions meeting with their parent/guardian or representative of their choosing with the Person in Charge and the WIDA Social Worker.</p> <p>All information required in order to complete the Care Plan and PCP is gathered at this admissions meeting and any outstanding reports are sought from the MDT.</p> <p>Arrangements will be made by the Person in Charge for the applicant to have an introductory visit to the service, in line with their own wishes and subject to the availability of respite breaks.</p> <p>Children are provided with a child friendly storybook explaining the service offered and the respite experience for children with pictures of the respite facility.</p>

	<p>Once the applicant has been successfully introduced to the service, he/she will be included in the list to receive planned respite breaks in the forthcoming calendar year.</p> <p>Children and adults are encouraged to identify friends that they would like to enjoy their respite break with. Every effort is made to accommodate these requests. Families can request specific dates in advance of groups being planned. Groups are planned being cognisant of such requests and with due consideration to age, ability and support needs.</p> <p>Emergency respite may also be offered, with due consideration being given to the needs of the applicant and the needs of other service users.</p>
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Capacity and Criteria

<p>The number, age range and gender of residents for whom this accommodation is provided.</p>	<p>Robin Hill Respite House provides respite for a maximum of five residents (and an additional emergency placement) with high support needs at a time. Groups may be smaller in line with the assessed needs of the individual residents.</p> <p>Robin Hill caters for all levels of intellectual disability and can also support individuals with nursing needs and behavioural support needs.</p> <p>The adult respite service caters for residents aged over 18 years and there is no upper age limit; however, residents are offered breaks in age appropriate groups.</p> <p>The children’s respite service is offered to all children up to age 17. Residents</p>
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	<p>automatically transition into the adult service when they turn 18.</p> <p>Children and adult services are offered separately.</p> <p>Children's respite breaks are prioritised for the summer months.</p> <p>The service is provided for both males and females.</p>
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Facilities

<p>Narrative description of the rooms in the designated centre, including their size and primary function.</p>	<p>Robin Hill Respite House is an architecturally designed, purpose-built bungalow on the outskirts of Waterford City. There is ample car parking provided to the front of the building and an enclosed garden to the rear, with a playground and garden furniture.</p> <p>Electronic gates are provided to the front of the facility.</p> <p>Bedroom 1 including shared en-suite:</p> <p>(14.25 sq m)</p> <p>An en-suite bedroom with profile bed, wardrobe, chair and bedside locker provide a relaxing, private space for the resident during his/her stay with adequate storage for his/her personal effects. A ceiling hoist to assist residents with transferring/ mobilising is provided. Access to individual patios and the garden from French doors provide a private outdoor space.</p> <p>Bedroom 2 including shared en-suite:</p> <p>(13.5 sq m)</p> <p>An en suite bedroom with profile bed, wardrobe, chair and bedside locker to provide a relaxing, private space for the resident during his/her stay with adequate storage for his/her personal effects. A ceiling hoist to assist residents with transferring/ mobilising is provided. Access to individual patios and the garden from French doors provide a private outdoor space.</p> <p>Bedroom 3 including ensuite:</p>
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	<p>(17.8 sq m)</p> <p>An en suite bedroom with bed, wardrobe, chair and bedside locker to provide a relaxing, private space for the resident during his/her stay with adequate storage for his/her personal effects. Access to individual patios and the garden from French doors provide a private outdoor space.</p> <p>Bedroom 4 including ensuite:</p> <p>(13.3 sq m)</p> <p>An en suite bedroom with bed, wardrobe, chair and bedside locker to provide a relaxing, private space for the resident during his/her stay with adequate storage for his/her personal effects. Access to individual patios and the garden from French doors provide a private outdoor space.</p> <p>Bedroom 5 including shared ensuite:</p> <p>(13.3 sq m)</p> <p>An en suite bedroom with bed, wardrobe, chair and bedside locker to provide a relaxing, private space for the resident during his/her stay with adequate storage for his/her personal effects. Access to individual patios and the garden from French doors provide a private outdoor space.</p> <p>Bedroom 6 including shared ensuite:</p> <p>(17.8 sq m)</p> <p>An en suite bedroom with bed, wardrobe, chair and bedside locker to provide a relaxing, private space for the resident</p>
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during his/her stay with adequate storage for his/her personal effects. Access to individual patios and the garden from French doors provide a private outdoor space

Bedroom 7 including ensuite:

(13 sq m)

Staff bedroom with ensuite bathroom, bed and locker. This room provides a sleeping area for staff, close to residents' bedrooms so that staff are easily accessible to residents / staff on night duty should the need arise.

Each bedroom has its own style of decor.

Kitchen/Dining Room

(48.6 sq m)

A light and airy space where all appropriate facilities are available to residents and their support staff in order to provide nutritious meals in a homely setting.

Living Room

(37.5 sq m)

A large bright living room is provided to the front of the building with adequate, comfortable seating. A large flat screen television, DVD player and reading material is provided.

Play Room(43.2 sq m)

A large spacious room for children with a TV, DVD and educational toys and ample space

	<p>for indoor games and recreation.</p> <p>Conservatory (visitors room)</p> <p>(30.8 sq m)</p> <p>A large bright room is provided to the front of the building with adequate, comfortable seating.</p> <p>Bathroom</p> <p>(12.6 sq m)</p> <p>The main bathroom is provided with a Parker bath.</p> <p>All ensembles are 6sq m with a walk in shower and facilities to assist residents with mobility requirements.</p> <p>Office</p> <p>(11.26 sq m)</p> <p>Office available to assist staff with their work and to facilitate private meetings</p> <p>Clinical room</p> <p>(16.45 sq m)</p> <p>Room to store all clinical equipment and drug cabinet.</p> <p>Utility room</p> <p>(14 sq m)</p> <p>Industrial style washing machine and dryer available for residents to launder clothes while availing of respite service</p>
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Any separate facilities for day care:	Residents are facilitated to attend their own day service/ school or place of employment. If their respite break coincides with annual leave from day service/ school /employment, residents are provided with support staff to engage in activities of their choice.
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Management and Staffing

Total staffing compliment (WTE) for the designated centre as set in Regulations 14 and 15	<table data-bbox="804 752 1133 1142"> <tr> <td>Centre Manager</td> <td>0.75</td> </tr> <tr> <td>Senior staff nurse</td> <td>3</td> </tr> <tr> <td>Staff nurse</td> <td>4</td> </tr> <tr> <td>Care Staff</td> <td>5</td> </tr> <tr> <td>Admin</td> <td>0.5</td> </tr> <tr> <td>Social Worker</td> <td>0.5</td> </tr> </table> <p data-bbox="804 1249 1372 1467">Staff receive training appropriate to their role, including but not limited to, Manual Handling, Fire Safety, Management of Aggression and Potential Aggression (MAPA), First Aid, Children First and POVA.</p>	Centre Manager	0.75	Senior staff nurse	3	Staff nurse	4	Care Staff	5	Admin	0.5	Social Worker	0.5
Centre Manager	0.75												
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Admin	0.5												
Social Worker	0.5												
7. The organisational structure of the designated centre.	Please see Appendix 3 for the Organisational Structure for WIDA.												

The Management Team of WIDA are a team of dedicated and committed members of staff, where continuous improvement governs our standards.

The team is led by the following:

Name	Position	Contact	Relevant qualifications.
WIDA	Provider	WIDA 2 Belmont Road Ferrybank Waterford P: 051 -897822 P: 051-879345 F: 051-897026 admin@wida.ie	Employers registered No 9662719B
Fiona O'Neill	Director of Services	As above 051-897822 Fiona@wida.ie	MBA in Health Care Management General nursing certificate Intellectual disability nursing certificate BS Honours degree Higher diploma 23 years experience, 5 years as director of service. RGN RNID PIN: ABA37656
Teresa Harhen	Assistant Director of Nursing. Person in Charge- Residential Respite	As above 051 897022 Teresa@wida.ie	Registered nurse- Intellectual Disability/Psychiatry Degree in nursing studies BS – management of senior nurses Over 20 year experience in intellectual disability, 16 of those in respite care. RNID RPN PIN: ABA2790
Fran Parsons	Assistant Director of Nursing. Person in Charge- Residential Services	As above 051 879345 Fran@wida.ie	Registered Nurse In Intellectual Disabilities Diploma of Higher Education in Learning Disabilities Certificate in Senior Nurse Management Fetac level 5 in effective leader 16 years experience in intellectual disabilities (residential and day service) Six years in day service management. ISO/NSAI Internal Auditor Quality Management Manager RNID PIN: ABA77870

Residents Well-Being and Safety

<p>Arrangements for review of the residents' individualised personal plan.</p>	<p>Applicants are invited to an admissions meeting with their parent/guardian or representative of their choosing with the Person in Charge and the WIDA Social Worker.</p> <p>All information required in order to complete the Care Plan and PCP is gathered at this initial admissions meeting and any outstanding reports are sought from the MDT. This document is also updated by staff as required based on the most recent information available from the resident, their circle of support, other agencies and professionals, in consultation with residents through pre visit correspondence.</p> <p>Based on the information gathered through such processes, PCPs are reviewed at least annually and Care Plans are reviewed every three months.</p> <p>A multi-disciplinary professionals meeting may be called where it is deemed necessary.</p>
<p>Details of specific therapeutic techniques used in the designated centre and arrangements made for their supervision.</p>	<p>All staff are trained in MAPA (Management of Aggression and Potential Aggression), by a suitably qualified member of staff within WIDA.</p> <p>Resources relating to its implementation are available within the service from the trainer, should they be required.</p> <p>The Person in Charge provides support to staff in their use of this technique and may provide debriefing, as required.</p>
<p>The arrangements made for respecting the privacy and dignity of residents.</p>	<p>Single bedrooms with en-suite facilities are provided.</p> <p>All staff are trained to provide Intimate Care</p>

	<p>in a manner that respects the privacy and dignity of each resident, in line with WIDA's procedure PC-13 Provision of Intimate Care.</p> <p>Should residents wish to receive visitors while availing of a respite break, the conservatory within the house will be provided for them to do so in private.</p> <p>Signage is provided to remind residents and staff to respect the private space of others (bedrooms and bathrooms).</p>
<p>The arrangements for residents to engage in social activities, hobbies and leisure interests.</p>	<p>Each resident's Person Centred Plan reflects their individual wishes regarding social activities. The activities offered each week are reflective of the wishes of the particular group availing of respite at that time. The residents are facilitated to have a meeting at the commencement of their break to decide what activities they would like to plan for the week. This is documented by staff.</p> <p>Staff encourage residents to engage in activities of their choice within their local community and transport is provided to facilitate same.</p> <p>All activities are recorded on the Record of Social Activities (C4-059), a copy of which is provided to residents' at the end of their break.</p>
<p>The arrangements for residents to access education, training and employment.</p>	<p>All residents are supported to attend their day service/school and/or place of employment during their respite break. Transport is provided to facilitate same.</p> <p>Children are assisted with their homework.</p>
<p>The arrangements made for consultation with, and participation of, residents in the operation of the designated centre.</p>	<p>Residents and their parent/guardian or representative assist WIDA in compiling their Person Centred Plans.</p>

	<p>All residents or parents/guardians are provided with their risk management plan, care plan and PCP for their input and agreement.</p> <p>All residents attend a Service User Meeting at the commencement of their break so that their wishes for their break may be documented and activities and meals planned accordingly.</p> <p>All staff are trained in the complaints procedure so that all feedback from residents may be documented and brought to the attention of management. All residents are provided with a 'plain English' version of the complaints procedure and a video explaining this procedure is made available to them on WIDA's website.</p> <p>The charter of rights is also made available to residents within Robin Hill Respite House and in an accessible version (video) on our website. Residents are encouraged to access Independent Advocacy to assist them to articulate their wishes regarding the operation of the Designated Centre.</p> <p>Residents are provided with 'feedback forms' annually and all feedback received is logged and acted upon, as required. All views expressed form the basis for planning of the operation of the Designated Centre going forward.</p>
<p>The arrangements made for residents to attend religious services of their choice.</p>	<p>Each resident's Person Centred Plan details their religious beliefs, if any, and whether they actively practice their religion.</p> <p>All religious or cultural beliefs are respected and accommodated- for example, providing for special diets, support to access religious</p>

	<p>services etc.</p>
<p>The arrangements made for contact between residents and their relatives, friends, representatives and the local community.</p>	<p>WIDA have a procedure on Visitors to the Service SD-19.</p> <p>Residents are encouraged to invite visitors to Robin Hill Respite House and adequate accommodation will be provided in the conservatory to allow privacy and comfort for visitors.</p> <p>Residents are also provided with telephone and internet facilities during their stay.</p>
<p>The arrangements made for dealing with complaints.</p>	<p>WIDA appreciates feedback in respect of all our services and recognises the role complaints received play in instigating change and development within our service.</p> <p>All complaints are processed in line with our procedure Management of Complaints MA-24 (Appendix 4).</p> <p>This has been provided in 'Plain English' format to all residents and is provided in an accessible version on our website (video).</p> <p>All verbal complaints are logged locally and reported to the service manager. Any complaints not resolved locally within 24hours are referred to Stage 2, and a Complaints Officer will then investigate.</p> <p>Complaints Officers:</p> <p><i>Claire Looney, Social Worker, 051-897822</i></p> <p><i>Teresa Harhen, Assistant Director of Nursing, 051-897822</i></p> <p>Statutory timeframes are followed and a report on the outcome of the complaint is issued to the complainant, management and the Board of Directors. Any corrective</p>

	<p>actions identified are recommended to management.</p> <p>If a resident is not happy with the outcome, they may appeal, which will be heard by <i>Ms. Fiona O'Neill, Director of Services</i>.</p> <p>Residents are also advised of their right to appeal to the Office of the Ombudsman or Consumer Affairs, HSE.</p> <p>Records of all complaints are maintained in the Complaints Log and statistics on complaints are returned to Consumer Affairs within the HSE every six months.</p>
<p>The fire precautions and associated emergency procedures in the designated centre.</p>	<p>WIDA has a Fire policy (QP-03), which details the service's policy relating to fire prevention and detection.</p> <p>All appropriate fire prevention and detection facilities are provided and maintained (Fire doors, fire alarm, fire fighting equipment, emergency lighting, fire corridor). All staff are trained in Fire Safety.</p> <p>The Emergency Plan in respect of Fire Evacuation is attached (Appendix 5).</p>

The following procedures are central to informing our practice:

1. The prevention, detection and response to abuse, including reporting of concerns and/or allegations of abuse to statutory agencies.	SD-14 Protection and Prevention of Abuse SD-14 A Child Protection and Welfare
2. Admissions, including transfers, discharge and the temporary absence of residents.	SD-01 Admissions and Discharges
3. Incidents where a service user goes missing.	SD-20 Incidents Where a Service User Goes Missing
4. Provision of personal intimate care.	PC-13 Provision of Intimate Care
5. Provision of behavioural support.	PC-08 Management of Challenging Behaviour
6. The use of restrictive procedures and physical, chemical and environmental restraint.	SD-15 Use of Restraint and Restrictive Practices
7. Residents personal property, personal finances and possessions.	SD-10 Service Users Finances and Personal Property
8. Communication with residents.	PC-11 Communication with Service Users HR-20 Communication Policy and Procedure
9. Visitors.	SD-19 Visitors to the Service
10. Recruitment, selection and Garda vetting of staff.	HR-012 Recruitment Procedure HR-040 Garda Vetting Procedure
11. Staff training and development.	HR-023 Training and Development
Monitoring and documentation of nutritional intake.	SD-17 Food and Nutrition C4-123 BMI Chart
Provision of information to residents.	PC-14 Provision of Information to Service Users
The creation of, access to, retention of, maintenance of and destruction of records.	CI-07 Control of Quality Records
Health and safety, including food safety, of residents, staff and visitors.	MA-01 Health and Safety
Risk management and emergency planning.	SD-13 Risk Management
12. Medication management.	SD-05 Service Users Medication
13. The handling and investigation of complaints from any person about any aspects of service, care, support and treatment provided in or on behalf of a designated centre.	MA-24 Management of Complaints
14. Education Policy which complies with relevant legislation in respect of the educational needs of children with disabilities (in centres where children reside).	SD-28 Education Training and Development
15. Access to education, training and development.	SD-28 Education Training and Development
16. CCTV (in designated centres where CCTV systems are in use).	NA