

Thorpe's Nursing Home
Clarina, Co. Limerick
Phone 061 -353007

Statement of Purpose

Centre I.D. number: 0436

Date of registration: 03/9/14 Date of expiry: 02/09/17

**Conditions attached by the Chief Inspector under section 50 of the Act:
See Attached**

CONDITIONS OF REGISTRATION:

Condition 1

The designated centre Thorpe's Nursing Home shall be operated at all times in compliance with the Health Act 2007 as amended from time to time.

Condition 2

The designated centre Thorpe's Nursing Home shall be operated at all times in compliance with the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009 and the Health Act 2007 (Registration of Designated Centres for Older People) Regulations 2009 (as amended, consolidated, restated or replaced from time to time) and in compliance with all other regulations made under the Health Act 2007 as amended from time to time.

Condition 3

The designated centre Thorpe's Nursing Home shall be operated at all times in compliance with the National Standards for Residential Care Settings for Older People in Ireland (as amended, consolidated, restated or replaced from time to time) and in compliance with all other standards made under the Health Act 2007 and as the Chief Inspector may notify to the registered provider from time to time.

Condition 4

The designated centre Thorpe's Nursing Home shall be operated at all times in compliance with all other legislation, regulations and standards which are applicable to it including, but not limited to, such enactments which appear to the Chief Inspector to be relevant and which are cited to the registered provider in writing by the Chief Inspector.

Condition 5

Subject to any prohibitions or restrictions contained in any other condition(s), the designated centre Thorpe's Nursing Home shall be operated at all times in accordance with and shall provide only the services set out in its Statement of Purpose dated June 2011 V2, as delivered and amended from time to time in accordance with article 5 of the Health Act 2007 (Care and Welfare of Residents In Designated Centres for Older People) Regulations 2009 (S.I. No. 236/2009) (as amended, consolidated, restated or replaced from time to time).

Condition 6

No person under the age 18 years of age shall be accommodated at the designated centre Thorpe's Nursing Home at any time.

Condition 7

The maximum number of person that may be accommodated at the designated centre Thorpe's Nursing Home is 42.

Background

This booklet is designed to complement your resident's guide/ information booklet. The details provided below will give you information on the governance and management of the Nursing Home and it will also meet the requirements set out in the 'National Quality Standards for Residential Care Settings for Older People in Ireland' and the 'Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2009'.

Our Objective & Ethos: The **objective** of Thorpe's Nursing Home is to provide a high standard of professional care to all residents in a clean, comfortable and safe environment. Our **ethos** is that our residents are treated as unique dignified individuals and are encouraged to fulfil their potential. The residents and their families are treated with respect. Religious and cultural beliefs are valued by all staff.

Governance/ Management:

The management and governance of Thorpe's Nursing Home is directed by a team of dedicated and committed members of staff who continually strive to raise standards of care. Your management team contacts are:

Name	Position Held	Contact Details	Professional Registration or relevant experience
Pavi Mohandass	Person In Charge	061 – 353007 089-4604643 Clarina, Co. Limerick	SRN – Pavi has 5 years Nursing experience, has completed Management courses. Has management experience as ADON. She is currently completing her Masters in Dementia Care
Sabeena Jose	Assistant PIC	061 – 353007, Rahina, Clarina, Co. Limerick	SRN – Sabeena has 15 years nursing experience and 5 years management experience.
Michael O'Shea	Registered Provider	061 – 353007 / 086 8377627, Skeheen, Mitchelstown, Co. Cork	Proprietor and Registered Provider. Train the Trainer, Manual Handling & CPR Instructor.
Mary O'Shea	Manager	061 – 353007 / 087 6202468, Court, Kildimo, Co. Limerick.	SRN & RM – Mary has in excess of 30 years Nursing experience and has worked in Thorpe's since 2002. She is registered with An Bord Altranais.

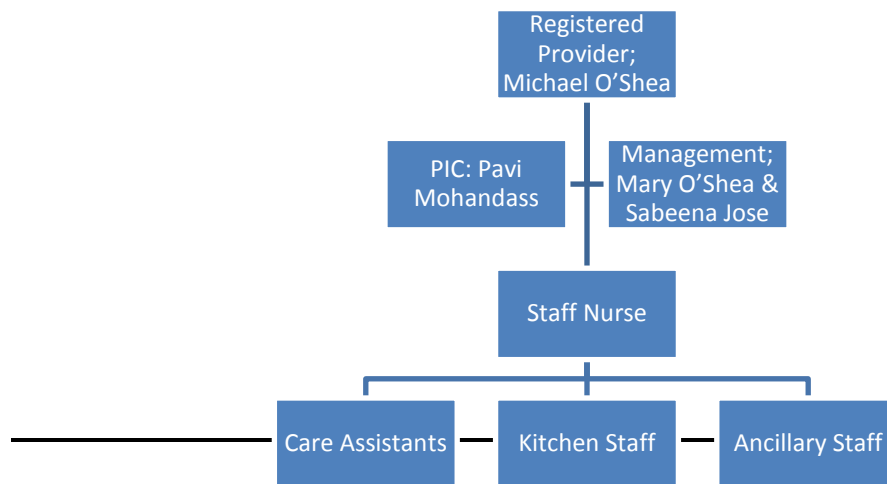
Staffing:

Thorpe's Nursing Home employs 34 staff. The following gives a break down of the staff complement by grade and whole time equivalent numbers:

Position	Grade	No. Of Whole Time Equivalents
Management		1
Nursing	SRN or above	6.5
Care Assistants		14
Cleaning/Kitchen		4
Activities Co Ordinator		1.5
Management /Admin		1

NB. Whole Time Equivalent is the number of staff who would be employed if all staff were employed full-time. The Number of whole time Equivalents will change depending on the number and dependency level of our residents.

Organisational Structure:



The organisational Structure of the nursing home is Michael O'Shea overall management. Pavi Mohandass is the person in charge. She is assisted by Sabeena Jose. Mary O'Shea will maintain a management roll. All Care Assistants and Ancillary staff will report directly to the PIC, Mary O'Shea, Nurse on Duty and ultimately Michael O'Shea.

Environment:

Thorpe's Nursing Home is a purpose built nursing Home and comprises of:

Type of Room	Number	Approx Size
Single bedrooms	32	11.4m ² – 12.9m ²
Double rooms	5	17.4 m ²
Day Room (blue)	1	52m ²
Sitting Room	1	33m ²
Dining Room	1	70m ²
Oratory	1	24m ²
Library	1	14m ²
Hair Dressing Room	1	12.5m ²
Treatment Room	1	16m ²
Smoking Room	1	5.5m ²

Occupancy/ Resident profile/Range of Needs:

Thorpe's Nursing Home can accommodate up to 42 residents however the maximum number of residents accommodated by registration will be 42.

We accommodate both female and male residents, normally but not restricted to persons over the age of 65. A pre assessment is carried out prior to admission to assess if we can cater for your needs, we can cater for low, medium, high and maximum dependant residents. We can facilitate dementia and most ailments that affect the older person. We cater for both long and short term residents and also welcome Respite and Convalescent care.

Type of Nursing Care offered:

We offer 24 hour nursing care in the following areas:

Low dependency: This category refers to people who need some support in the community and the more independent residents in residential accommodation who require little nursing care. They are usually independently mobile but may use a walking stick and have difficulty managing stairs.

Medium Dependency: Person whose independence is impaired to the extent that he/she requires residential care because the appropriate support and nursing care required by the person cannot be provided by the community. Mobility is impaired to the extent that the person requires supervision or a walking aid.

High Dependency: Independence is impaired to the extent that the person requires residential care but is not bed bound. The person may have a combination of physical and mental disabilities, may be confused at times and be incontinent. He/she may require a walking aid and physical assistance to walk.

Maximum Dependency: Person whose independence is impaired to the extent that he/she requires nursing care. The person is likely to be bed bound, requires assistance with all aspects of physical care and may be ambulant but confused, disturbed and incontinent.

Admission Criteria:

Admissions to Thorpe's Nursing Home are arranged by appointment following a pre-admission assessment of your needs. This is to ensure that we have all the necessary equipment, knowledge and competency to meet your care needs.

We understand that in exceptional cases, where there is no alternative available, emergency admissions are necessary to promote the safety of the resident. At the time of the emergency admission as much information will be gathered from the resident and the person admitting. The Assessments and Care Plan will commence as soon as possible, but no later than 12 hours after admission. The medication will be fully understood by the admitting nurse before any drugs are administered. The Residents GP will be consulted as soon as possible after admission, but no later than 12 hours after admission. We cannot accept any night admissions from Hospitals.

Visiting Arrangements:

Potential Residents

We understand that the decision to move into long-term care can be a stressful time. At Thorpe's Nursing Home we want to make your transition as smooth as possible. Our Director of Nursing will be happy to meet with you and your family to give you a tour of the building and discuss any personal needs you may have. In order to ensure you receive our uninterrupted attention we would ask that you kindly schedule an appointment in the first instance.

Existing Residents

We operate an open visiting policy within Thorpe's Nursing Home however to protect our residents we ask that all visitors wait in the designated visitors' area to enable staff to announce their arrival and partake in precautionary infection control measures as appropriate Thorpe's Nursing Home reserves the right to impose restrictions on visiting arrangements where the visit or time of visit is deemed to pose a risk or where the resident requests restrictions.

We can provide quite areas for privacy during your visit, we have 2 sitting rooms, a library and an Oratory.

Care plan:

Your care plan will be developed with your participation within 48 hours of admission. This will be individualised to set out your personal care needs and will provide direction to staff members caring for you. A review of your care plan will be prompted following your feedback, any changes in your personal needs/ circumstances and will be updated no less frequently than at four-monthly intervals. To ensure we have your full participation in this process we will formally communicate to you when a review is required and will then set a mutually convenient time to complete the review process.

Your Home, your Say

We in Thorpe's Nursing Home want to make our Nursing home your new home. We hold resident meetings on a monthly basis. We encourage the Resident and Families to get involved. From these meetings we get a feel for changes or improvements that we can make to develop a more homely and welcoming home. The dates for these meetings will be advertise in the notice board.

Contract of Care:

By agreeing to take up residency within Thorpe's Nursing Home you will have signed a contract of care which ensures that you have a legally binding assurance of high quality care standards and that we have an acknowledgement of your commitment to our terms and conditions which are as follows:

1. In consideration of the Resident or his/her agent and the Guarantor paying the prescribed fees in accordance with the Schedule of Fees. Barnacyle NH Ltd T/A Thorpe's Nursing Home undertake to provide a range of services in accordance with the prescribed Contract of Care and any schedules or undertakings attached thereto. The range of services to include the provision of care, including nursing care, accommodation, food, lighting, heating. In addition there is a weekly charge of €20.00 for activities. Other services such as chemist levies, chiropody, dental, hairdressing, physiotherapy, newspapers, escort duties to hospital & appointments, personal items and any other services deemed appropriate may be invoiced separately.
2. This agreement shall subsist until terminated by either party giving two weeks notice in writing without prejudice to any provision for the summary termination of same.
3. Barnacyle Nursing Home Ltd, T/A Thorpe's reserves the right to terminate this agreement, giving two weeks notice in the event that the listed fees in account of the Resident are not discharged in advance in accordance with the provisions of this agreement. In this instance and in the event of Barnacyle Nursing Home Ltd, T/A Thorpe's terminating the agreement with two weeks notice from thereafter in which circumstances the Resident or his/her agent and the Guarantor will ensure that the Resident vacates Barnacyle Nursing Home Ltd, T/A Thorpe's.
4. This agreement and the Contract of Care and any schedules or undertakings attached thereto does not affect or does not purport to affect the statutory rights or entitlements of either party to the said agreement(s).
5. I/We the undersigned agree to the terms and conditions as outlined above and contained in the Contract of Care and the Schedules and undertakings attached thereto.
6. Fees are payable as follows:
(delete accordingly)
 - a) Payable at €_____ per week/per month, weekly in advance/monthly in advance.

- b) Payable by whom _____
- c) Standing Order is the preferred method of payment. Another method of payment can be agreed between the respective parties at the discretion of the proprietor, person in charge, or his/her agents.
- d) Additional services, facilities and/or extra optional services not covered by the normal schedule of fees shall be invoiced accordingly. Any arrears associated with additional services could also result in termination of the agreement.

Internal Services and facilities/ Activities:

In order to enhance the care provided and enable you to fulfil your personal, social and psychological needs the following services and activities are available within Thorpe's Nursing Home. Our activity coordinator will be happy to discuss any activities you may wish to take part in:

Service/ Facility/ Activity	Frequency	Accessibility
Hairdresser	Weekly on Wednesday	No restrictions – cost incurred
Games, Connect 4, Bingo ect..	Daily in designated room	No restrictions
Cards	Sundays	No restrictions
Music	Monday or Tuesdays	No restrictions
Mass	Weekly on Thursday	No restrictions
Gardening/Veg growing	Daily in Garden	No restrictions
Holy Communion	Sundays @ 11am	No restrictions
Students – Trans year	On rotation	No restrictions
Reminiscence DVD	Daily in sitting Room	No restrictions
Novena – Limerick	During June	No restrictions
Physical Therapy	Fridays	No restrictions
Sonas	On rotation	No restrictions

Other Religious Denominations

- 1. We are happy to cater for and accommodate all religious Denominations in our home.**

Therapeutic:

Thorpe's Nursing Home has employed/ contracts services from professionally registered and supervised therapists to enhance your rehabilitation potential. The following therapy services are provided:

Service	Frequency	Accessibility
Physiotherapy	On request	Assessment required - Cost incurred
Chiropody	On Request	No restrictions – Cost incurred
Occupational Therapy	On Request	No restrictions – Cost incurred
Dentist	On Request	No restrictions – Cost incurred
Optician	On Request	No restrictions – Cost incurred
Speech & Language therapy	On Request	No restrictions – Cost incurred
Complementary therapies	On Request	No restrictions – Cost incurred
Audiology	On Request	No restrictions – Cost incurred
Dietician Services	On Request	No restrictions – Cost incurred

Safety:

Your safety is of paramount importance to us. Our Full Health and Safety Statement and plan is available, along with our procedures in the event of a fire. If you need assistance please ask a member of staff or alternatively use your call bell to seek assistance.

Fire: We operate a test fire alarm on a monthly basis. This will last approx 3 – 5 minutes and will be intermittent in sound. If you hear a continuous alarm at any time of the day or night, this is **not** a test. Please proceed to the nearest fire exit and assemble in the designated safety area at Garage. Staff will be on hand to assist you if required.

Other Emergencies: If you discover other scenarios/ circumstances which pose a risk to residents/ staff, please inform your nearest staff member immediately.

Privacy and Dignity:

We would like you to think of Thorpe's Nursing Home as your home from home. Our staff will do their utmost to protect your privacy and dignity by

1. knocking before entering your room
2. asking your permission prior to any personal/ nursing interventions
3. asking your permission for staff undergoing training and development, members of the opposite sex or others to be involved in your care

If you feel your privacy and dignity is being compromised then please inform a member of staff that you feel comfortable with.

Policies that inform our practice

As a provider of high quality nursing care we welcome the 'National Quality Standards for Residential Care Settings for Older People in Ireland'. These standards will help to consolidate existing good practice whilst also identifying areas for development. A copy of the standards can be obtained either online at www.hiqa.ie or in writing to: Health Information and Quality Authority, Social Services Inspectorate, 1301 City Gate, Mahon, Cork.

Nursing Home inspection Reports

The most up to date report is available on line at www.hiqa.ie, when you are looking our centre ID is 0436. If for some reason you cannot access this please contact us and we will be happy to provide you with a copy.

Comments/ Compliments and Complaints:

We are interested in your feedback to ensure that our service is continually reviewed and refined in line with best practice and resident choice. There are a number of ways in which you can share your views/ participate in the consultation process:

1. We operate a resident council on the first Monday (*day subject to change*) of every month in the oratory. All residents are invited to participate. This is a structured meeting which allows for open and honest communication about any comments or concerns you may have. The meeting is minuted and shared with all residents. In addition comments are discussed with the management of the home to address issues raised/ formulate an action plan.
2. If you have individual comments/ concerns which you do not wish to raise at the resident's council then please feel free to speak to any member of staff. Alternatively you may prefer to write these comments out and insert into our comments box located in the Reception Area.
3. You may also nominate a family member, friend or advocate to act on your behalf. We will of course check that they have your permission.
4. We take all comments seriously and will aim to respond to your query as soon as possible. If you are not satisfied with your initial response then you may contact our Registered Provider – Michael O'Shea 061 – 353007
5. If you are not satisfied with the internal response to your concern, we have appointed an external person who will look at the concern raised and respond to you. Details; Dr. Denis McDaid. Bsc (Pharm) PhD MPSI., Clarina Pharmacy, Clarina, Co. Limerick. You can be provided with phone numbers and e mail address if you wish.

A copy of our Complaints Procedure is attached.

Thorpe's Nursing Home.

Proprietors: O'Shea's



Clarina,
Co. Limerick.
Tel: 061-353007

Your comments, compliments and complaints are welcomed and valued. They allow us to continually improve our services.

This leaflet gives you information on to make a comment, complement or complaint.

Step 1 – How do I make a comment, complement or complaint?

1. Fill in the attached sheet and place it in the feedback box provided.
2. Talk to any member of our staff.
3. Ring us on 061 – 353007.

Step 2 – What will happen next?

4. In the case of a comment or complement we will send you a letter of acknowledgement if you gave us your contact details.
5. We will pass on your comment or complement to the relevant service or staff member. They will acknowledge your verbal complaint immediately or as soon as possible.

Step 3 – How will my complaint be dealt with?

Depending on the nature and seriousness of your complaint;

6. A staff member will attempt to resolve your complaint.
7. Failing a resolution the Person in Charge will look into the concern raised and attempt to resolve.
8. The complaints officer (Michael O'Shea) will look into your complaint within 30 days of the date when it was acknowledged.

Step 4 – What do I do if I am not satisfied with the recommendations made by the complaints officer in House or the way my complaint was dealt with in House?

9. We have appointed an independent external person who will review your concern. Contact details; Dr. Denis McDaid. Bsc (Pharm) PhD MPSI, Clarina Pharmacy, Clarina, Co. Limerick. (Phone and e-mail available)

Step 5 – The Ombudsman.

1. Complaint Procedures and the Ombudsman
2. If you have complained to us and you're 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. By law the Ombudsman can examine complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you. The Ombudsman's remit relates to complaints about actions which occur on or after 24 August 2015. Contact details are as follows:
3. THE OFFICE OF THE OMBUDSMAN
18 Lower Leeson Street
Dublin 2.
Phone: LoCall 1890 22 30 30 or (01) 639 5600
Email: ombudsman@ombudsman.gov.ie
You can also make a complaint online using the online complaint form www.ombudsman.gov.ie

Appendix 1:

Schedule 1 of the HEALTH ACT 2007 (CARE AND WELFARE OF RESIDENTS IN DESIGNATED CENTRES FOR OLDER PEOPLE) REGULATIONS 2009

INFORMATION TO BE INCLUDED IN THE STATEMENT OF PURPOSE

1. The name, address and telephone number of the designated centre.
2. The name and address of the registered provider and of any person in charge.
3. The current professional registration, relevant qualifications and experience of the registered provider and any person in charge.
4. The name and position of each other person participating in the management of the designated centre.
5. The registration number, date of registration and the expiry date.
6. Any conditions attached by the Chief Inspector to the designated centre's registration under *section 50* of the Act.
7. The maximum number of residents who can be accommodated in the designated centre.
8. The maximum number of residents who will be accommodated at the designated centre in accordance with the information provided by the applicant under the Health Act 2007 (Applications for Registration of Designated Centres) Regulations 2009.
9. The total staffing complement, in whole time equivalents, for the designated centre with the management and nursing complements given by grade.
10. The organisational structure of the designated centre.
11. The age-range and sex of the residents for whom it is intended that accommodation should be provided.
12. The range of needs that the designated centre is intended to meet.
13. The type of nursing care to be provided.
14. Any criteria used for admission to the designated centre, including the designated centre's policy and procedures (if any) for emergency admissions.
15. The arrangements for residents to engage in social activities, hobbies and leisure interests.
16. The arrangements made for consultation with residents about the operation of the designated centre.
17. The fire precautions and associated emergency procedures in the designated centre.
18. The arrangements made for residents to attend religious services of their choice.
19. The arrangements made for contact between residents and their relatives, friends and/or carers.
20. The arrangements made for dealing with complaints.
21. The arrangements made for dealing with reviews of the resident's plan referred to in article 8(1).
22. The number and size of rooms in the designated centre.
23. Details of any specific therapeutic techniques used in the designated centre and arrangements made for their supervision.
24. The arrangements made for respecting the privacy and dignity of residents.
25. Any separate facilities for day care.

Appendix 2:

Other requirements of the HEALTH ACT 2007 (CARE AND WELFARE OF RESIDENTS IN DESIGNATED CENTRES FOR OLDER PEOPLE) REGULATIONS 2009 in relation to Resident Guides/ Statement of Purpose and Function

Statement of Purpose

5. (1) The registered provider shall compile, in relation to the designated centre, a written statement (in these Regulations referred to as “the statement of purpose”) which shall consist of:

- (a) a statement of the aims, objectives and ethos of the designated centre;
- (b) a statement as to the facilities and services which are to be provided by the registered provider for residents; and
- (c) a statement as to the matters listed in Schedule 1.

(2) The registered provider shall provide a copy of the statement of purpose to the Chief Inspector and shall make a copy of it available on request to residents.

(3) The registered provider shall keep the statement of purpose under review.

(4) The registered provider shall notify the Chief Inspector in writing before changes can be made to the statement of purpose which affect the purpose and function of the designated centre.

Provision of Information to Residents

21. (1) The registered provider shall produce a written guide (in these Regulations referred to as “the resident’s guide”) which shall include:

- (a) a summary of the statement of purpose;
- (b) the terms and conditions in respect of accommodation to be provided for residents;
- (c) a standard form of contract for the provision of services and facilities by the registered provider to residents;
- (d) the most recent inspection report;
- (e) a summary of the complaints procedure provided for in article 39; and
- (f) the address and telephone number of the Chief Inspector.

(2) The registered provider shall supply a copy of the resident’s guide to the Chief Inspector and the person in charge shall supply a copy to each resident.

(3) Without prejudice to any provisions in the Act the person in charge shall ensure each resident has access to information including, but not limited to, the information specified in these regulations, in an accessible format, appropriate to their individual needs, to assist in decision making.

(4) The registered provider shall ensure that a designated centre has written operational policies and procedures for the provision of information to residents.

Appendix 3:

Standards and Criteria relating to the Statement of Purpose / Information booklet contained within the HIQA (2009) National Quality Standards for Residential Care Settings for Older People in Ireland

Standard 1: Information

Each resident has access to information, in an accessible format, appropriate to his/her individual needs, to assist in decision making.

Criteria

1.1 There is a guide for residents clearly written and made available in an accessible format to each resident and each prospective resident. It includes a description of:

1. the residential care setting's statement of Purpose and Function (see Standard 28: Purpose and Function)
2. the services and facilities (including external facilities) provided
3. the programme of activities provided, including those that are available in the local community
4. the individual accommodation and communal space provided
5. the name of the person in charge and the general staffing arrangements
6. the number of places provided and any special needs or interests catered for
7. the arrangements for inspection of the residential care setting and details of
8. how to access the Office of the Chief Inspector and inspection reports
9. local Health Service Executive contact details
10. an outline of the residential care setting's complaints procedure
11. arrangements for visiting
12. the name of the registered provider
13. contact details of organisations providing advocacy services

1.2 The residential care setting ensures that information is available to the resident in a format and language that suits his/her communication requirements.

1.3 The prospective resident and/or his/her family or representative are informed of all fees payable including charges for activities and services that may have additional costs.

Standard 28: Purpose and Function

There is a written statement of purpose and function that accurately describes the service that is provided in the residential care setting and the manner in which it is provided.

Implementation of the statement of purpose and function is clearly demonstrated.

Criteria

28.1 The statement of purpose and function includes:

1. the aims, objectives and ethos of care, including practices that are directly determined by the residential care setting's ethos
 2. the number of residents, categories of care provided, and level of needs that can be accommodated
 3. the services and facilities provided
 4. the terms and conditions of the contract of care (See Standard 7: Contract/ Statement of Terms and Conditions)
1. the physical facilities of the premises
 2. a list of key policies that inform practice in the residential care setting.

28.2 The day-to-day operation of the residential care setting reflects the statement of purpose and function.

28.3 Before any changes are made which affect the purpose and function of the residential care setting, notification is made to the Chief Inspector to vary the conditions of registration.

28.4 The statement is available in a format that is accessible to the resident and the prospective resident, his/her family and/or representative. The statement is kept under review and updated when necessary. (See Standard 1: Information)

28.5 The purchaser of beds and the relevant registered providers have Service Level Agreements which are implemented and monitored.

28.6 Service delivery plans are resident-focused and promote continuity in service delivery. Where progress is less than expected, or where difficulties or risks are encountered, the service responds to this and initiates changes to the service delivery plan.

Supplementary Criteria for Dementia-specific Residential Care Units for Older People

28.7 The statement of purpose and function indicates clearly how the dementia-specific residential care unit meets the needs of people with dementia, including a consideration of the progressive aspects of the illness.

28.8 The location, lay-out and model of the dementia-specific residential care unit is specific to its stated purpose and adheres to evidenced-based principles on dementia care and design.

28.9 The dementia care provided reflects the dementia-specific residential care unit's stated approach to care delivery.

Appendix 4:

Requirements of the HEALTH ACT 2007 (CARE AND WELFARE OF RESIDENTS IN DESIGNATED CENTRES FOR OLDER PEOPLE) REGULATIONS 2009 in relation to Complaints

Complaints Procedures

39. (1) The registered provider shall ensure that the designated centre has written operational policies and procedures relating to the making, handling and investigation of complaints from any person about any aspects of service, care and treatment provided in, or on behalf of a designated centre.
- (2) The complaints procedure shall contain an independent appeals process, the operation of which is included in the policies and procedures detailed in article 39(1) above.
- (3) The registered provider shall ensure that each resident is made aware of the complaints procedure as soon as is practicable after admission.
- (4) The registered provider shall ensure that the complaints procedure is displayed in a prominent position in the designated centre.
- (5) The registered provider shall ensure that a nominated person is available in a designated centre to deal with all complaints.
- (6) The registered provider shall ensure that all complaints are investigated promptly.
- (7) The registered provider shall ensure that the nominated person maintains a record of all complaints detailing the investigation and outcome of the complaint and whether or not the resident was satisfied.
- (8) The registered provider shall ensure that the complainant is informed promptly of the outcome of their complaint and details of the appeals process.
- (9) The registered provider shall ensure that all complaints and the results of any investigations into the matters complained and any actions taken on foot of a complaint are fully and properly recorded and that such records shall be in addition to and distinct from a resident's individual care plan.
- (10) The registered provider shall ensure that a nominated person, independent to the person nominated in article 39(5) above, is available in a designated centre to ensure that:
- (a) all complaints are appropriately responded to; and
- (b) the person nominated under article 39(5) above maintains the records specified under article
- (11) The registered provider shall ensure that any resident who has made a complaint is not adversely affected by reason of the complaint having been made.
- (12) Records kept under article 39 shall be retained for a period of not less than seven years after the complaint has been investigated and the complainant is informed of the outcome of, and of the outcome of any appeal arising from, this investigation or seven years after the resident(s) to whom they relate cease(s) to be resident in the home, whichever is the longer.