



St Joseph's House for Adult Deaf and Deafblind

Statement of Purpose

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St Joseph's House for Adult Deaf and Deafblind

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1.0 Introduction

St Joseph's House has designed an information booklet to provide the residents with the information to make an informed choice on their care and/or to assist residents and their families/representatives in making the right choice of service provider. We aim to ensure that time living or staying with us, whether in our Residential Service or Respite Service, is appropriate and comfortable and will meet all resident needs.

Currently we are an adult service provider for adults who are Deaf or Deafblind and we aim to meet the physical, social, emotional, psychological and spiritual needs of those people who choose to become a part of our service.

Vulnerable Deaf and Deafblind adults refer to:

- People whose primary/only means of communication is by:
 - Irish Sign Language (ISL)
 - Deafblind Manual
 - Other non-verbal means of communication
- Someone who is Deaf/Deafblind and also has complicating factors including another disability such as a learning or intellectual disability, or mild mental health issues (such as anxiety, depression, those with a history of controlled bipolar effective behaviour, and schizophrenia or other controlled conditions and those who are recovering from addiction).
- Someone who is Deaf or Deafblind with a long-term illness and is attending hospital regularly.
- Someone who is Deaf or Deafblind and has become isolated or has lost touch with other people as a result of the natural aging process. They may have become ill or depressed as a result.

St Joseph's House is a thriving residential community where Deaf and Deafblind Adults can rediscover their independence and embrace all the vibrant richness that life has to offer without loss of their individuality. In this respect, the social needs of the residents are maintained through contact with the wider Deaf community and with the local Hearing community.

St Joseph's House aims to ensure that the admission of a new person to any component of our service does not impinge on the care being provided to existing persons in our care. The care needs catered for include:

- Clinical Care of Residents.
- Support of those entering senescence.
- Early onset dementia.
- Social / psychological and communication support.
- Those with mobility issues
- Transitional support toward independent living.
- Respite service.

St Joseph's House is currently unable to facilitate prospective residents who:

- Exhibit aggressive behavioural and psychological symptoms of dementia.
- Are dependent (one to one) in the majority of areas of their activities of daily living.
- Have significant mental health issues (diagnosed and/or displaying).

At St Joseph's there are countless opportunities for companionship, self-expression, entertainment and both formal and informal communication as we are a signing environment using ISL (Irish Sign Language) and 'Old Sign' – a dialect commonly used by older Deaf and Deafblind adults in Ireland. This is a place, unique in Ireland, in which Deaf and Deafblind people can pursue their goals with pride and confidence.

We have been providing the highest standards of residential care for Deaf and Deafblind people for over 40 years.

This booklet has been designed in accordance with the requirements set out in the "National Quality Standards for Residential Service for Children and Adults with Disabilities" (2013), laid down by the Health Information and Quality Authority (HIQA) and Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013.

2.0 Background and History

St Joseph's House was established in 1965 by Sister Ursula who was a principle of St Mary's Girls School for the Deaf in Cabra. Sister Ursula identified the need for an alternative service for the vulnerable Deaf who were being sent into psychiatric hospitals or returning to isolation in the community with limited access to communication.

Sister Ursula and the Archbishop of Dublin agreed to open St Joseph's House in order to provide a place of safety where residents could express themselves through Irish Sign Language.

3.0 Mission Statement

"St Joseph's House for Adult Deaf and Deafblind endeavours to enable and empower all residents to live the life of their choice to their fullest potential, within the bounds of HIQA regulations and risk assessments, and to provide culturally sensitive long-term care to vulnerable Deaf and Deafblind adults."

4.0 Objectives or Outcomes of St Joseph's House

Here at St Joseph's House our objectives are to:

- Provide the highest quality of residential care to Deaf and Deafblind adults regardless of gender, disability race/ethnicity, religion, sexual orientation, or socio-economic status.
- Provide services to each resident that encourage growth and independence within the bounds of HIQA regulations and risk assessments.
- Develop innovative service models implemented by well-trained staff
- Create a community with opportunities for self-expression and self-development in a caring and supported environment.

5.0 St Joseph's House Surrounding Area

Nestled in a quiet, green corner on Brewery Road in Stillorgan, Co Dublin, St Joseph's features a stunning listed building; a warm and inviting redbrick structure that provides a homely welcome for residents and visitors alike.

Set on three and half acres of mature gardens, this is an ideal location for Deaf and Deafblind adults to explore their interests and develop long lasting friendships in a friendly, supportive, home-like environment that is both secure and aesthetically pleasing.

St Joseph's is only a short walk from Sandyford Luas station, facilitating quick and easy access to Dublin city centre.

Please see Appendix 2 for house layout and rooms by type. All residents have access to garden areas for recreation and leisure.

6.0 Description of Care Provided

At St Joseph's House we provide care and support to vulnerable Deaf and Deafblind adults. Vulnerable deaf is defined as one of the following:

- People whose primary/only means of communication is by:
 - Irish Sign Language (ISL)
 - Deafblind Manual
 - Other non-verbal means of communication
- Someone who is Deaf/Deafblind and also has complicating factors including another disability such as a learning or intellectual disability, or mild mental health issues (such as anxiety, depression, those with a history of controlled bipolar effective behaviour, and schizophrenia or other controlled conditions and those who are recovering from addiction).

- Someone who is Deaf or Deafblind with a long-term illness and is attending hospital regularly.
- Someone who is Deaf or Deafblind and has become isolated or has lost touch with other people as a result of the natural aging process. They may have become ill or depressed as a result.

As well as being defined as ‘vulnerable Deaf or Deafblind’ each potential resident of St Joseph’s House will be assessed to ensure that their arrival does not impinge on the care being provided to existing residents. In the event of a problem arising, a resident may be asked to leave and/or an alternative residential setting will be sought via the HSE or original referrer.

At St Joseph’s House care staff are on duty 24 hours a day, seven days a week and are all capable of communicating with residents through Irish Sign Language (ISL). Indeed, as this is the only residence of its kind in Ireland, it is our policy that all staff become proficient in ISL and achieve FETAC Level 3 in sign language as a contractual obligation.

St Joseph’s House can accommodate up to a maximum of 38 residents and offers care to Adults, both men and women, (mixed living units with separate bedroom accommodation) over the age of 25, who are Deaf and Deafblind and whose dependency level requires care ranging from minimal support to total support. Dependency Levels in St Joseph’s House are currently assessed as follows:

- Low dependency: Resident is independent in carrying out daily living activities.
- High dependency: Resident is able to carry out limited daily living activities and requires more support.
- Maximum dependency: Resident requires support in all daily living activities.

There are two General Practitioner clinics weekly with Monday – Friday support from the practice and 24 hour nursing cover. The services of DDOC are used for out of hours cover. An Occupational Therapist, Physiotherapist, Psychiatrist, Counsellor, Dietician, Speech and Language Therapist, Optician, Dentist and Chiropodist are all available for residents as well as ancillary services such as reflexology and massage therapy. Specific access requirements / scheduled visits are set out in Section 11 of this document.

Each resident will have an allocated care staff contact person (key worker), who works to develop a close personal relationship. All new residents will be allocated a key worker who acts as follows:

- Liaison, both within St Joseph’s and with relevant external agencies
- Assisting new residents to settle in
- Facilitating any specific social needs, interests or activities

All care and ancillary staff are also required to attend relevant specialist training given on site, which includes the following:

- Occupational first aid (Supervisor)
- Manual handling and People moving
- Training in the use of hoists
- Fire and safety training – fire drills (evacuation)
- Irish Sign Language
- Elder Abuse Training
- Creative Approach to Behaviour that Challenges

7.0 Services Provided

7.1 Residential Services

The objective of St Joseph's House is that residents have ample space to be comfortable and aims to have every resident feel that they are at home. To help achieve this, residents are encouraged to bring personal possessions into their rooms on admission to St Joseph's House. Residents shall not be moved from their room unless it has been requested or is absolutely necessary, for example, in order to facilitate the provision of improved care. In the event of a room move becoming necessary, residents and where appropriate, relatives or representatives will be consulted.

While communal areas allow interaction with other residents, each resident also has access to quiet space if they prefer. All areas in St Joseph's House shall be kept clean and hygienic at all times.

The layout of St Joseph's House and facilities are outlined in Appendix 2.

7.2 Respite Service

St Joseph's House provides respite care on a crisis or planned basis.

St Joseph's House can accommodate a maximum of 2 people at a time in our Respite service. The length of stay can vary from one night to a two week break, or longer depending on individual circumstances. Almost all respite admissions are pre-planned. We offer families and residents the choice of when they would like to avail of the service. We provide the respite service 365 days per year. Respite visits are also a good way for staff to assess whether a potential resident is a good 'personality fit' for the house, that is, that the arrival of a new resident will not impinge on the care being provided to existing residents.

7.3 Crisis or Emergency Admission

All admissions to St Joseph's House are, as far as possible, planned in advance: the nature of St Joseph's means that residents are generally either being accommodated for respite which is planned in advance, or are becoming residents of St Joseph's House.

Whilst it is the aim of St Joseph's House to avoid emergency admissions, in exceptional circumstances, where an emergency or crisis admission occurs, all relevant information will be provided to the resident within 24 hours of arriving at St Joseph's House. Assessment, including a full medication reconciliation shall be undertaken immediately to determine the resident's requirement for care. In this instance the following policy and procedure applies "Provision of Respite Services and Management of Emergencies Admissions Policy and Procedure". (Policy Reference Number: ES-004, Section 6.0)

8.0 Staffing compliment

St Joseph's House can accommodate up to 38 residents which includes 2 respite places. The key to the programme of supported independence is our trained and highly dedicated team of staff who continuously strive to raise standards of care. The table below gives a detailed breakdown of staff employed including the whole time equivalents.

Position	No. Employed	No. of Whole time equivalent
Management Team		
Chief Operations Officer	1	.15
Director of Services	1	1
Care Manager	1	1
Maintenance Project Manager	1	0.31
Provision of Care		
Deputy Manager/Projects	1	1
Nurse Manager	1	.92
Care Supervisors (day/night)	4	3.69
Acting Supervisor	1	.33

Nurse	8	6.5
Care Assistants (day/night)	23	13
Activities Coordinator/Care Assistant	1	0.67
Deafblind Support	3	1.45
Holistic Therapist	1	0.41
Support Services		
Maintenance Manager	1	1
Cleaning Manager	1	0.82
Transport Driver	1	0.49
Housekeeping	1	0.58
Chef	1	0.96
Kitchen Porters	2	1.52
Cleaners	4	2.48
TUS	3	1.50
Volunteer	0	0

For Organisational Chart, see Appendix 1.

9.0 Admission to St Joseph's House

St Joseph's House caters for Deaf and Deafblind adults who require care in a residential setting.

Admission is by a simple four-step process, however, where admission involves HSE funding, the process can stretch over a considerable period. In cases where a resident will be privately funded, the same admission procedures are followed.

1. Initial contact or referral

This is best commenced when the HSE Social Worker has identified that residential care is required. This process can also be initiated by a Deaf Hear Social Worker or one of the CIDP Chaplains. Referrals are sometimes made by other healthcare professionals or family members

2. Informal face-to-face meeting

After the initial contact or referral, an appointment will be made to meet with the potential resident, either at their own home or another convenient location, to set up an informal face-to-face meeting, the purpose of which, is to let the potential resident tell St Joseph's House more about themselves, their needs and expectations, and for St Joseph's House to tell the potential resident more about St Joseph's House and how we can best meet their personal requirements. An explanation of fees and additional current costs are also discussed with the potential resident at this stage. See Appendix 7 and the Resident's Guide for full details of these charges.

3. Assessment

Prospective residents are invited for a day visit to see the house and meet other residents and staff. After this visit they will be invited to stay over for a few days. During this period, assessments are undertaken to ensure that St Joseph's House is appropriate to meet the resident's needs. Assessments will also take into consideration whether this person is a good 'personality fit' for St Joseph's House to ensure that their arrival does not impinge on the care being provided to existing residents. At the same time an application for HSE funding is completed by the Social Worker or family member where appropriate.

4. Confirmation/funding

Completion of assessment and confirmation of HSE funding where appropriate, results in a place being offered.

All admissions to St Joseph's House as far as possible are planned. Pre-assessment will be completed to ensure that all necessary equipment, knowledge and competencies are available to meet the resident's needs, in accordance with ES-002 Admission Introduction Assessment and Care Initiation.

10.0 Personal Care Plan

A personal care plan is a document which provides details of the resident's past medical and social history. It is updated with current observations on how we can improve the resident's quality of life; this is reviewed with a staff member to include all changes or preferences. It is designed to maintain the resident's independence and personal dignity.

A personal care plan will be developed to meet each resident's physical, mental, spiritual and emotional needs. Each resident will be asked to assist and participate in the planning of their care needs.

Social Care Plans (My information Book) are reviewed annually, or more frequently as required by changing social care needs or as a result of re-assessment by a clinical/multi-disciplinary team and management.

A more frequent review of the Personal Social Care Plan may be prompted following any feedback or any changes in the Residents' personal needs. It is most important that each resident is satisfied with their personal care plan, thus staff will actively collaborate with the resident regarding assessments and the planning of care, relevant activities, preferences and desired objectives and plans to achieve desired outcomes.

Clinical Care Plans are reviewed at minimum each quarter, or more frequently as required by changing clinical care needs.

The personal care plan is signed by the resident and kept securely in St Joseph's House. Each resident will have the right to access their personal care plan at any time and St Joseph's House encourages resident's participation and feedback at all times.

11.0 Services and Activities

11.1 Medical Services

Meeting the personal, social, spiritual and psychological needs of residents is of pivotal importance to St Joseph's House. In order to enhance the care provided and enable us to fulfil our mission, the following services and activities may be availed of by St Joseph's House residents (not exhaustive). Following discussions at weekly Clinical Governance Meetings, the resident's needs are assessed and supported in applying for use of generic health services in the local community mainly through the HSE and primary care service provision. Follow up review of appointments and referrals takes place at subsequent Clinical Governance Meetings. Residents are supported in attending appointments by Care Staff.

Service/ Facility/ Activity	Frequency	Accessibility
Nurse on Duty	At all times	As required
General Practitioner service of choice. Specialist by referral.	As required	Appointment required. Medical card covers cost or payment as necessary.
Dental service of choice	As required or on a planned basis	Appointment required. Medical card may cover

		cost or payment as required.
Chiropody service of choice	As required or on a planned basis	Appointment required. Medical card may cover cost or payment as necessary
Optician service of choice	As required or on a planned basis	Appointment required. Medical card may cover cost or payment as necessary
Audiology service of choice or by referral	As required	Appointment required. Medical card may cover cost or payment as necessary
WiFi Internet Access	As required throughout the house.	Free with internal access key provided.
DOC ON CALL Services	As required	Emergency appointment. Medical card may cover cost or payment as necessary
Psychiatric services by referral	As required	Appointment required. Medical card may cover cost or payment as necessary
Counselling services by appointment or referral	As required	Referral required. Cost may /may not be covered.
Social Welfare Entitlements	As required	N/A
Medication Management Support/Prompt	As required	Cost as per government levy and over the counter charges.

General Practitioner

A visiting General Practitioner is available: a weekly clinic is held within St Joseph's House by a local GP, assisted by St Joseph's House Nursing Staff and with interpreting assistance from staff available if requested or required by the resident.

Residents are also supported if required in attending visits to the GP outside regular scheduled clinics.

Residents may also choose to use their own choice of GP and will be supported where possible in arranging and attending appointments.

Chiropodist

A visiting Chiropodist is available on an approximately six-weekly basis. Residents are supported in arranging and attending Chiropody appointments with a Chiropodist of their choice.

Dental Practitioners or Services

Residents are supported in arranging and attending appointments with Dental Practitioners or Services of their choice.

Chaplaincy and Spiritual Guidance

Mass is held in St Joseph's House on a weekly basis and on special occasions, family friends and members of the wider deaf and hearing community are also welcomed. Chaplaincy and Spiritual guidance or advice is available at all times through the CIDP Chaplaincy Service.

Hairdresser

A visiting Hairdresser is available to residents within St Joseph's House on a weekly basis (cost by private agreement).

11.2 Therapeutic Services

St Joseph's House acknowledges the importance and benefits gained from complementary and alternative therapies. St Joseph's House employs a Holistic Therapist and provides the following services to the residents free of charge:

Service/ Facility/ Activity	Frequency	Accessibility
Massage therapy	Twice Weekly	Unrestricted
Reflexology	Twice Weekly	Unrestricted

11.3 Access to Education, Training and Employment.

St Joseph's House has arrangements in place for residents who wish to attend Day Placement Facilities; these currently include Rehab Care, St John of Gods, Step Enterprises, and Deaf Village Ireland (DVI).

Where there is an interest in training and where communication support is required, efforts are made to facilitate education, training and employment.

Examples of programmes underway include:

- Braille
- Basic Computing Skills
- European Computer Driving License (ECDL)
- Life-skills
- Irish Sign Language (ISL)
- Sports

11.4 Spiritual Care

St Joseph's House will make every effort to accommodate and support each resident's spiritual needs, religious observations and requirements. St Joseph's House has a chapel on the premises which residents can access any time of the day. Weekly and special occasion services are provided by members of the Chaplaincy Team of CIDP, and are available to all residents by request. The Chaplaincy members are competent in the use of ISL and are familiar with Deaf Culture.

St Joseph's House will be happy to contact a representative from a particular religious denomination on behalf of residents, if they so wish.

11.5 Nutrition

Residents shall be facilitated to communicate their nutritional preferences to staff which shall be accommodated as much as possible by St Joseph's House kitchen staff, who will however, remain mindful of the requirements of providing a healthy, balanced and nutritious diet. Each resident will be provided with three meals a day, along with refreshments and snacks which will be available throughout the day and during the night as required with assistance from a member of staff.

11.6 Social Activities, Hobbies and Leisure Interests.

Social activities include:

- Weekly Over 55's Deaf Club
- Weekly visits to Inspire Fitness Club in Deaf Village Ireland
- In-house Daily Activation Programme
- Weekly Shopping Group
- Weekly News Group
- Trips to places of interest
- Contact through SKYPE
- Holidays, facilitated (but not paid for) by St. Joseph's House.
- Visits home by residents.

- Regular parties and celebrations for festivals, birthdays and other special occasions.

Individual Life Goals and Aspirations

- Supported by Keyworker

Additional activities are summarised below:

Art i.e. Painting, Drawing	Daily	Unrestricted
Beauty i.e. Hand/nail care and hand massage	Daily	Unrestricted
Bingo	Once a month	Unrestricted
Cooking i.e. buns, pastries, bread	Weekly	Unrestricted
Crafts i.e. candle decoration, card making, flower arranging	Daily	Unrestricted
Dublin Deaf Club	Tuesday	Unrestricted
Games i.e. jigsaw puzzles, card games, board games, snooker, darts and bowls in the garden	Daily	Unrestricted
Outings e.g. bowling, shopping, restaurants, parks, walks	Daily	Cost as per activity cost base
Seasonal Parties	On a planned basis	Unrestricted
Swimming	Wednesday	Unrestricted
Mass	Weekly	Unrestricted
Hairdresser	Weekly	Private Arrangement

11.7 Laundry

St Joseph's House's operates an in-house, staffed laundry, which provides all laundry services to residents at no additional cost. Residents have access to freshly laundered bed linen and appropriate clean clothing. All clothing is labelled discretely by staff to identify each resident's personal items.

Where preferred by the residents, family/representatives can take the laundry home. A member of staff will arrange to have it available for collection.

12.0 Visiting and Maintaining Contacts at St Joseph's House

All residents at St Joseph's House shall be facilitated to maintain contact with their family and/or representatives, friends, carers and the local community in accordance with their wishes. St Joseph's House promotes freedom of expression through a person-centred approach and supports residents as they choose to be supported. This support extends to involvement of residents with social contacts within and outside of St Joseph's House.

The resident's interaction with the local community shall be encouraged. This may involve attending sports events, shopping, events, etc. Links with, and involvement of local community groups in St Joseph's House are encouraged and maintained in accordance with resident's preferences.

St Joseph's House has, under normal circumstances, no restrictions on visitors to residents. Residents shall be encouraged to regard St Joseph's House as their home and thus visitors are welcome. In keeping with the promotion of resident's health and wellbeing, visitors shall be asked to be considerate of the routine of the house and to visit at appropriate times for the residents. Residents have the right to decline to see visitors if they so wish. If, in the opinion of a member of staff, a visitor could potentially pose a risk to a resident then, prior to allowing access, such concerns will be raised with the Care Manager who will decide on an appropriate course of action. In the absence of the Care Manager, the most senior person on duty will deputise.

Friends, family members, visitors and advocates have a responsibility to treat everybody in St Joseph's House with dignity and respect.

13.0 Confidence in Our Ability / Advocacy

St Joseph's House welcomes all comments, compliments, feedback and complaints from residents and their family/representatives. St Joseph's House strives to ensure an open culture for feedback, consultation and complaints (see Section 14.0 for details of how complaints are managed). We encourage family/representative participation in care provision and therefore welcome comments from anyone acting or advocating on behalf of the resident. It is essential that the resident has granted their permission to have their family/representative or advocate involved.

A Residents meeting is held on a monthly basis and is open to all residents. Participation in decision-making is encouraged regarding areas within St Joseph's House concerning:

- Social and Leisure activities.
- Advocacy and Empowerment
- Influencing Standards of care
- Feedback and Input

Our Residents meetings also play a vital role in new developments such as implementation of policy in areas including:

- Resident Fire Safety training
- Infection control procedures
- Complaint procedures
- Abuse awareness
- Environmental improvements
- Staff changes

Care staff and key workers advocate on behalf of residents. Where it becomes necessary, preferred or appropriate, advocacy services are provided by the Irish Deaf Society, social workers and Chaplaincy as well as family, friends and other representatives. The residents are encouraged to use these services if and when they are required.

14.0 Complaints

All complaints whether oral or written shall be taken seriously, handled appropriately and sensitively. Attempts shall be made to resolve the complaint immediately and locally where possible. Where complaints are resolved locally it will be referenced in the residents' personal care plan. A copy of the complaint, resolution and residents satisfaction will be kept on file. All unresolved complaints shall be dealt with by the Complaints Officer.

Where complaints are made but not written, they will be documented by the staff member receiving the complaint. At minimum, the name of the resident, the time, and a description of the complaint shall be recorded. The complaint shall be documented in a factual, subjective manner and shall be acknowledged within 5 days of the receipt of the complaint. Where an investigation is required, this shall be conducted by the Complaints Officer and shall be completed within 30 days. The Complaints Officer shall liaise with the complainant and inform them of same. All outcomes shall be communicated to the complainant along with details of the appeals process.

St Joseph's House will use its best endeavours to ensure that the residents, and their family/representatives, are satisfied with all outcomes. Assistance shall be made

available to staff members or residents who have been affected by an allegation to help them come to terms with what has happened and to restore a normal environment. (HSE, 2005).

Following a full investigation of a complaint, if the complainant remains unsatisfied with the outcome, then an appeal may be made to the Appeals Officer.

A comprehensive complaints policy PC-010 which includes the Appeals process is in place for all complaints.

15.0 Contract of Care

A contract of care is provided to all residents within one month of coming to stay at St Joseph's House. This is a legally binding assurance of high quality care standards and ensuring that we have resident acknowledgement of their commitment to our terms and conditions, including, for example, the resident's agreement to pay the required personal contribution.

15.1 Schedule of Charges:

Service	Charge
Respite Charge	€1,000 per week
Privately Funded	€915 per week. This includes the €115 weekly rent.
Rent (HSE Funded)	€115 per week.
Included in the fee are accommodation and meals, assessed social and clinical care supports, including GP service, laundry service, chaplaincy service, transport for group outings, participation in social events and outings. Additional items or services provided which are not included in the fees:	
Physiotherapy	€50 per session with the balance (€60-70) supplemented by the service
Occupational Therapy	Duration of consultation varies between €40 - €100
Dentist	Non-HSE Dental charges apply
Chiropodist (In-House)	The Chiropodist charges the residents with medical cards €10 and others €15
Hydrotherapy	€50 per session
VHI Swift clinic	€250 on consultation other costs vary
Interpreting	Minimum €150 - € 250 per hour pending Interpreter
Pharmacy	Dispensing charges apply for medications not covered by Medical Card. Medication not covered by Medical Card as advised by Pharmacy.
Incontinence Wear	If not covered by Medical Card as advised by Pharmacy.
Opticians	Non-HSE charges apply
Hairdresser	Haircut Male: €10 Female: €25 Blow-dry /Set: €15 Cut/Colour: €40
Gym Membership (Deaf Village Ireland)	€150 for year membership
Deaf Club	€3 every Tuesday / €10 (last Sunday of the month)
Taxis	Where a taxi or Privately Hired vehicle is required, residents are charged for the cost of same.

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Outings	Admissions depending event. Advised in advance on an individual basis.
Holidays	Depending on location / Hotel / Travel / Care required. Advised in advance on an individual basis.
Bingo	€2 per game
Toiletries	Personal preferences vary charges can apply to pharmacy bill if requested
Newspapers	Private ordering available individual cost of preferred newspaper applies
Private medical services	Private arrangement (with support as required)
Coffee Morning / Fundraiser	€2 to participate (Optional)

16.0 Policies That Inform Our Practice

As a provider of high quality residential care, we welcome the National Quality Standards for Residential Service for Children and Adults with Disabilities, 2013. 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 <http://www.hiqa.ie/standards/social/people-with-disabilities> or in writing to: Health Information and Quality Authority, Webworks Building, Eglinton Street, Cork.

Other policies areas that we adhere to include:

- Individualised Support and Care
- Effective Services
- Safe Services
- Health and Development
- Leadership, Governance and Management
- Use of Resources
- Responsive Workforce
- Use of Information

A full list of policies and procedures are available in Appendix 6

17.0 Staff and Management Principles

All staff at St Joseph's House

- Are committed to developing and improving the quality of life of residents
- Will ensure the privacy, and respect the dignity, of residents
- Will preserve the autonomy of residents, allowing free expression of opinion and freedom of choice
- Will maintain a safe physical and emotional environment
- Support and respect the rights of all persons employed at St Joseph's and provide continuing professional development

- Are committed to undergoing formal training to care staff to equip them with the skills and competencies to meet the needs of residents

Each resident in St Joseph's House has:

- The right to equality and non-discrimination
- The right to personal liberty
- Family rights
- The right to personal privacy
- The right to marital privacy
- The right to bodily integrity
- The right to respect for physical and moral integrity
- The right not to be ill treated
- The right to an effective remedy
- Social and economic rights including the right to health and social security services
- The right to participate in decision making
- The right to have a single room
- The right to be in a safe environment
- The right to feel confident
- The right to communicate freely and be heard

Each resident in St Joseph's House has the responsibility to:

- Respect the age, gender, sexual orientation, disability, family status, civil status, race, religious beliefs and ethnic and cultural background of other residents and staff.
- Respect the rights and needs of other people in the community and to respect the needs of the residential community as a whole
- Respect the rights of staff and the proprietor to work in an environment which is free from harassment
- Care for his or her own health and well-being in so far as he or she is capable
- Inform his or her General Practitioner, as far as he or she is able, about his or her medical history and his or her current state of health
- Be respectful and safe to themselves, staff, residents and others i.e. visitors

18.0 Respecting the Privacy and Dignity of Residents in the Residential Centre

St Joseph's House recognises and respects the rights of residents to privacy and dignity. St Joseph's House promotes this through their knowledge of the resident's preferences, respect for their independence, and the promotion of a culture of dignity and respect for the resident's visitors to St Joseph's House.

Examples of how staff maintains this are:

- When visually communicating with residents, in order to protect the resident's privacy, staff will be aware of who is present in the room and possibly observing the conversation, when outside, staff takes into account any persons who may be indoors and can see through the windows and understand the communication. Therefore staff will take the resident to a private place and then sign so that no one else can see.
- Before entering bedrooms, toilets and bathrooms, staff shall flick on and off the lights as a signal, to alert the residents of their presence. Where the resident has the ability to communicate, staff shall wait to enter until permission is given.
- Where the resident is Deafblind, staff will gently touch the resident to alert them of their presence.

19.0 Fire Precautions and Associated Emergency Procedures

The procedure to be followed in the event of a fire shall be displayed in a prominent place in St Joseph's House. By means of fire drill practices at suitable intervals, the staff and residents shall be aware of the fire prevention processes and take appropriate precautions in line with St Joseph's House Fire Management Plan.

St Joseph's House shall provide annual fire safety training for their staff, licensed independent practitioners, and volunteers. Fire drills and fire safety training are tailored to the fire-related issues specific to St Joseph's House.

The Fire Management Plan details the requirements for certification, testing and maintenance of emergency equipment (e.g. fire alarms, emergency lighting, fire/smoke doors with self-closing devices, and first aid extinguishers). The Fire Management Plan details the fire escapes available in St Joseph's House; these shall be audited daily by the Maintenance Team to ensure they are accessible and not blocked by equipment and other items. The Fire Management Plan forms part of the Emergency Response Plan as outlined in the policy and procedure "Management of Internal Emergencies" Policy Number: GMRF-006. All incidents of fire shall be recorded.

20.0 St Joseph's House Governance and Management

The management and governance of St Joseph's House is directed by a team of dedicated and committed members of staff who continually strive to raise standards of care. The structure of this governance management comprises weekly:

- Clinical Governance Team,
- Falls Prevention Team,

... and monthly:

- Care Team,

- Ancillary Staff
- Nursing Team
- Multi Disciplinary Team
- Senior Management Team.

21.0 Appreciation

We would like to thank residents for choosing St Joseph's House for Adult Deaf and Deafblind and we hope that we meet all the resident's needs, wants and requirements and that they will continually feel safe, and comfortable. We understand that the transition into residential care can be an overwhelming situation and therefore we wish to assist the residents in their transition. Our staff members are both friendly and approachable and are always available to discuss any concern or apprehensions residents may have. For further information on this booklet or indeed on any aspect of care, please contact the Director of Care:

Geraldine Gallagher

Tel: 01 289 3160

Fax: 2899463

Email: geraldinegallagher@cidp.ie

Management Team

The Registered Provider is The Catholic Institute for Deaf People (CIDP)
Deaf Village Ireland,
Ratoath Road,
Cabra,
Dublin 7.

Chief Operations Officer (Registered Provider's Nominee)

Name:	Bernard McGlade,
Address:	St Joseph's House for Adult Deaf and Deafblind, Brewery Road, Stillorgan, Co. Dublin.
Telephone Number:	01 289 3160
Email:	Bernard@cidp.ie
Qualifications;	B.Comm, FCA, FETAC Level3 in Irish Sign Language (ISL)

Director of Care (Person in Charge)

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Name: Geraldine Gallagher,
Address: St Joseph's House for Adult Deaf and Deafblind,
Brewery Road,
Stillorgan,
Co. Dublin.
Telephone Number: 01 289 3160
Email: Geraldinegallagher@cidp.ie
Qualifications BA in Social Care
Foundation Certificate in Front Line Management
FETAC Level 4 in Irish Sign Language (ISL)
Experience: 6 years working with vulnerable Deaf and Deafblind Adults
Previously working in the childcare Sector

Care Manager

Name: Linda Tierney,
Address: St Joseph's House for Adult Deaf and Deafblind,
Brewery Road,
Stillorgan,
Co. Dublin.
Telephone Number: 01 289 3160
Email: lindatierney@cidp.ie
Qualifications Diploma in Social Care
FETAC Level 4 in Irish Sign Language (ISL)
Experience: 11 years' experience working with Deaf and Deafblind in both Adult and
Child Residential Services

Clinical Nurse Manager

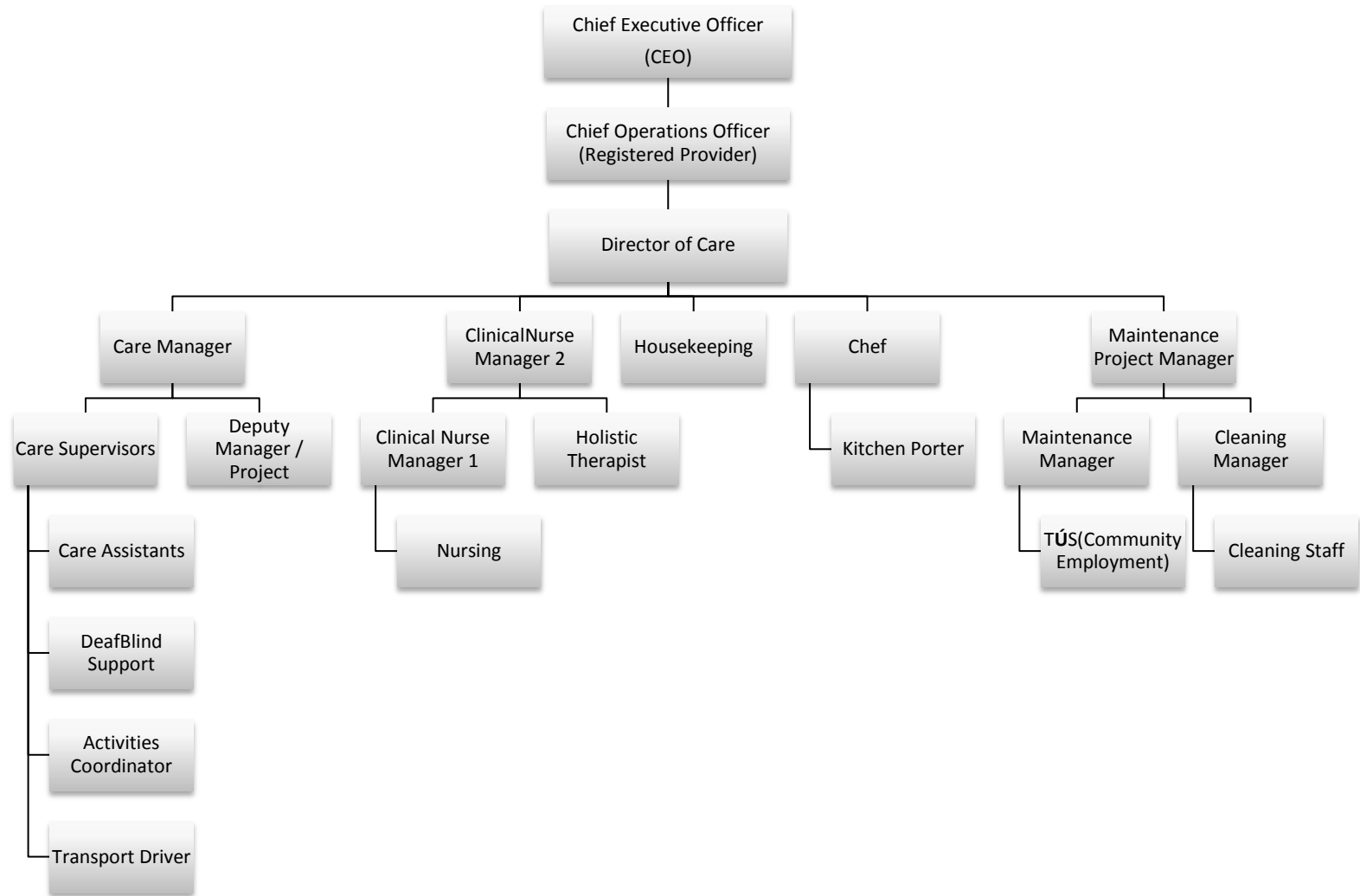
St Joseph's House for Adult Deaf and Deafblind,
Brewery Road,
Stillorgan,
Co. Dublin.
Telephone Number: 01 289 3160
Email: lauramcgee@cidp.ie
Qualifications: B.Sc. Nursing
Professional Certificate of Care of the Elderly
FETAC Level 6 – People Moving and Handling / Instructor Training
Currently undertaking M.Sc. Nursing Leadership.

22.0 Appendices

- 22.1 Appendix 1: Organisational Chart
- 22.2 Appendix 2: St Joseph's House Floor Plan
- 22.3 Appendix 3: St Joseph's House Room Sizes
- 22.4 Appendix 4: St Joseph's House Fire Alarm - Floor Plan
- 22.5 Appendix 5: St Joseph's House Map of the Grounds
- 22.6 Appendix 6: St Joseph's House for Adult Deaf and Deafblind
List of Policies and Procedures
- 22.7 Appendix 7: Contract of Care

22.1

Appendix 1: St Joseph's House Organisational Chart



22.2 Appendix 2: St Joseph's House Floor Plan

	St Joseph's House Ground Floor	St Joseph's House First Floor	Riverside (Men's)	Woodlands (Deafblind)	Kinsella	Total
Bedrooms	7	14 (2 for staff sleepover)	11	8	0	40
Bathrooms	0	0	0	0	0	0
Shower rooms	1	2	2	2	0	7
Sluice room	1	0	0	0	0	1
Toilets	5	3	2	2	1	13
Kitchens	1	1	1	1	0	4
Dining room	1	0	0	0	0	1
House Kitchen	1	0	0	0	0	1
Family room/Reading/Quite room	1	0	0	0	0	1
Massage/Therapy room	0	0	0	1	0	1
T.V. Rooms	1	0	1	1	0	3
Activities Centre	0	0	0	0	2	2
Hairdressers room	0	0	0	0	1	1
Activities Stores	0	0	0	0	1	1
Medical room	1	0	0	0	0	1
Nurses Station	1	0	0	0	0	1
Computer Station	0	1	0	0	0	1
Library/Computer Room	0	0	0	0	1	1
Administration Offices	3	2	0	0	0	5
Meeting room	0	1	0	0	0	1
Personal Hygiene Stores (locked)	0	1	0	0	0	1
Towel Stores	1	0	0	0	0	1
Towel Hot press	0	0	1	1	0	2
Household Stores	0	2	0	1	0	3
Chemical Stores (locked)	0	0	0	1	0	1
Kitchen Stores	1	0	0	0	0	1
Cold room	1	0	0	0	0	1
Drying room	0	1	0	0	0	1
Laundry	1	0	0	0	0	1
Linen room	0	0	0	1	0	1
Conservatory	1	0	0	0	0	1
Lift	1	0	0	0	0	1
Boiler room	1	0	0	1	0	2

Chapel	1	0	0	0	0	1
Sacristy	1	0	0	0	0	1
Foyer	1	0	0	0	0	1
Atrium	1	0	0	0	0	1

22.3 Appendix 3 – Size of rooms in St Joseph’s House for Adult Deaf and Deafblind

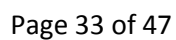
ROOM NAME	NUMBER	LOCATION	Area - Feet	SIZE - Sq Feet	SIZE - Sq Meter s
Bedroom	1	St Joseph's House Ground Floor	14 x 11.5	161	14.96
Bedroom	2	St Joseph's House Ground Floor	8 x 17.5	140	13.01
Bedroom	17	St Joseph's House Ground Floor	13 x 13	169	15.70
Bedroom	18	St Joseph's House Ground Floor	10 x 13	130	12.08
Bedroom	19	St Joseph's House Ground Floor	11.5 x 13	149.5	13.89
Bedroom	20	St Joseph's House Ground Floor	10 x 18	180	16.72
Bedroom	21	St Joseph's House Ground Floor	10 x 18	180	16.72
Bedroom	3	St Joseph's House First Floor	13.5 x 16	216	20.07
Bedroom	4	St Joseph's House First Floor	13 x 21	273	25.36
Bedroom	5	St Joseph's House First Floor	7.6 x 14	106.4	9.88
Bedroom	6	St Joseph's House First Floor	14 x 15	210	19.51
Bedroom	7	St Joseph's House First Floor	13 x 14	182	16.91
Bedroom	8	St Joseph's House First Floor	13 x 13	169	15.70
Bedroom	9	St Joseph's House First Floor	7 x 7 + 8 x 7	105	9.75
Bedroom	10	St Joseph's House First Floor	10 x 15	150	13.94
Bedroom	11	St Joseph's House First Floor	11 x 20	220	20.44
Bedroom	12	St Joseph's House First Floor	13 x 13	169	15.70
Bedroom	13	St Joseph's House First Floor	10 x 13	130	12.08
Bedroom	14	St Joseph's House First Floor	11.5 x 13	149.5	13.89
Bedroom	15	St Joseph's House First Floor	10 x 18	180	16.72
Bedroom	16	St Joseph's House First Floor	10 x 18	180	16.72
Bedroom	1	Riverside (Men's)	9 x 11.5	103.5	9.62
Bedroom	2	Riverside (Men's)	9 x 11.5	103.5	9.62
Bedroom	3	Riverside (Men's)	9 x 11.5	103.5	9.62
Bedroom	4	Riverside (Men's)	9 x 11.5	103.5	9.62
Bedroom	5	Riverside (Men's)	9 x 11.5	103.5	9.62
Bedroom	6	Riverside (Men's)	9 x 11.5	103.5	9.62
Bedroom	7	Riverside (Men's)	9 x 11.5	103.5	9.62
Bedroom	8	Riverside (Men's)	9.3 x 11	102.3	9.50
Bedroom	9	Riverside (Men's)	9.3 x 11	102.3	9.50

Bedroom	10	Riverside (Men's)	9.3 x 11	102.3	9.50
Bedroom	11	Riverside (Men's) (Respite room)	8.5 x 11	93.5	8.69
Bedroom	1	Woodlands (Deafblind)	8 x 13	104	9.66
Bedroom	2	Woodlands (Deafblind)	8 x 13	104	9.66
Bedroom	3	Woodlands (Deafblind)	8 x 13	104	9.66
Bedroom	4	Woodlands (Deafblind)	8 x 13	104	9.66
Bedroom	5	Woodlands (Deafblind)	8 x 13	104	9.66
Bedroom	6	Woodlands (Deafblind)	8 x 13	104	9.66
Bedroom	7	Woodlands (Deafblind)	8 x 13	104	9.66
Bedroom	9	Woodlands (Deafblind)	11 x 13	143	13.29
Shower rooms with WC & WHB		St Joseph's House Ground Floor	8.5 x 16	136	12.63
Shower rooms with WC & WHB	Main Stairs	St Joseph's House First Floor	6.5 x 9	58.5	5.43
Shower rooms with WC & WHB	Office area	St Joseph's House First Floor	6 x 16.5	99	9.20
Shower rooms with WC & WHB	Room 1	Riverside (Men's)	3.5x11+8.5x5.5	85	7.90
Shower rooms with WC & WHB	Room 2	Riverside (Men's)	3.5x11+8.5x5.5	85	7.90
Shower rooms with WC & WHB	Room 1	Woodlands (Deafblind)	7 x 7	49	4.55
Shower rooms with WC & WHB	Room 2	Woodlands (Deafblind)	7 x 7	49	4.55
Sluice room		St Joseph's House Ground Floor	8x5+3.5x12+4x6	106	9.85
WC & WHB	Carers Office	St Joseph's House Ground Floor	4.5 x 13	58.5	5.43
WC & WHB	Nurses Station	St Joseph's House Ground Floor	4.5 x 7	31.5	2.93
WC & WHB	Main Stairs	St Joseph's House First Floor	4 x 6	24	2.23
Toilet for Kitchen staff	Nurses Station	St Joseph's House Ground Floor	3 x 4	12	1.11
WC & WHB		Kinsella and Library	5 x 6	30	2.79
Kitchen	Church	St Joseph's House Ground Floor	6.5 x 14	91	8.45
Kitchen	Room 6 - 7	St Joseph's House First Floor	6 x 11	66	6.13
Kitchen	Room 8	St Joseph's House First Floor	4.5 x 8.5	38.25	3.55
Kitchen	Room 10	St Joseph's House First Floor	13 x 13	169	15.70
Kitchen		Riverside (Men's)	9.5 x 11	104.5	9.71
Kitchen		Woodlands (Deafblind)	12.5 x 11	137.5	12.77
Dining room		St Joseph's House Ground Floor	23 x 38	874	81.20
Dining room		Woodlands (Deafblind)	12.5 x 10	125	11.61
House Kitchen		St Joseph's House Ground Floor	18 x 20.5	369	34.28

Family room/Reading/Quite room		St Joseph's House Ground Floor	21 x 21	441	40.97
Massage/Therapy room		Woodlands (Deafblind)	10 x 17.5	175	16.26
T.V. Rooms		St Joseph's House Ground Floor	17.5 x 19	332.5	30.89
T.V. Rooms		Riverside (Men's)	13 x 28	364	33.82
Lounge Room		Woodlands (Deafblind)	15 x 17.5	262.5	24.39
Activities Centre		Kinsella and Library	18 x 41	738	68.56
Hairdressers room		Kinsella and Library	6 x 10.5	63	5.85
Activities Stores		Kinsella and Library	6x9+3x6	72	6.69
Medical room		St Joseph's House Ground Floor	6 x 10	60	5.57
Nurses Station		St Joseph's House Ground Floor	8 x 17	136	12.63
Computer Station		St Joseph's House First Floor	4x5+5x5	45	4.18
Library/Computer Room		Kinsella and Library	18 x 25	450	41.81
Nurse Managers Office		St Joseph's House Ground Floor	6 x 15	90	8.36
Carers Office		St Joseph's House Ground Floor	5 x 14	70	6.50
Accounts Office		St Joseph's House Ground Floor	9 x 11	99	9.20
Directors Office		St Joseph's House First Floor	13 x 16.5	214.5	19.93
Care Managers Offices		St Joseph's House First Floor	10 x 16	160	14.86
Meeting room		Kinsella and Library	9 x 17	153	14.21
Boardroom		St Joseph's House First Floor	10 x 17	170	15.79
Janitorial Stores		St Joseph's House Ground Floor	4 x 5.5	22	2.04
Janitorial Stores		St Joseph's House First Floor	6 x 5	30	2.79
Janitorial Stores		Woodlands (Deafblind)	7 x 7	49	4.55
Personal Hygiene Stores (locked)		St Joseph's House First Floor	6 x 9.6	57.6	5.42
Towel Stores		St Joseph's House Ground Floor	4.5 x 7.5	33.75	3.14
Towel Stores		Riverside (Men's)	5 x 5	25	2.32
Towel Stores		Woodlands (Deafblind)	5 x 5	25	2.32
Household Stores		St Joseph's House First Floor	7 x 8	56	5.20
Household Stores		Woodlands (Deafblind)	8 x 8	64	5.95
Chemical Stores (locked)		Woodlands (Deafblind)	3 x 3	9	0.84
Toilet Stores		St Joseph's House First Floor	5 x 6	30	2.79
Kitchen Stores		St Joseph's House Ground Floor	5.5 x 19	104.5	9.71

Cold room		St Joseph's House Ground Floor	8 x 14	112	10.41
Drying room		St Joseph's House First Floor	6 x 16.5	99	9.20
Laundry		St Joseph's House Ground Floor	11 x 12	132	12.26
Linen room		Woodlands (Deafblind)	8 x 11	88	8.18
Conservatory		St Joseph's House Ground Floor	11 x 15	165	15.33
Church		St Joseph's House Ground Floor	19 x 35	665	61.78
Sacristy		St Joseph's House Ground Floor	5 x 8	40	3.72
Foyer		St Joseph's House Ground Floor	8 x 16	128	11.89
Atrium		St Joseph's House Ground Floor	16.5 x 18	297	27.59

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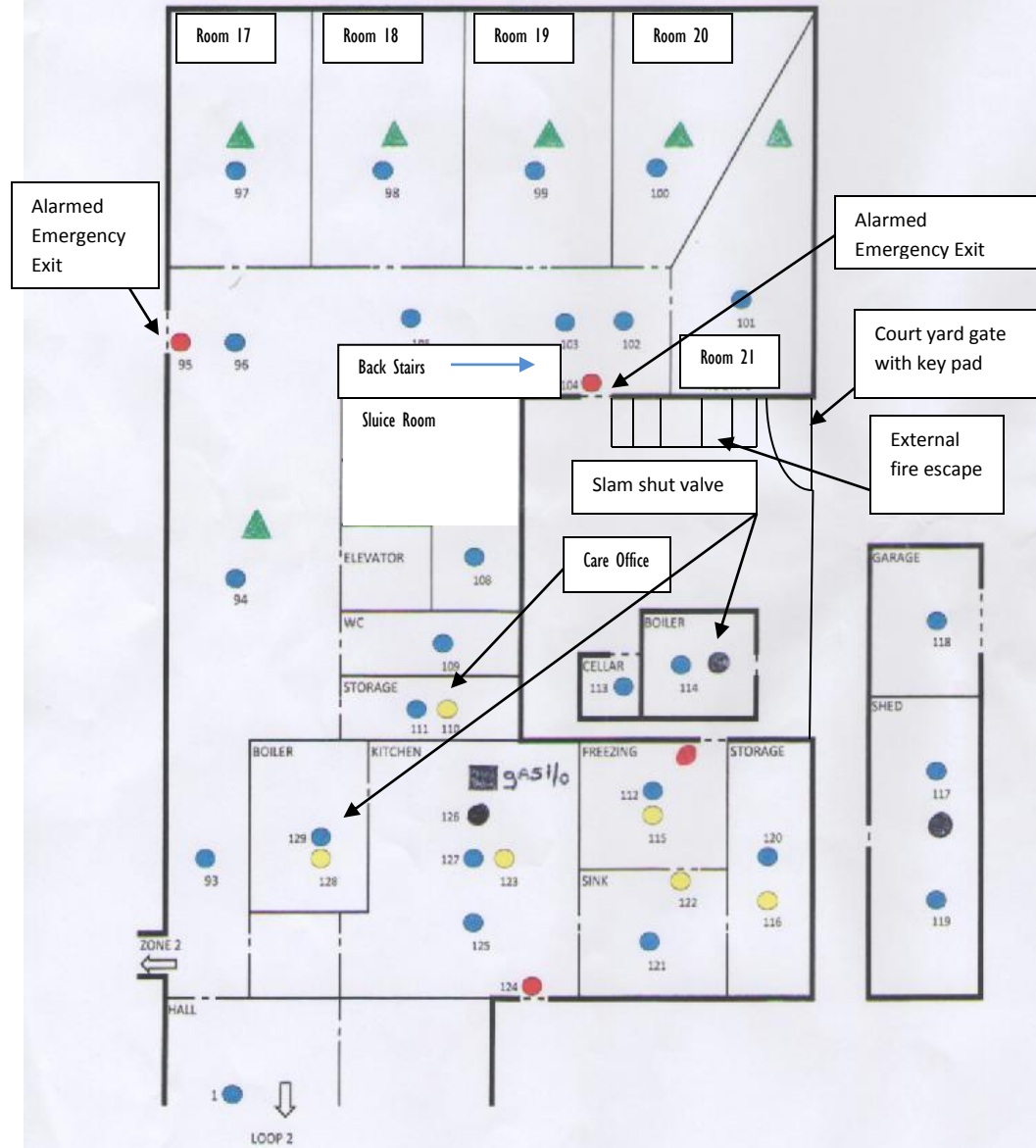
St Joseph's House - Ground Floor - Back of House

Zone 1

St Joseph's House

Ground Floor Back of House

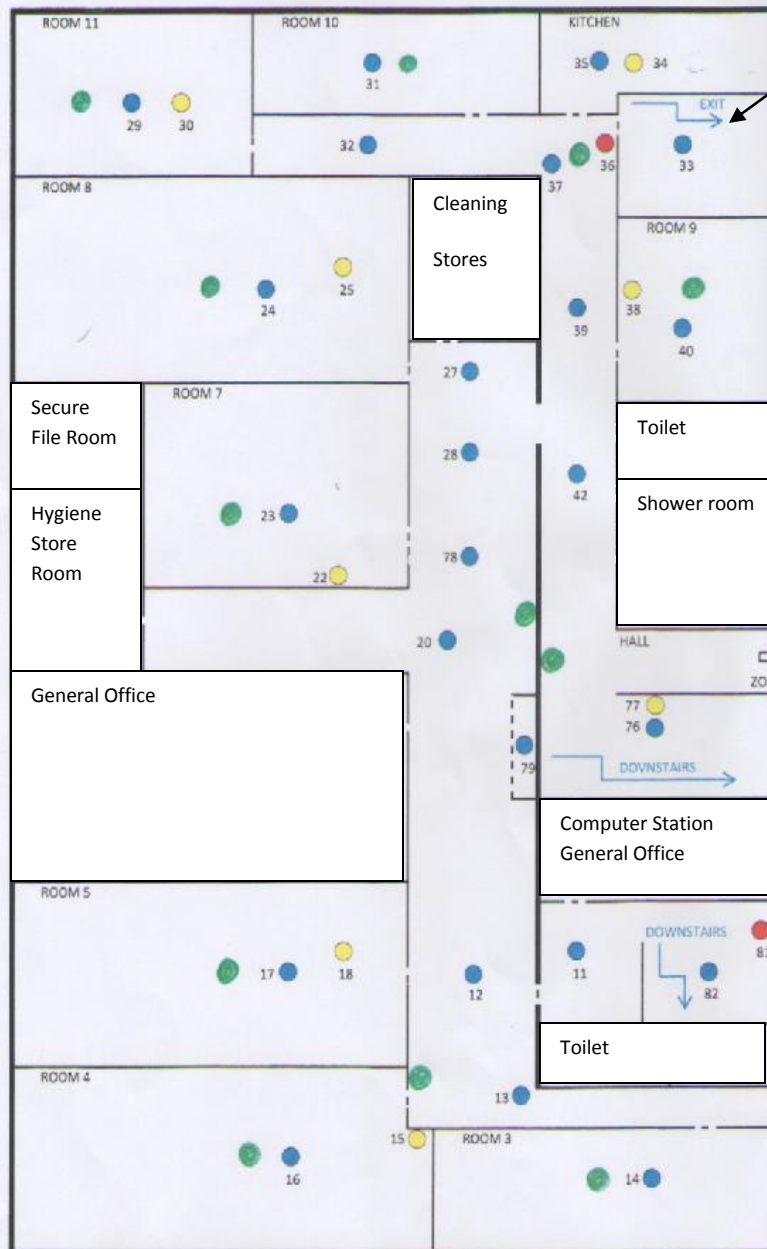
- ▲ Sounder / Strobe (Loop)
- Standard Sounder
- Smoke 28
- Smoke unit for attic 6
- Breaking glass unit 3
- Gas unit 1



St Joseph's House - First Floor - Front of House

- Swarder / Strobe (hardwired)
- Smoke 33
- Smoke unit for attic 8
- Breaking glass unit 2

Zone 1 St Joseph's House First Floor



Internal
Emergency
Exit Stairs
Going to
Alarmed
Emergency
Exit

Alarmed
Emergency Exit

External
Emergency
Exit Stairs

St Joseph's House - First Floor – Management Offices - Back of House



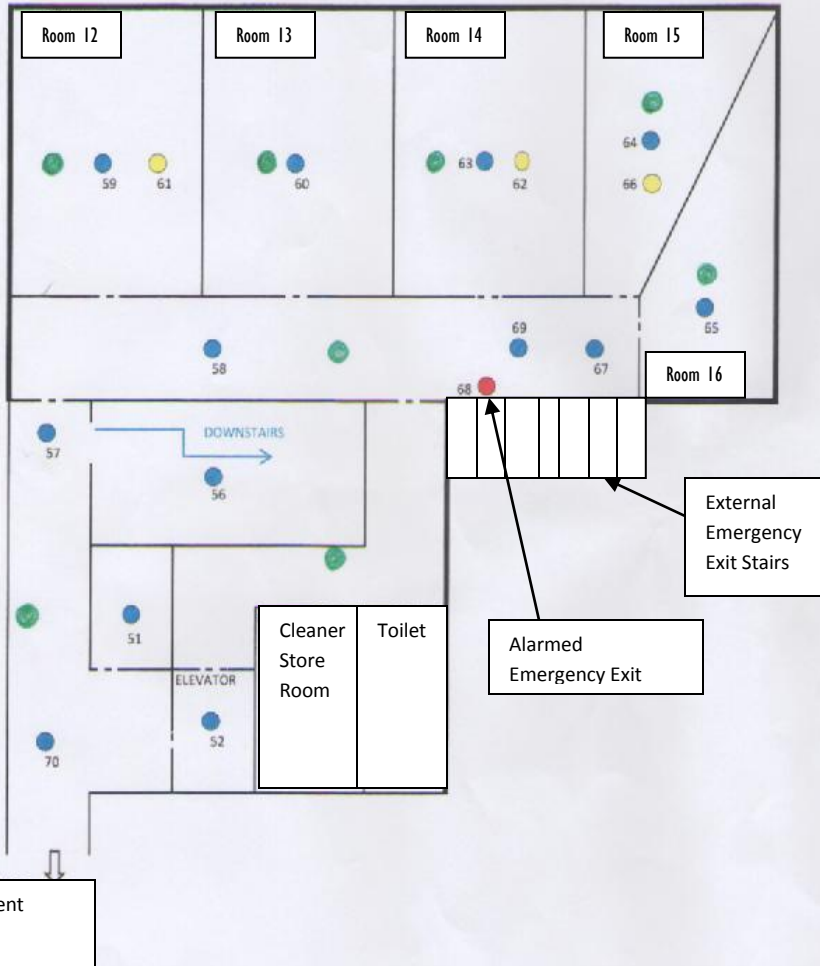
St Joseph's House - First Floor - Back of House

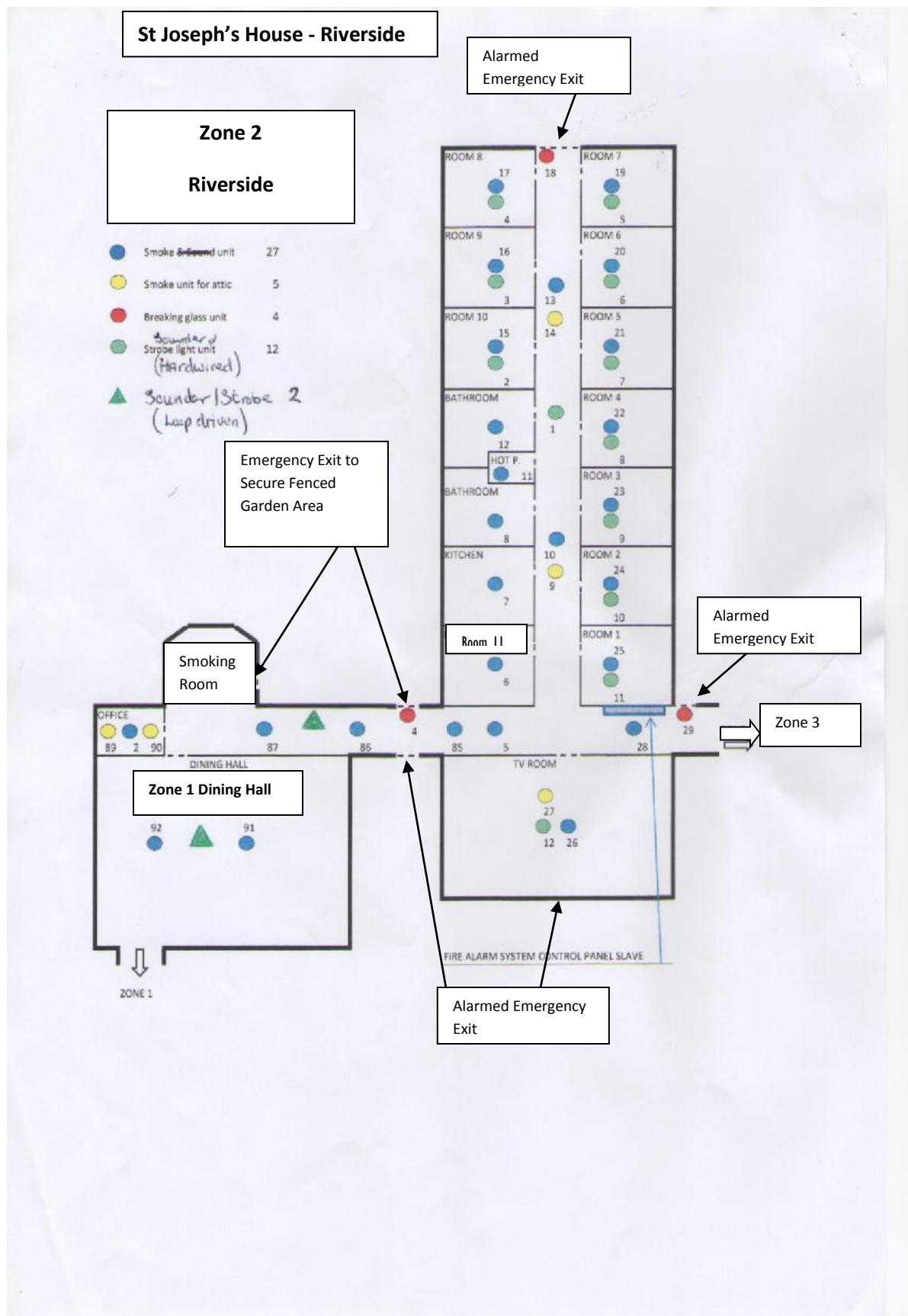
Zone 1

St Joseph's House

First Floor

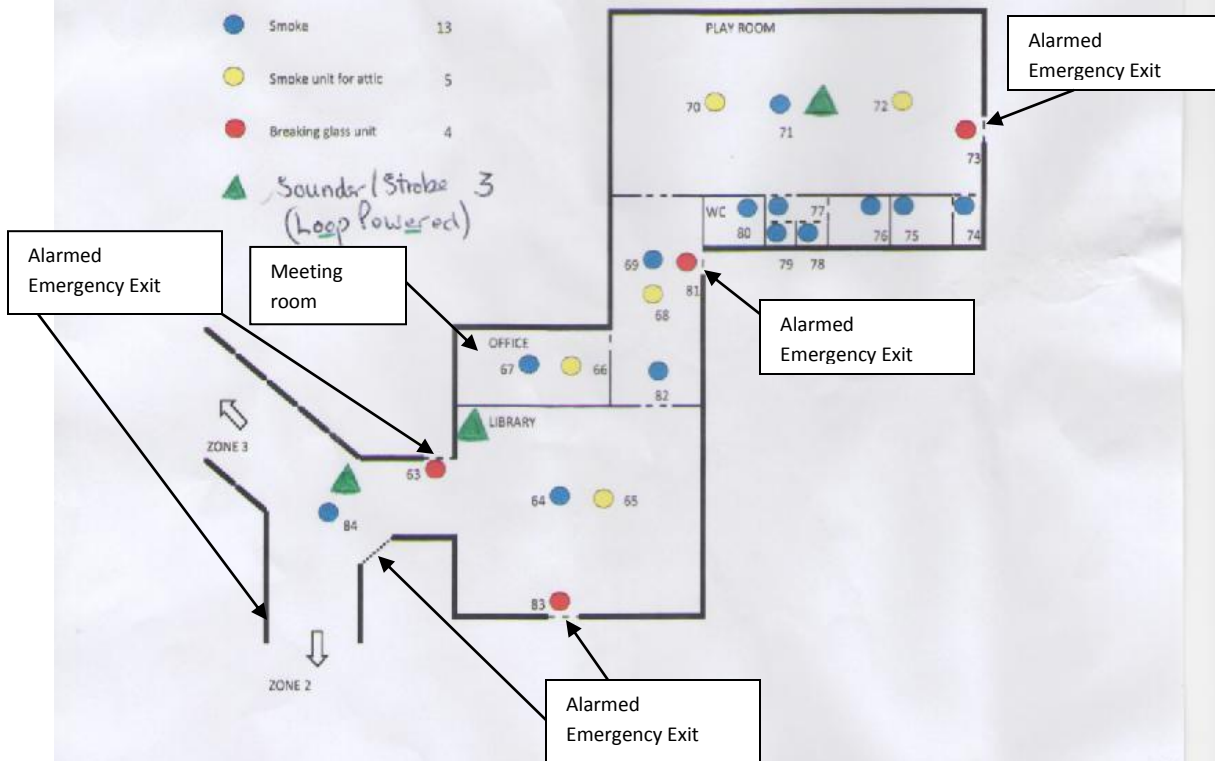
- Smoke 15
- Smoke unit for attic 4
- Breaking glass unit 1
- Sounder/Stroke (Hardwired) 8



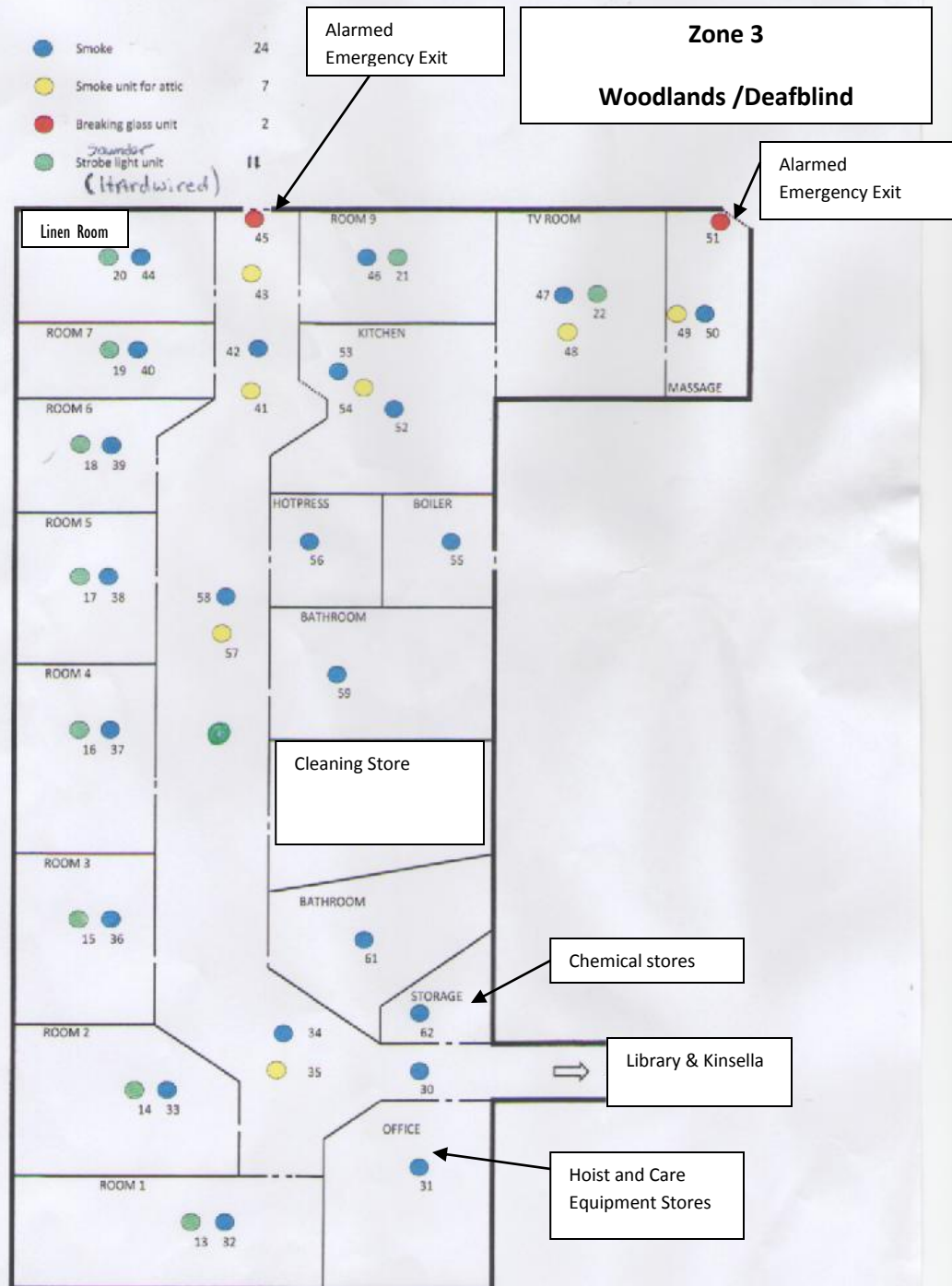


St Joseph's House – Kinsella & Library

Zone 3 Library & Kinsella



St Joseph's House - Woodlands



22.5 Appendix 5: Ground of St Joseph's House for Adult Deaf and Deafblind

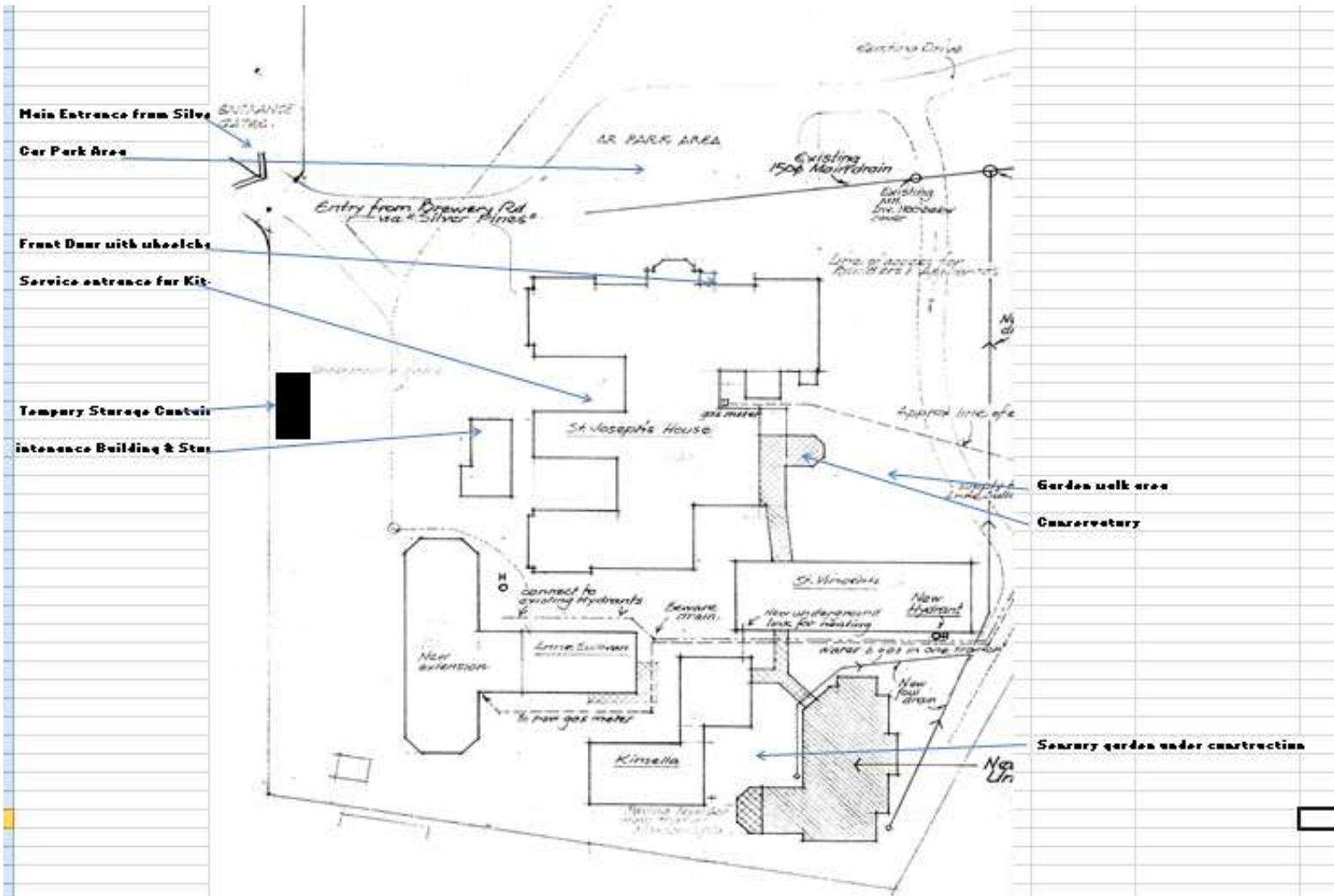


Photo of St Joseph's House and grounds



22.6 Appendix 6: St Joseph's House for Adult Deaf and Deafblind List of Policies and Procedures

Theme 1: Governance and Leadership

GM-001 Development and Communication of Residential Centres' Statement of Purpose

GM-003 Internal and External Communication Processes Policy and Procedure

GM-007 Risk Management Policy and Procedure

GM-RF-006 Emergency Response Plan SJH – 29072014

Theme 2: Responsive Workforce

HR-003 Staff Recruitment Selection and Appointment Policy and Procedure

HR-005 Staff Education, Training and Supervision Policy and Procedure

Theme 3: Use of Information

IM-003 Retention and Destruction of Records

Theme 4: Individualised Support Care

PC-001 Individual Rights, Development, Review, Approval and Communication

PC-004 Meals and Mealtimes - Planning and Facilitating Choice

PC-006 Information and Education Material

PC-007 Availability and Communication of Information Policy and Procedure

PC-008 Provision of Information to Family/Representatives Policy and Procedure

PC-010 Responding to Complaints Policy and Procedure

PC-014 Visiting at St Joseph's House Policy and Procedure

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PC-016 Family Support & Relationship Development Policy and Procedure

PC-017 Maximising Individual's Autonomy and Independence (incorporating Education, Training and Employment)

PC-019 CCTV Code of Practice

Theme 5: Safe Services

SS-001 Safeguarding and Protection from Abuse Policy and Procedure

SS-002 Responding to Allegations of Abuse Policy and Procedure

SS-004 Behaviour Management and Emotional Wellbeing Policy and Procedure

SS-005 Use of Restrictive Procedures

SS-006 Absconsion Policy and Procedure

SS-007 Incident Reporting - Identification, Documentation, Rectification, Review and Communication Policy and Procedure

SS-008 Personal Hygiene and Intimate Care Policy and Procedure

SS-009 Security of Individual Accounts and Personal Property Policy and Procedure

SS-011 Food Safety Policy and Procedure

22.7 Appendix 7: Contract of Care including Additional Charges.

St Joseph's House for Adult Deaf and Deafblind

Contract of Care

I/We wish to avail of the Respite/Residential placement being provided by St Joseph's House for Adult Deaf and Deafblind for;

Name: _____ Date of Birth: _____

Address: _____

RESPITE SERVICES:

I agree to abide by in full by all arrangements & requirements, in relation to arrival and departure from service, which are the residents and family's responsibility, medication requirements, personal expenditure and on-going financial contributions. Respite weekly fee of €1,000 applies.

I understand an invoice will be sent to me and/or my family/representative before availing of the respite services for any additional activities, which may be of extra cost to the fees already incurred.

RESIDENTIAL SERVICES:

I will, with the support of staff if required, contact the Department of Social Protection and transfer my Disability Allowance with immediate effect to my new address and my own financial accounts.

Each person should have access to their own income to include salary, pay, their free travel pass and other entitlements. The address at which the person will now live will be used in all correspondence. Where a resident needs support with 'money' management, as with all aspects of daily living, that will be provided.

I understand and agree to avail of the residential services at St Joseph's House, I am required to pay a weekly fee of €115 for HSE Funded / €915 Privately Funded (this includes rent of €115 per week), as agreed on application. This Agreement may be reviewed and revised by St Joseph's House on an annual basis or where there is a change in the dependency needs or requirements of the resident. Where a change is required, written notice must be provided by one Party to the other 10 days prior to the change and, upon agreement, the contract must be re-signed.

Included in the fee are accommodation and meals, assessed social and clinical care supports, including GP service, laundry service, chaplaincy service, transport for group outings, participation in social events and outings.

RESPIRE AND RESIDENTIAL SERVICES:

St Joseph's House shall, for the duration of this Agreement, provide to the resident the services and undertakes to provide the resident suitable and sufficient care to maintain the resident's welfare and wellbeing having regard to the nature and extent of the resident's dependency and needs, which services may, as appropriate, be provided by St Joseph's House to the resident under the direction of a General Medical Practitioner from time to time.

In the provision of services to the Resident, St Joseph's House shall use its best endeavours to comply with the Regulations and all applicable legislative provisions governing the provision of services to residents of Irish residential centers for persons with disabilities.

St Joseph's House shall ensure that the resident's needs are at all times set out in a personal care plan which shall be developed and agreed between the resident and St Joseph's House, its servants or agents.

Residents will take part in travel, recreation, community and domestic activities. Where possible and appropriate, this will be communicated in advance.

While residing at St Joseph's House for Adult Deaf and Deafblind, all residents' personal effects are deemed to be covered by St Joseph's House personal insurance up to €1,000. You should make arrangements for same, as personal effects and or money, which are valued over the specified amount, which are not covered by St. Joseph's House insurance.

In the event of an accident or emergency involving _____ while in the service of St Joseph's House any necessary medical intervention or procedure – to include dental treatment, admission to hospital, anaesthetic or operation, as are considered or desirable by medical judgement, will be availed of. Your consent or your next of kin's consent may be required if the Medical professionals advice requires that.

We acknowledge and accept that in no circumstance can a member of staff at St Joseph's House provide consent on my behalf.

Residents shall not use or be in the possession of illegal substances or activities and if it is found that a resident is, St Joseph's House will not support or tolerate it, and will break the terms of the conditions: You may be required to attend A&E and you may be asked to vacate your placement.

I will take responsibility for ensuring I am within an acceptable level and take safe consumption of alcohol and/or cigarettes, and will not affect other residents or staff by use of same.

I acknowledge that St Joseph's House will uphold their responsibility to maintain confidentiality however there are exceptional circumstances such as life and death situations or vulnerability issues, where this may not always be possible.

I will treat all residents residing in St Joseph's House, staff and other relevant people with respect and dignity at all times. I will also communicate with staff and other residents in a respectful manner according to ability.

Additional items or services provided which are not included in the fees stated in the Contract of Care are noted below.

Services at Additional Cost:

Physiotherapy	€50 per session with the balance (€60-70) supplemented by the service
Occupational Therapy	Duration of consultation varies between €40 - €100
Dentist	Non-HSE Dental charges apply
Chiropodist (In-House)	The Chiropodist charges the residents with medical cards €10 and others €15
Hydrotherapy	€50 per session
VHI Swift clinic	€250 on consultation other costs vary
Interpreting	Minimum €150 - € 250 per hour pending Interpreter
Pharmacy	Dispensing charges apply for medications not covered by Medical Card. Medication not covered by Medical Card as advised by Pharmacy.
Incontinence Wear	If not covered by Medical Card as advised by Pharmacy.
Opticians	Non-HSE charges apply
Hairdresser	Haircut Male: €10 Female: €25 Blow-dry /Set: €15 Cut/Colour: €40
Gym Membership (Deaf Village Ireland)	€150 for year membership
Deaf Club	€3 every Tuesday / €10 (last Sunday of the month)
Taxis	Where a taxi or Privately Hired vehicle is required, residents are charged for the cost of same.
Outings	Admissions depending event. Advised in advance on an individual basis.
Holidays	Depending on location / Hotel / Travel / Care required. Advised in advance on an individual basis.
Bingo	€2 per game
Toiletries	Personal preferences vary charges can apply to pharmacy bill if requested
Newspapers	Private ordering available individual cost of preferred newspaper applies
Private medical services	Private arrangement (with support as required)
Coffee Morning / Fundraiser	€2 to participate (Optional)

Any change to items currently included in fees will be notified in writing.

Please sign below to accept that you agree with the terms and conditions for residing at St Joseph's House for Adult Deaf and Deafblind

Resident:

Signed: _____

Name: _____

Date: _____

Family/Representative:

Signed: _____

Name: _____

Relationship: _____

Date: _____

St Joseph's House for Adult Deaf and Deafblind:

Signed: _____

Name: _____

Date: _____