Information Guide for Silver Stream Healthcare

The Croft Nursing Home
As a relative of a client in The Croft in Inchicore I am so happy with the facilities of care that my dad has received for the last year. The staff in particular are amazing, caring and helpful in all ways. Recommend 100%.

Máire O’Kelly
About Silver Stream Healthcare Group

The company was founded in 1993 and is managed centrally from our Support Office in Ratoath, Co. Meath. In July 2019, Silver Stream was acquired by Waterland, an independent private equity firm founded in The Netherlands in 1999. Over the years, Silver Stream has expanded through a combination of acquisitions and new site developments. We aim to be the number one provider for quality of care, for residents experience, and for staff satisfaction.

All Silver Stream homes focus on the 'home from home' care experience. We are united in our approach. Yet no two homes are alike - Each home retains its individual style and atmosphere.

Silver Stream’s central ethos is to provide quality person centred care, where residents are offered choice in their way of life and are consulted and participate in decisions regarding their care. Our vision is to create an environment where residents are supported and encouraged to retain their highest level of ability, autonomy and independence. We very much embrace the changing cultures of care, transitioning away from a medical model towards care that is not only person centred, but also person directed.

In our eyes quality of care and quality of life are synonymous. We invest significant resources towards professional development to enable and empower our staff to take ownership of the care Silver Stream provides. We want our staff to be happy and believe that care team longevity and tenure is paramount to ensuring that a genuine relationship is established between staff and residents, thus allowing for care planning to be person centred and natural.
Considering Residential Care

At Silver Stream we recognise and appreciate that making a care decision can be a challenging time for you and your family. Sometimes a care decision can be made gradually, as you grow older or your health declines, and sometimes a care decision will have to be made quickly, for example in the event of an illness or injury.

In any event, we find that understanding your options, and knowing what to expect, can help to make your decision a little easier.

Living in residential care is a life changing decision but it can be a hugely positive one, which can present you with opportunities that you may not have access to in your own community. Residential care can offer you a new way of life, a life in which you are supported and encouraged to realise your full potential, in a caring and safe environment, giving you, and those close to you, peace of mind.

When you are ready, we invite you to arrange a consultation with a member of our professional care team. If at any time you have any questions, or would like further information, please don’t hesitate to get in touch. We will be happy to assist you every step of the way, to ensure that you make the right choice for you.
A New Home

At Silver Stream, we recognise and appreciate that making a care decision can be challenging for you and your family. Living in residential care, while life changing, should be a positive experience. We find that understanding your options, and knowing what to expect, can help to make the best decision for your care. Below are some questions we get asked regularly which we hope will aid you with your decision.

What should I expect when I first arrive?

A warm welcome! Upon arrival at your new home, we like to make you feel at home so we will welcome you with a tea or coffee and have a small chat about your stay with us. You will be shown around the house and meet some key members of our team. After settling into your room and when you feel ready, we will take care of some admin tasks. You will be given an Admission Pack which contains some key information about your new home, including our Resident Information Guide. If you have any questions, or would like further information regarding your care, please don’t hesitate to ask a member of your care team.

What should I bring with me?

Essential items you should take with you include warm clothing, casual wear, nightwear and slippers. Comfortable shoes and a coat are ideal. We do ask that you ensure items of clothing are labelled to avoid confusion with laundry. It is advised to avoid bringing delicate items of clothing that may shrink or become damaged in washing and drying machines. Please also bring toiletries and any medications you are currently taking as well as current prescriptions. You should also take with you any walking aids or wheelchairs you may require.

Can I take personal items with me?

We want you to feel at home while staying with us. For you to feel comfortable in your home we think that having personal items and making your space your own is essential. Feel free to bring with you any personal items such as photos, ornaments and plants, etc. If you would like to hang any pictures, please let us know and we will arrange for our Maintenance team to assist you. You are also welcome to bring your own furniture with you once space within your room is adequate. Unfortunately, due to health and safety concerns it may not always be possible to accommodate your furniture, but we endeavour to fulfil these wishes whenever possible.
Are there visiting hours?

We operate an open visiting policy within all our Silver Stream homes. We respectfully request that visitors refrain from visiting at mealtimes unless providing assistance. If a family member or friend wishes to assist you during mealtimes arrangements can be made. Kindly let us know in advance if you would prefer this option. We ask that all visitors to the home be respectful of residents, staff and other visitors. We strive to promote a friendly and homely atmosphere and ask that your family members greet other residents when visiting.

What happens if I wish to visit my family and friends?

If you wish to leave the home for an extended period of time, we ask that you inform the Senior Nurse on your care team and sign yourself in and out.

What happens if I need to attend appointments?

A carer or nurse can accompany you to appointments when required and transport can be arranged. Please see our Service Fees for more details. Alternatively, we can arrange for a family member or friend to accompany you if preferred.

Have I access to a telephone and internet?

You are welcome to have a private telephone line installed in your room should you wish. Cordless phones are available and can be given to you if you receive or wish to make a call. You are also welcome to use your personal mobile phone in the nursing home but we ask that consideration be given to others in the home. All our homes have free WiFi. We encourage you to bring with you any devices you may have (smartphone, tablet, laptop etc) so that you may have access to services such as WhatsApp and Skype.

Is there a smoke alarm in my room?

Each bedroom is equipped with a smoke alarm. We test the fire system on a weekly basis and all staff are trained in evacuation scenarios.
Welcome To

The Croft Nursing Home

Director of Nursing – Jennifer Boreena

Professional Qualifications: An Bord Altranais General Division Pin, Bachelor of Science in Nursing Degree

Professional Focus: Jennifer started working as a Staff Nurse at Madonna and Child Hospital. In 2006 she applied to work in Ireland and received her registration from An Bord Altranais. Jennifer’s first post as a staff nurse began in Killiney Grove Nursing Home from 2006 to 2012. She was successfully appointed as Assistant Director of Nursing from 2012 to 2014, and then went on to become a Director of Nursing within the Silver stream Healthcare Group.

Where To Find Us

Our address is:
The Croft Nursing Home
2 Goldenbridge Walk
Inchicore
Dublin 8
D08 AY24

01 454 2374

www.silverstream.ie

Enquiries

For enquiries, please contact our Occupancy Manager
Karen Byrne on 087 2360 877
Or email kbyrne@silverstream.ie
About The Croft Nursing Home

Nestled along the banks of The Grand Canal, on Goldenbridge Walk, the home is just a few miles from the city centre and within gentle strolling distance of Inchicore village.

Every effort has been made to ensure that the homely atmosphere of The Croft has been maintained. The home is a single storey building with thirty-seven long stay beds.

Located in the centre of the nursing home, the dining room is bright and airy, while there are a number of comfortable lounges and reading areas. The large enclosed garden offers residents the opportunity to enjoy outdoor pursuits in a safe and secure environment. The landscaped gardens and grounds flourish during the summer months and residents enjoy hosting a programme of outdoor events and activities.

Accommodation is configured to address the needs of all potential residents and includes superior single, companion and shared accommodation, with assisted bath and shower rooms.

- Large Enclosed Garden
- Spacious Dining Room
- Kitchen
- Conservatory
- Family Room
- Lounges
- Laundry
- Visiting Hairdresser

Transport and Car Park

There are limited car parking spaces available in the grounds which you are welcome to use when available. The company accepts no liability for damage to cars parked on site or their contents and we ask that you be careful not to leave any valuables in your car. Dublin Bus have routes 13, 68 and 69 with stops a short walk from the home. The Luas red line is located directly across the canal from The Croft.
**Catering**

Meals and beverages are prepared on site and home cooked to the highest standards by our in-house chefs. Menus are posted in the dining room and changed daily with a choice available at each sitting. There are three main meals each day and there are always health and nutritious snacks and drinks available. Your specialist dietary requirements will be catered for and all meals will be prepared in consultation with a Nutritionist and Dietician, where appropriate.

We aim to provide a variety of foods and place emphasis on traditional, homely meals.

**Dining**

Meal times are important communal occasions so we encourage you to use the dining room, although meals can be served by tray service to your own room if preferred.

We ask that your family and friends refrain from visiting during mealtimes, unless assisting.

**Nutrition**

A nutritional treatment plan is developed which takes account of your preferences and recommendations from relevant health professionals. This plan is communicated to all staff.

**Laundry**

The nursing home has a dedicated laundry team who provide laundry services for residents. All soiled laundry is collected from your room and returned in a timely manner.

All clothing is provided by you or your family. All residents choose how to dress and what to wear.

All laundry charges will appear on your monthly invoice, where not included in your care fees.

**Labelling**

We kindly ask that all items of clothing are clearly marked with your name before they are brought to the home. A record of your clothing is kept in your care plan so we would ask that you offer us the opportunity to record any new items of clothing.
Activities

In The Croft Nursing Home you can be as busy as you want to be.

We provide a dedicated Activity Coordinator who is responsible for the planning and coordination of all activities and social programmes. Programmes are constantly varied to provide you with an interesting and challenging range of activities which can take place in a group or individual basis. Each year we hold a Summer Garden Party and a Christmas Party for all our residents, which family and friends are invited to join.

Residents enjoy outdoor recreational activities in the garden and grounds and often take group outings and day trips to places of interest. The Silver Stream mini bus is available to The Croft Nursing Home to transport our residents to places of interest.

Activities in The Croft Nursing Home

Below are examples of some of the activities you can expect to find at The Croft Nursing Home. We have a quarterly activity schedule that is displayed in the home, while day to day events and outings are posted to the notice boards.

- Pet Therapy
- Music Sessions
- Siel Bleu Exercise
- Reminiscence
- Bowling
- Arts and Crafts
- Sonas (Simulation of the senses)
- Beauty Mornings
- Board Games
- Regular Outings
- Bingo
- Garden Walks
- Film Afternoons
- Prayer, Reflection and Religious Services

If you wish to visit local stores or cafes our Activity Coordinator can accompany you if required. We promote resident choice in all aspects of care and strive to provide any service or activity you enjoy. We always welcome suggestions and ideas for new activities.
Care Options

Our care options are designed to meet a wide range of care needs. We will work in consultation with you and your family to ensure that you make the right care choice. Each resident’s care plan is person centred, designed to meet the requirements of the individual and will be regularly reviewed and adapted as your care needs change or advance.

Long Stay Residential Care

Long Stay Residential Care is designed for people who need assistance with the essential activities of daily living.

You will make the transition to residential care whilst still retaining your highest level of ability, autonomy and independence. You will exercise choice in your way of life and make personal decisions in relation to your care.

You will choose the level of support you require and can opt to receive assistance with your health, social and personal care.

Your care environment will be comfortable, safe and warm. Your family and friends are always welcome to visit.

Choosing residential care is a life changing decision but it can be a hugely positive one. A little support can go a long way towards improving your wellbeing and quality of life.

Respite Care

Respite Care is designed to offer a short stay respite period for you, your family or professional carer.

A medical referral is not required and you are welcome to arrange respite care directly with us. Most respite stays are agreed in advance and the care period can be as long or as short as you wish, subject to accommodation availability.

A care plan will be created, based on your health and social care needs, and your care will be provided in accordance with your wishes and preferences.

When your stay is complete, we will maintain your care plan should you wish to return or avail of our continuing care options.

Respite care can also be conducive to assessing whether residential care is a suitable care option for you, allowing you to partake in the daily activities of the home, without fully committing to long stay care.
Dementia Care

Dementia Care is designed for people who are affected by memory problems, including people with Dementia and Alzheimer’s.

The complexities associated with Dementia conditions often provide the greatest challenges to independent living. The good news is that research is being carried out every day and whilst it may not change your diagnoses, there are lots of positive ways in which you can improve and extend your wellbeing and quality of life.

Our staff are experienced and specifically trained to care for people who have developed Dementia. Our professional care teams will be there to support both you and your family at this difficult time.

Our person centred care approach aims to see you as an individual, rather than focusing on an illness or on abilities you may have lost. This approach, coupled with using the latest complementary therapies and focused activity programmes, can ensure that the best possible outcomes are achieved within a safe and caring environment.

Convalescent Care

Convalescent Care is designed to provide an important transitional phase immediately after discharge from hospital.

When recovering from an illness or surgery, you may not need hospital level care, yet you and your caregivers may be apprehensive about your return to independent living.

A short stay in residential care will offer you comprehensive nursing and medical care but in a more comfortable and homely environment. Receiving convalescence care immediately after discharge from hospital provides an important transitional phase that can greatly assist in restoring your confidence towards full recovery and integration back into the community as quickly as possible.

Following a convalescence care period you will be consulted on whether you wish to return home or avail of our continuing care options.

End of Life Care

Nearing the end of life, or being diagnosed with a chronic or terminal illness, is a traumatic time for you and your family. Choosing end of life care with The Croft Nursing Home can ensure that you continue to receive care that meets your physical, spiritual, emotional and social needs whilst respecting your care choices, dignity and autonomy.

When you are nearing the end of your life, one of the most empowering things you can do is make plans for your care. Advanced care planning allows you time to discuss your wishes and preferences in relation to your care with your loved ones.

A step away from the clinical hospital setting, we can continue to provide quality medical and nursing care, but in a private, homely and caring environment.

All end of life care will be provided by your personal care team, ensuring that your care is provided in a personal way, by people who know you, and understand the decisions and choices you have made in relation to your care.
Services

Our person centred care approach involves your Care Team members working with you, your family and representatives, and the wider community of healthcare professionals to ensure that you receive care that best suits your needs, whilst still maintaining your highest level of ability, autonomy and independence.

At The Croft Nursing Home, we adopt a person centred model of care which puts you, the resident, at the heart of everything we do.

GP Care

A full range of medical services are available through the visiting GP appointments and visits can be arranged through your Care Team. You may also retain the services of your own GP if such arrangements can be made prior to admission.

Physiotherapy

Physiotherapy is provided upon request or in the event that it is recommended by a professional healthcare provider. Appointments can be arranged through your Care Team.

Other services available include:

- Dentistry
- Occupational Therapy
- Chiropody
- Speech and Language Therapy
- Counselling
- Incontinence Nurse
- Podiatry
- Dietician
- Optician
- Tissue Viability Nurse
- Audiology
- Alternative and Complementary Therapies
- Palliative Community Care Team
- Psychiatry of Older Age

For more information about services, please check with a member of staff. We will happily provide you with any information you need – cost, availability, scheduling an appointment, etc.
Advocacy Services

At The Croft Nursing Home, we provide a dedicated Advocacy Services Manager to assist and facilitate residents in accessing advocacy services.

Advocacy empowers residents to speak out about the things which impact upon their lives and prevent them from realizing their full potential. By working under the direction, and with the consent of residents, the advocate can enable these barriers to be overcome. The advocacy service works through a number of mediums, including the Residents Committee, Relative’s Support group and visitation and companionship.

Residents Committee

The Croft Nursing Home has a vibrant and active Residents Committee. This representative group meets regularly and is facilitated by the Advocacy Services Manager for feedback, consultation and improvement on all matters shaping the activities of daily living within the home.

Issues raised by the resident are acknowledged, responded to and recorded, including the actions taken in response to issues raised.

All residents are welcome to join the committee.

Relative’s Information and Support Group

The Croft Nursing Home hosts regular Relative’s Information and Support Group meetings. The group works in partnership with the nursing home to maintain and improve the quality of life for the residents in the home.

The group meets on a quarterly basis at an agreed date and time, depending on the wishes of the members; and facilitates a close working partnership with residents, relatives, management and staff of the nursing home. We also aim to identify opportunities and encourage initiatives to enhance the environment of the home.

Meeting times and dates are posted online and displayed in the home.

Martin Bray
Advocacy Services Manager
Financing Your Healthcare

An important factor to consider when choosing residential care is how you will finance your healthcare. There are a number of options to choose from whether you wish to pay privately or require financial assistance.

Paying Privately

You are welcome to pay your fees privately if you do not require financial assistance. You may wish to fund your care through income, pension or sale of an asset. Paying your fees on a private basis will be agreed with you prior to your admission and the information will be included in your Contract Of Care. If you are paying your own residential care fees privately, or are paying for another person’s care, you may be entitled to claim tax allowances or rebate. We advise you to contact the Revenue Commissioners to check your entitlements by visiting www.revenue.ie.

If at any time whilst you are paying privately, you wish to apply for financial assistance then please discuss this with the Director of Nursing. All residents are welcome to apply to The Nursing Home Support Scheme, more commonly known as The Fair Deal Scheme.

The Fair Deal Scheme

The Fair Deal scheme (Nursing Home Support Scheme) is operated by the HSE and provides financial assistance towards the cost of long stay nursing home care. Under the scheme, people who need nursing home care have their income and assets assessed and then make a contribution towards the cost of their care based on this assessment. The HSE will pay the balance (if any) of the costs of care in designated public, and approved private, nursing homes covered under the scheme. The Croft, along with all Silver Stream Healthcare Group nursing homes, are currently included in the Fair Deal scheme.

As the budget for this scheme is fixed each year, there is sometimes a waiting list for financial support. The processing time for all Support Scheme applications can take up to eight weeks, so it is important that you apply as early as possible to ensure that you receive financial assistance prior to your admission.
Medical Insurance

Many health insurance providers offer a convalescence care option, or contribution towards short stay care, included in your health plan. To check your eligibility, you will need to contact your health insurance provider.

As Silver Stream Healthcare Group have no direct payment scheme with medical insurance companies, you will be required to pay your fees upon admission to residential care. The fees will include your accommodation and comprehensive nursing care. Following your stay, our home administrator will provide you with all the documentation necessary to complete your medical insurance claim.

Care Fees

All care fees are based on the care option and accommodation type you choose. Your schedule of fees and payment method will be discussed and agreed with your prior to your admission, including any additional or ancillary service fees.

Residents are encouraged to manage their own finances. If you are unable, the Director of Nursing will agree a nominated representative to manage your account prior to your admission.

At The Croft Nursing Home you will have access to health, social and personal care programmes, as well as a range of ancillary and specialist services.

All additional fees and service charges will be discussed and agreed with you in advance. Where fees are not covered by your entitlements, or included in your care fees, the fee will appear on your monthly invoice.

If you have any questions or require more information on financing your healthcare, please contact the Director of Nursing or visit our website at www.silverstream.ie.
**Additional Resources**

**HIQA**

The Health Information and Quality Authority (HIQA) is the governing authority for nursing homes in Ireland and is responsible for the registration and inspection of all Silver Stream Healthcare Group Homes.

All nursing homes must register with HIQA in order to operate and are regularly inspected to ensure that standards of care are maintained. Inspections may be announced or unannounced and may occur during the day, in the evening, at night or at weekends. A re-registration application must be submitted every three years at which time a comprehensive registration inspection is carried out. The registration and inspection process is independent and reports are published after each inspection.

Web: www.hiqa.ie

Tel: 021 240 9646

**The National Quality Standards**

The National Standards for Residential Care Settings for Older People in Ireland are the guidelines by which HIQA measure the standard of care in residential care settings. The standards incorporate eight themes:

- Person Centred Care and Support
- Effective Services
- Safe Services
- Health and Wellbeing
- Leadership, Governance and Management
- Use of Resources
- Responsive Workforce
- Use of Information

This document is available to download from www.hiqa.ie under Reports and Publications.
Nursing Homes Ireland

Nursing Homes Ireland is the single representative body for the private and voluntary nursing homes sector in Ireland. All Silver Stream homes are NHI members.

NHI supports members by providing support and advice surrounding care delivery and representing our interests, and those of our residents, at local and national level.

In the Irish healthcare sector NHI engages with state bodies, stakeholders, representative organisations for older people and residential care providers, and acts as a unified voice for nursing homes.

NHI also promote the sector through the annual events; the NHI Care Awards and NHI Nursing Homes week.

Web: www.nhi.ie

SAGE

Support and Advocacy Service for Older People

Web: www.sageadvocacy.ie

Tel: 01 5367330

Rapid Response Service: 365 days a year 8am-10pm 1850 71 94 00

Health Service Executive

For up to date and comprehensive information regarding the Fair Deal Scheme, please visit the HSE website. You need to be approved for Fair Deal before you can receive funding for a nursing home.

Web: www.hse.ie

Revenue Commissioners

If paying privately for residential care fees, you may be entitled to claim tax allowances or rebate.

Web: www.revenue.ie
Clontarf Private Nursing Home
Clontarf
Dublin 3
T: 01 833 5455
E: kbyrne@silverstream.ie

The Croft Nursing Home
Inchicore
Dublin 8
T: 01 454 2374
E: kbyrne@silverstream.ie

Dunlavin Nursing Home
Dunlavin
Co. Wicklow
T: 045 406628
E: kbyrne@silverstream.ie

Leeson Park Nursing Home
10 Leeson Park
Dublin 6
T: 01 497 6500
E: kbyrne@silverstream.ie

Nenagh Manor Nursing Home
Yewston
Nenagh
Co. Tipperary
T: 067 34654
E: kbyrne@silverstream.ie

St. Pappins Nursing Home
Ballymun Road
Dublin 9
T: 01 8423474
E: kbyrne@silverstream.ie

Ratoath Manor Nursing Home
Ratoath
Co. Meath
T: 01 825 6101
E: kbyrne@silverstream.ie

Every effort has been made to ensure that the information contained in this guide is accurate and accessible, in a format and language that meets your communication requirements. If you have any difficulty reading or understanding the information contained please contact us at www.silverstream.ie.