



ARAGLEN HOUSE

NURSING HOME



*We believe the little things make the biggest difference,
and people who really care do it better*

Loumanagh, Boherbue, Co. Cork

Tel: 029 76771

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Introduction

Thank you for choosing our nursing home for yourself and/or your family member - we really hope that we live up to your expectations and that we provide a first-class service.

We recognise that there is no place like home, so Araglen House was purpose built, with a “household model” to allow a “home from home feel”, a community within a community.

Residents enjoy beautiful, landscaped gardens with courtyards and secure walking paths.

We encourage a Person-Centred approach where Residents are encouraged to have a significant say in their daily lives and with a partnership of care between Residents and their families. Residents are also encouraged to make their own decisions about their schedules, activities, healthcare and more such as breakfast in bed or dining room choices.

Our around the clock staff are fully committed to meeting our Resident’s needs, by providing skilled nursing care and companionship whilst striving for excellence, by adding life to years and years to life.

The purpose of this booklet is to give you some useful information on the nursing home. However, please do not hesitate to ask us about anything that crosses your mind. We want you or your loved one’s stay with us to be as rewarding and fulfilling as possible.

Let us start off by introducing our management team who are at hand to help in any way they can.



Management Team



Paul Rochford
Owner



Adrienn Zagyva
*Person in Charge /
Director of Nursing*



Grainne O'Brien
*Resident & Family
Liaison Manager*

Alex Titiriga - *Assistant Person in Charge/Complaints Officer*

Ken Cordero - *Assistant Person in Charge*

John Jardolin - *Clinical Nurse Manager*

Denis Clifford - *Clinical Nurse Manager (Bluebell)*

Chris Wood - *Human Resources/Operations Manager*

Mindaugas Kalasnykas - *Chef Manager*





Visiting

You are most welcome to visit your family or friends at a time of your choosing. Just please bear in mind that at certain times of the day, activities such as dining or Mass are taking place.

Normally residents are up and ready to receive visitors by 10.30, dinner is from 12.00 to 13.00 and tea is from 16.00 to 17.00. Mass is on Tuesday morning from 11.00 to 11.30.

We like to remain open in the evenings for visitors up until about 22.00 in the summer and 21.00 in the winter. You may of course visit later than this, however, most residents are in bed at this time and we would ask you to use your own discretion.

Phone Calls

Phone calls can be taken by the nursing staff at any time, but we would ask that you consider leaving it until after 10.00 in the morning if possible as the nurses are very busy then with medication rounds.

Complaints

Alex Titiriga, one of our Assistant Directors of Nursing, is our Complaints Officer. You can either call Alex at the nursing home or if you prefer you can email Alex at alex@araglenhouse.ie.

Complaints enable us to improve our service and we would strongly encourage you to let us know about any aspect of the nursing home and the care provided that is causing you or your family member concern.

You should familiarise yourself with our Complaints Policy, copies of which are available from reception. There are further copies on display around the building.

Medical Care & Medication

Several different GP practices provide services to the residents of Araglen House. If you are from the local community, it is very possible that your doctor will continue to look after you following your admission. If you are from further afield, we will ensure that you are transferred to one of our local doctors.

All medication is provided by Allcare Weedle Pharmacy in Mallow. This is so that we can administer one system of medication which is the safest thing for us to do. Please bring all of your prescriptions with you upon admission.

Activities

Activities take place every day at Araglen House. We would ask that you encourage your loved one to participate as fully as possible in these activities.

Again, please do not be shy to enquire about what activities that your family member is taking part in.

Laundry

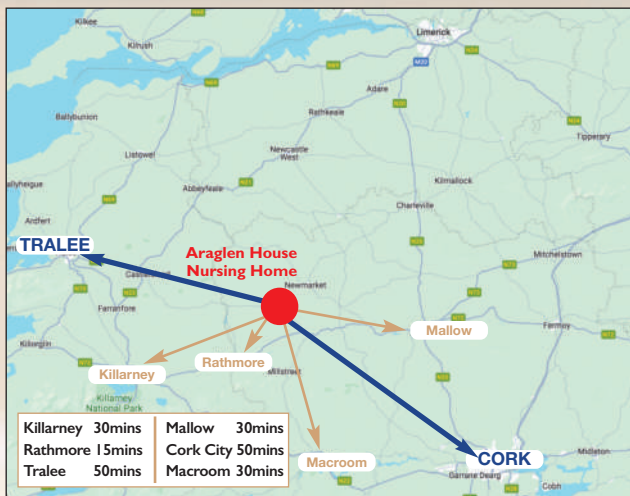
All laundry including the labelling of your clothes is carried out in house. Please note that we do not provide a dry-cleaning service. We would strongly recommend that you do not bring delicate items or woollen jumpers into the nursing home.

All clothes must be left at reception for labelling as we will be unable to keep track of them if they are not.

Valuables

Items of value need to be handed into the nursing home on admission for photographing and cataloguing. Again, we would encourage you to limit the number of valuable items that you bring into the nursing home, in particular resident's jewellery.

You should ensure that hearing aids are adequately insured prior to admission.



More information

If you would like to find out more information about our service, please visit our website on www.araglenhouse.ie or ask a member of management for a copy of our Statement of Purpose and Function.

Useful Numbers and Email Addresses

Sage Support & Advocacy Services

Tel: 01 5367330

(Patient Advocacy Services)

Email: info@sageadvocacy.ie



Nursing Home Support Scheme Office

Tel: 021 4923521

(All Fair Deal Related Matters)



The Office of The Ombudsman

Tel: 01 6395600

(Complaints of a Financial Nature)



The Health Information & Quality Authority

Tel: 021-240 9646

(Concerns and Complaints of Any Type)

Email: concerns@hiqa.ie